

## **MEMBERS ICT POLICY DRAFT**

### **1. Introduction**

1.1 The objective of Members ICT provision is:

- To maximise the effectiveness of Members in their role
- To enhance communications between Members, officers, partners and members of the public

1.2 Electronic communication is an essential part of the Member's role as a Councillor. It will be used to inform them of important information such as dates of meetings, Member briefings, training events and notification of minutes and agendas and there will be an assumption that Members will look at their accounts on a regular basis, preferably daily. Their council e-mail address will be made publicly available and members of the public may contact them via this means and would expect a prompt acknowledgement and timely response.

1.3 With the increasing use and access to mobile devices and the focus on reducing costs and protecting the environment, there will be an expectation that Members will view committee agendas and reports on line rather than require expensive printed hard copies. To this aim, the council is offering Members the loan of a council iPad or facilities to use their own iPad if they prefer.

### **2. The Objectives of the Members ICT Policy**

- To ensure a common understanding of what facilities are provided by the Council and what is expected to be provided by the Member
- To ensure Members are clear on the expectations of themselves in their usage of ICT particularly with regard to data security
- To ensure members are clear on their commitment to moving towards paperless meetings if they accept a council iPad or use their own.
- To ensure Members are clear on what they can expect in terms of skills and training and where they can go to for support.

### **3. ICT Provision**

3.1 The council will provide Members with the following ICT facilities:

- A logon access to the council network (upon completion of an Acceptable Use Policy form – this will be included in the ICT induction)
- A Cheltenham Borough Council e-mail account
- Access to the council's intranet (access to the Internet would be provided by the Member's own Internet provider - e.g. BT)
- Access to personal storage and shared areas as appropriate
- ICT's current version of Microsoft applications – which includes Word, Excel and PowerPoint
- Computers and printers available in the Members room and the political group rooms where Members can log on to the council network

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- Use of other printers at the Municipal Offices for photocopying and printing from the network
- The loan of a council iPad OR the ability to have access to a council email account via a personal iPad or iPhone (providing it has the appropriate encryption facilities) and provision of the modern.gov app for reading committee papers.
- Wifi facilities available at the Municipal Offices for Members using their council iPad or their own equipment
- A facility for providing remote access to the council network via Members' own ICT equipment
- Each Member will be issued with their own personal ID pass giving access to the Municipal Offices and the Members Room.
- Access to the ICT Service Desk facility to assist Members with any issues associated with the above facilities
- Training and development to support Members in their use of the above facilities

### 3.2 It is assumed that members will have their own:

- Laptop, PC or other equipment suitable for home working (see the **Equipment minimum specification** section in Appendix 1)
- Printer (must be AirPrint enabled if they want to print directly from an iPad)
- Internet provider
- A broadband connection (2 MB as a minimum preferred) to support the remote access if required
- Paper, toner and other consumables required in use of the above (this is covered by the Members basic allowance)
- Facilities for resolving any issues with the Member's own equipment or service provider as this would not be the responsibility of the ICT Service Desk.

## 4. Information and Data Security

4.1 Before using any of these facilities, Members are required to attend an induction session which also covers the council's Information Security policy

4.2 The Data Protection/ ICT Security presentation can be found here along with links to the relevant security policies:

<http://intranet.glosdistricts.org/InformationSecurity/Default.aspx>

## 5. Use of iPads

### 5.1 Loan of a Council iPad

Any member can request the loan of a council iPad provided they are prepared to undertake to move to receiving committee papers electronically and sign up to the iPad agreement attached as Appendix 2 to this policy. This is essential as the business case for purchasing iPads from the Democratic Services budget depends on the savings made by reducing printed copies of committee papers. The expectation is that all committee papers will be circulated electronically as soon as possible. Members with a council iPad will not be expected to ask for paper copies of documents that have already

been made available to them electronically.

5.2 The iPad will remain the property of the council and will be registered to the council so there will be restrictions on what Members can access and the applications that can be made available. It will be set up with a range of applications and settings relevant to the councillor role and these will include:

- access to council emails with 500MB of storage
- access to the council's intranet (though this is still under development)
- modern.gov committee app
- twitter
- basic Microsoft office read-only facilities as they become available

5.3 All appropriate licenses will be provided by ICT.

5.4 Requests for any additional applications may be submitted to ICT via Democratic Services and a valid business case needs to be made. For this reason some members may prefer to use their own equipment where there are no such restrictions.

5.5 Microsoft office is available on the council iPads which will enable Members to open and read Word and Excel attachments on their iPad but not edit them. The editing of these documents would require ICT to buy Microsoft 365. This is currently being investigated with plans to roll out at some future point. This policy will be updated as new facilities become available.

5.6 Training on using the iPad will be available from ICT on basic facilities and from Democratic Services on the modern.gov app.

5.7 Members will be responsible for the safekeeping of any council equipment issued to them and expected to treat it with appropriate care to avoid it being damaged or stolen. A case will be provided when the iPad is first supplied. Any damage or stolen equipment must be reported to the ICT Service Desk immediately so that any security wipes can be initiated.

#### **5.8 Accessing Council emails via your own iPad or iPhone**

Members requiring this facility will be able to bring their iPad or iPhone to ICT when officers from ICT will be available to help enable this. The license for this facility will be paid for by ICT.

5.9 It is a personal choice whether Members opt to use their own equipment and they will need to weigh up the advantages for themselves. Using their own equipment they will have no restrictions on the apps they choose to load onto their iPad or phone and they can buy the equipment that will suit all their requirements. e.g. the council would provide a basic model suitable for use on council business but the individual may wish to purchase equipment with a higher specification for playing games or watching films for example. Technology is also moving so quickly that buying their own equipment enables Members to upgrade their equipment more regularly than the three to four-year lifespan the council plans for. Members using their own iPad or iPhone will have to use a secure password every time they log on as would any Member using their council iPad.

5.10 iPads and iPhones have the security chip necessary for accessing secure Cheltenham Borough Council services via Airwatch. Android devices will need to have the KNOX or KNOX2 encryption chip to be compatible. If in doubt, please consult the ICT Service Desk.

5.11 Members who already have their own iPad set up for secure access to Gloucestershire County Council email via Good, will not be able to use that same iPad to access Cheltenham Borough Council secured services via Airwatch. We would recommend the use of a Cheltenham Borough Council iPad in this case.

## **6. Accessing ICT facilities from a Member's home computer**

Access to the facilities listed above can be provided to Members via an application ('Citrix') and ICT will advise Members on how to install this on their home equipment. (ICT may need to log on to the Member's PC remotely in order to facilitate this if there are any problems.) This application will allow the Member to gain access to the council's infrastructure, and in order to do this they will require a remote access token and licence, which will be paid for and provided by ICT.

## **7. ICT facilities available via the network**

### **Email**

ICT requires Members to use a Cheltenham Borough Council email address as it offers protection against spam emails and viruses and is supported by the ICT Service Desk. Members are expected to check it regularly. The email address takes the following format: [clr.firstname.lastname@cheltenham.gov.uk](mailto:clr.firstname.lastname@cheltenham.gov.uk).

**Due to security restrictions imposed by the Cabinet Office as part of the council's Public Service Network requirements, ICT will not allow Members to have any automatic diverts on their council emails to a private email address.**

### **Microsoft Office Suite:**

Microsoft Word – word processing  
Microsoft Excel – spreadsheets  
Microsoft PowerPoint – presentations  
Microsoft Outlook – email, calendar, contacts, tasks

**Internet** – World Wide Web and access to modern.gov

**Individual file storage area** – U drive

**Intranet** – CBC internal web pages which includes access to:

Staff directory – Includes contact details for all staff and councillors.  
Online forms, including a travel claim form and hospitality declaration.  
Access to modern.gov for facilities not available on the public version of the system via the internet e.g working group meeting agendas and reports

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**Council website addresses:**

Cheltenham Borough Council	<a href="http://www.cheltenham.gov.uk">www.cheltenham.gov.uk</a>
Arts & Crafts Museum website	<a href="http://www.artsandcrafts.org.uk">www.artsandcrafts.org.uk</a>
Art Gallery & Museum website	<a href="http://www.cheltenhammuseum.org.uk">www.cheltenhammuseum.org.uk</a>
Tourism website	<a href="http://www.visitcheltenham.gov.uk">www.visitcheltenham.gov.uk</a>
Cheltenham Festivals website	<a href="http://www.cheltenhamfestivals.co.uk">www.cheltenhamfestivals.co.uk</a>
Cheltenham Trust website	to be advised

**8. Use of modern.gov**

8.1 Modern.gov provides electronic delivery of democratic information including councillor details/activities and meetings as well as the Council's Constitution.

8.2 This system is the engine room of the democratic process. It speeds up the procedure for compiling agendas, reports and minutes and makes it easier for all Members of the Council, staff and members of the public to access such documents and information about the Council and its Committees.

8.3 The system is open for use by all and can be accessed through the Council's internet site. <http://www.cheltenham.gov.uk/> (councillors, meetings and decisions).

8.4 Training sessions are available to provide Members with an understanding of the key modern.gov features and this will be covered in the ICT induction session for new Members. This will cover how to gain access to reports, agendas, minutes and the forward plan, access registers of interests and view and download meeting calendars.

**8.5 The Modern.gov app**

This app can be downloaded free of charge from the modern.gov pages on the Council's website. It provides the facility for agendas and minutes for selected committees to be automatically downloaded to the user's iPad. Facilities will then enable the user to annotate the document with their comments and highlight any areas just as they would do with a hard copy set of papers.

8.6 Full training will be provided by Democratic services so that Members can be confident in going paperless to all meetings.

8.7 A modern.gov app is also available to purchase which will allow the user to access confidential papers which are not available on the free app. Currently pink papers will continue to be distributed in hard copy or by secure e-mail although this will be kept under review particularly if the price of the app was to come down.

8.8 For the time being Planning Committee papers will continue to be circulated hard copy due to the additional level of complexity for Planning and the large number of additional papers circulated but this will be reviewed in the early part of 2015.

## **9. Support & Training**

9.1 ICT services are provided by a Shared service arrangement between Forest of Dean and Cheltenham Borough Council.

9.2 More information is available on ICT Training is available here:  
<http://intranet.glosdistricts.org/Training/Default.aspx>

9.3 Ongoing support to councillors is offered by the ICT Service Desk, which is the first point of contact for any queries, training requests or problems that may be encountered.

## **10. ICT Services**

**The Service Desk is open Monday to Friday from 8.30 am to 5 pm on 01242 775000.**

10.1 New Members will be provided with a network log on within 1 week of their election. This will allow access to council e-mails. ICT will aim to establish Members' remote working capability within 2 weeks of their election either by providing a council loaned iPad and/or a Citrix token.

10.2 Before using any of these facilities, councillors are required to attend an induction session which also covers the council's Information Security policy.

10.3 Members requiring the facility to receive council emails on their iPad or phone will be able to bring their iPad or iPhone to the Members Open Day or to one of the ICT training sessions and officers from ICT will be available to help enable this facility. This is the quickest way for new Members to be up and running with their council emails as soon as possible after the elections. If Members are coming in specifically about an iPad issue, they are advised to phone ahead to check if someone familiar with iPad support is available to assist.

## **Appendix 1 - Equipment minimum specification**

The 'Citrix' application requires the following minimum specification for laptops and PCs:

- Windows Vista or later, (Windows 7 or above preferred).
- 1.5Ghz Processor
- 1GB RAM
- IE9 or above
- 2Mb Broadband/ADSL connection

If you wish to use your own device it must have the following:

- Apple - iOS 4.3 or later
- Android – KNOX or KNOX2 encryption chip

## **Vodafone and Orange discounts**

Vodafone discounts of up to 20% off price plans are available for Elected Members, council employees, friends and family members. Details can be found on council intranet Social pages under employee discounts. You can email Vodafone at [info@vodafoneemployeeadvantage.co.uk](mailto:info@vodafoneemployeeadvantage.co.uk) from home. Vodafone will send an automated reply with an embedded link to the discount page and application form which will require you to provide the payroll number allocated for the purposes of paying your members allowance.

If you take up this offer, it will be a personal arrangement between yourselves and Vodafone, so please contact Vodafone direct with any queries.

**Appendix 2 – Agreement to support the issue of a Council Ipad**

In taking receipt of a council iPad I accept the following conditions as a Member of Cheltenham Borough Council :

1. I will ensure the safekeeping of the iPad at all times and take every step to ensure it is not put at risk of being broken or stolen. Should this happen I will report it to ICT Service Desk at the first possible opportunity.
2. I understand the iPad is for my own personal use and will not let any other person have access to it. I will use a secure password every time I log in.
3. I understand that confidential or restricted information may be sent to me and I will treat any data in accordance with the data security policy and according to the Members’ code of conduct. Any breaches of that security policy must be reported immediately to Democratic Services.
4. I understand that in accepting the iPad I am committed to the move to paperless meetings and I am prepared to receive papers electronically via the modern.gov app and take the iPad to meetings for that purpose. I will not ask for hard copies of papers that have been distributed electronically. I understand that I will continue to receive restricted papers for meetings in hard copy or by secure e-mail where there is a need.
5. I will commit to keeping my skills up to date and using new facilities as they become available on the iPad by attending training programmes when offered and/or making use of other training facilities.
6. I understand the first port of call for any technical problems with the iPad is the ICT Service Desk and I appreciate that the person who receives the call may need to refer it to a colleague with more expertise.
7. I understand that support for the modern.gov will be provided by Democratic services in the first instance but they may need to refer any technical problems to the providers of the system.
8. I understand that I am not allowed to put an automatic forward on my Cheltenham Borough Council email address to another email account.

On that basis I am happy to take ownership of the iPad.

Signed:

Councillor .....

Date: .....