Report of the ICT Strategic Performance Manager

Democratic Services Committee – 16 July 2014

COUNCILLOR CONSULTATION ON CCS FUTURE ICT SERVICES

Purpose:	To update Councillors on the feedback received during consultation during May 2014
Policy Framework:	None.
Reason for Decision:	For Information only.
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1.   Introduction

1.1   With the termination of the ICT Capgemini contract in December 2015, all key users have been consulted with to determine their future ICT requirements. Questions were emailed to all Councillors as part of this consultation exercise.

1.2   Councillors were invited to respond by email or attend one of three (3) drop in session where these could be discussed.

2.   Summary of Responses

2.1   72 Councillors contacted;
        4 responded by email;
        4 attended the drop in sessions.

3.   Questions Asked and Summary of Answers Received

3.1   **Question 1**
        Are you satisfied with the current arrangements in place for ICT, does it meet your requirements, what aspects would you want to change and why?

        Summary of Answer
        Councillors felt that broadly speaking it need however the systems needed up grading to latest versions and out of hours access was a requirement for their roles. A requirement for conference calls or on-line meetings internally and externally was also identified.

3.2   **Question 2**
        Are there any aspects of the current ICT arrangement that you feel limit your ability to carry out Council business effectively.

        Summary of Answer
        General feeling that there were no limitations apart from the lack of out of hours support when systems go down.

3.3 **Question 3**
Currently Elected Members receive an allowance to purchase their own ICT equipment. Council services are accessed remotely using CITIRX. Does this service meet your needs?

Summary of Answer
The Councillors who use CITRIX find it easy to use. Some have an issue with printing. Those Councillors who do not use CITRIX don't because they haven't got the link. It was explained that the link was in their induction packs. Any queries for information should be directed to Members Support.

3.4 **Question 4**
The Council provides computer facilities at Civic Centre offices for Elected Members, there are also arrangements in place to bring your own device and connect to Council network. Does this arrangement meet your needs?

Summary of Answer
This does meet all their requirements where they use these facilities. WIFI access and WIFI printing would be useful for the future.

3.5 **Question 5**
Are you aware how to access ICT Training provided by the Council? (For example, Microsoft Office, Email and Calendars).

Summary of Answer
Councillors are aware of the training available.

3.6 **Question 6**
What sort of ICT service would you like to see in the future?

Summary of Answer
Mobile working, hot desking and home working to be enabled. Greater use of open source software. A dependable service available during the weekends and evenings.

6. **Equality and Engagement Implications**

6.1 Not applicable

7. **Financial Implications**

7.1 Not Applicable

8. **Legal Implications**

8.1 Not Applicable