

WORK PROGRAMME SUGGESTION FORM

Ref:

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Name: Ms Jane Eaton, Director of Corporate Resources, supported by Councillor Paul Clarke

Proposed Scope/focus of review:

To advise Technology Services' about the technology needs of Councillors to carry out their duties for the next Council term (May 2019 to May 2023) to enable them to work efficiently and keep constituents' personal data safe.

Your rationale for selection:

In May 2019 the Council will elect Councillors for the next 4 years. At this time Technology Services propose to replace the technology equipment Councillors use. In May 2018 the General Data Protection Regulations come into force. These make it even more important for Councillors to be careful with personal data they store on technology and keep it safe. Because Councillors are from all sectors of society it is important technology solutions can be used easily by people from all backgrounds. Advice of Councillors on new equipment means it is more likely to meet their needs.

Evidence:

Councillors currently use iPads. These work well in some circumstances, such as in meetings, but cannot store or maintain records securely. Councillor Paul Clarke recently commented in an email to the Head of Technology Services: "I only have an iPad to do what I have to do and often it is not good enough. I often use my home computer to draft letters to officers and electors, draft queries on policy and other things such rarely to run financial numbers. As a result I often forward emails to myself to consider and draft replies etc. Also if email accounts are not the place to store documents or correspondence - practically speaking - where else is one expected to keep them?" Councillors with visual impairments also find iPads difficult to use and others have broken their iPads multiple times. However alternatives, such as laptops, could be challenging for Councillors with physical disabilities. With Office 365 coming in bring your own device may be a suitable option but may be technically too complex for some of our Councillors. For other Councillors running work and Council diaries separately is difficult at present.

Desired outcomes/objectives/possible terms of reference:

To recommend to the Head of Technology Services the technology needs of Councillors for the 2019-2023 Council by October 2018, to enable her to find the optimal solution and make a capital bid as part of the 2019/20 budget setting process.

Other comments:

The Task and Finish Group will identify needs of Councillors from technology, for example reading papers, writing letters and emails, maintaining diaries, taking notes, analysing figures, and match these to technology solutions.

Technology Services will make available a Service Designer to the proposed Task and Finish Group to help them identify the needs of Councillors and find an optimal solution.

What time scale do you perceive to be necessary for this review?

Urgent

Within six months

Within 6-12 months