

Future Provision of ICT for Councillors
2017-2021

Democratic Services Committee -
28 June 2016



City and County of Swansea
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Overview of Current Arrangements

- Established based on feedback / surveys
- Allowance to buy ICT equipment and on-going support and maintenance
- Caters for flexibility requested by Councillors
- Councillors Support through DS Team
- ICT support of Council related issues, e.g. Citrix, WiFi, email



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Digital Strategy & Councillors

- Cloud First
- Supports bring your own device (BYOD)
- Self-service
- Increased partnership and information sharing
- Greater security requirements around devices and information while maintaining flexibility
- Enterprise versus home environment
- Improved Business intelligence to support Councillors and Officers and decision-making



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What Currently Works Well?

- Flexibility around choice of device
- Corporate devices would be more restrictive around personal use
- Councillors can download any software / apps
- Councillors can upgrade systems when they choose



Known Issues

- Councillors find Citrix cumbersome and webmail lacks functionality – Office 365 will improve access and resilience
- WiFi intermittent issues known and solutions in progress
- Digital strategy will improve infrastructure
- Councillors using personal email
- Some Councillors have not taken out a support package
- Logging of incidents



Next Steps

- Attend all group Meetings to discuss future provision
- 27 Sept 2016: Report with recommendations back to Democratic Services Committee
- Council and Cabinet approval before Dec 2016
- Roll out and training May 2017
- Digital strategy roll out for Councillors


