

25 November 2019

Agenda Item: 12

## **REPORT OF THE SERVICE DIRECTOR, FINANCE, INFRASTRUCTURE AND IMPROVEMENT**

### **UPDATE REPORT ON THE REPLACEMENT OF WINDOWS SMARTPHONES**

#### **Purpose of the Report**

1. The purpose of the report is to update Members on the rollout of replacement smartphones across the council.

#### **Information**

2. At the meeting of 30<sup>th</sup> April 2019, Members of the Improvement and Change Sub Committee received a verbal update and presentation on the proposed replacement of Windows smartphones with devices running the android operating system.
3. At that time, the plan was to rollout replacement devices to the Member community followed by the officer cohort. This would have resulted in new devices being made available in early Autumn 2019.
4. However, this plan was reviewed in light of the priority afforded those colleagues in children and family services who did not have access to smartphone technology and that the associated risk to service delivery should be a matter of high priority.
5. Consequently, Members were consulted and it was agreed that Members devices would be replaced following the rollout to CFS staff. This re-prioritisation moved the date for Members devices to late autumn 2019. New configurations to deliver improved functionality have been applied to devices currently used by the 4 pilot Members.
6. Currently, approximately 250 CFS staff have new smartphones with access to corporate email. Focus has now moved back to the Members devices and the plan for deployment. Feedback from the 4 Members who originally received devices in the pilot phase has been positive.
7. Members have made clear the expectation that they would be able to access other email accounts from the devices and this feature is available in the new service. However, access to other Council's email services is not something that NCC ICT Services have control over and while we do not block access, it is the other Council's ICT service who would be required to enable access.

8. In order to facilitate this access as much as possible, NCC ICT Services have engaged with colleagues in the district and borough Councils. We have agreed that we should move forward with testing access where we are able and co-produce a blueprint for others as they further develop their service offering.
9. We have two configurations available and testing of both options has started with Cllr Butler accessing Rushcliffe Borough Council email services from an NCC device.
10. A new communications and rollout plan is being drawn up and will include the activities to migrate Members email to the O365 cloud platform, upgrade of the Office suite of applications on Members devices, replacement of Vodafone SIM cards with those from EE and the provision of new smartphone devices.
11. This plan will be shared with Members during November 2019 and subject to the satisfactory testing above will result in all Members having new smartphones devices prior to the Christmas 2019 break.

### **Other Options Considered**

12. This is an update paper and as such, no other options have been considered.

### **Reason/s for Recommendation/s**

13. The report is for information only.

### **Statutory and Policy Implications**

14. This report has been compiled after consideration of implications in respect of crime and disorder, data protection and information governance finance, human resources, human rights, the NHS Constitution (public health services), the public sector equality duty, safeguarding of children and adults at risk, service users, smarter working, sustainability and the environment and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

## **RECOMMENDATION/S**

- 1) That Members of the Improvement and Change Sub Committee agree to receive a post rollout update at the January 2020 Meeting.

**Nigel Stevenson**

**Service Director, Finance, Infrastructure and Improvement**

**For any enquiries about this report please contact:**

Adam Crevald

Group Manager Design and Technical Architecture

Chief Executives Department - Finance, Infrastructure and Improvement

**Constitutional Comments (EP 14/11/2019)**

15. The Improvement and Change Sub-Committee is the appropriate body to consider the content of this report.

**Financial Comments (SES 13/11/19)**

16. There are no specific financial implications arising directly from this report.

**Background Papers and Published Documents**

Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act 1972.

- None

**Electoral Division(s) and Member(s) Affected**

- All