

Gloucester City Council

Meeting:	Cabinet Member Decision Notice	Date:	1 July 2019
Subject:	Members IT equipment upgrade		
Report Of:	Cabinet Member for Performance and Resources		
Wards Affected:	[ALL]		
Key Decision:	No	Budget/Policy Framework:	No
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Appendices:	1. Feedback from pilot group		

1.0 Purpose of Report

- 1.1 To seek approval for the purchase and rollout of Dell 7390 2-in-1 laptop devices to replace the ageing Apple iPads currently being used by Members, following recommendations made by the Council's ITO partner and Intelligent Client Officer for IT, and following feedback from a pilot group of Members.

2.0 Recommendations

- 2.2 The Cabinet member for Performance and Resources has **RESOLVED** that the purchase of a set of Dell 7390 2 in 1 laptops for use by Members be approved, and their existing iPads recalled.

3.0 Background and Key Issues

- 3.1 In 2013 it was decided to roll out Apple iPads to Members as a way of improving productivity and reducing paper usage. Most Councillors are still using those iPads issued six years ago.
- 3.2 Since 2013, technology design and functionality has moved on significantly, and there has also been an increase in security risks associated with maintaining old hardware, particularly when system manufacturers decide to cease supporting older versions of their machines or software.

As part of the Council's move out of Herbert, Kimberley and Phillpotts warehouse into Shire Hall, the opportunity was taken to improve the IT hardware distributed to those officers, to enable them to become more agile, capable of working anywhere and thus more productive and accessible to customers. A large element of this upgrade involved rolling out new laptops to staff, and moving their principle productivity software onto Microsoft Office 365 and Windows 10. The Council is now at a place where its investment in Microsoft O365 applications and extensive security upgrades has made supporting any age of Apple iOS devices increasingly difficult and costly.

- 3.3 The age of the 2013 iPads will mean that they will shortly be obsolete and will not meet minimum requirements for the security applications that must be used with them. Standardising Member equipment to be the same as that used by officers will make IT support easier.
- 3.4 Following the success of the roll out of the Dell laptops to officers, it is likely that the same solution is likely to meet Members' needs and improve on the functionality currently available to them, while simultaneously meeting ICT security requirements and supporting the Council's paperless approach. Devices were rolled out to a pilot group of Members from all parties to test these assumptions. Feedback from the pilot group has been positive, with both written and verbal feedback highlighting an immediate increase in productivity, efficiency and flexibility. See Appendix 1 for feedback.

4.0 Asset Based Community Development (ABCD) Considerations

- 4.1 There are no ABCD implications.

5.0 Environmental Implications

- 5.1 The new devices will enable to Council to maintain its paperless approach.
- 5.2 It is intended both for Environmental and Financial reasons that the iPads returned will be wiped, factory reset and then sold to tech recycling companies such as Music Magpie, who will re-sell or recycle the devices under WEEE guidelines.
- 5.3 Possible alternative uses around the Council will be investigated, however these will have to consider the concerns raised in 3.3.

6.0 Alternative Options Considered

- 6.1 Alternatives were considered. In summary:
 - 6.1.1 Upgrade to new iPads – not recommended as the purchase costs will be the same, if not greater, but there would be a need to retain Apple operating system expertise in IT support, which would add unnecessary cost to the Council.
 - 6.1.2 Retain the existing iPads - not recommended for the reasons outlined in paragraph 3.3.
 - 6.1.3. Buy another model of PC/laptop – not recommended as the Council would not benefit from economies of scale in procurement and would make IT support harder.
 - 6.1.4 Go back to paper-based working for Councillors – not recommended as this does not support the Council's environmental and digital aspirations.

7.0 Reasons for Recommendation

- 7.1 The reasons for this recommendation are summarised here:

- Replace existing end of life hardware
- Further standardisation of IT equipment
- Enable Members to discharge duties more effectively

8.0 Future Work and Conclusions

- 8.1 Procurement through existing supplier contracts
- 8.2 Finalise the Operating System image to be installed once laptops are delivered to IT.
- 8.3 Devise Roll Out plan including training for Members on the new devices.

9.0 Financial Implications

- 9.1 The like for like costs of hardware types (iPad pro vs Dell 7390) are virtually the same so any savings will come from procurement bulk order economies of scale. Having spoken to distributors, there is more likelihood to be flexibility on unit price on Dell laptops than Apple iPads given the relatively small order quantity.
- 9.2 The Dell 7390 2 in 1 model in question is currently retailing for 1195.00, Indicative prices from suppliers for a bulk order of 40 laptops is XXXXX.
- 9.3 The intention is to use the “Hardware Credit” fund secured at the start of the O2 mobile phone contract to purchase a proportion of the laptop requirement, thus reducing the overall capital outlay.
- 9.4 There will be a small additional outlay for three WiFi-Direct printers for political group rooms and Cabinet room in Shire Hall.

(Financial Services have been consulted in the preparation this report.)

10.0 Legal Implications

- 10.1 There is no legal requirement for a Council to provide its Members with ICT equipment.
- 10.2 In respect of the recommendation in this paper, the Council’s legal obligations with regards to security and protection of data are met by our Laptop and Network Security applications, Mobile Device or Mobile Application Management Applications.
- 10.3 As it meets the requirements of the Information Commissioner’s Office for data privacy and allows the Council to create policies which can then be applied to both bring your own device (BYOD) and GCC-managed devices to enforce passwords, encryption and the remote wipe of either corporate data and or a complete device wipe should the device be lost or stolen.

11.0 Risk & Opportunity Management Implications

- 11.1 The original 2013 report cited concerns that using tablets may put individuals off from standing as a Councillor, however this is not believed to have had any such impact and some current members are able to discharge their duties with minimal use of the hardware offered, for instance preferring to make use of BYOD features of Office 365; as these features mature and are made available, we may see further reductions in the need to provide members with Council equipment, with many opting to use their own.

12.0 People Impact Assessment (PIA) and Safeguarding:

- 12.1 While the aim of the recommendation is to achieve a consistent approach to Members’ ICT provision, this will not preclude consideration of individual requirements and where it is identified that an individual Councillor requires equipment that is different or additional to the device issued in order to meet the requirements of their role as a Councillor, such

circumstances will be considered and the appropriate equipment will be provided if it is deemed to be necessary.

12.2 The PIA Screening Stage was completed and did not identify any potential or actual negative impact, therefore a full PIA was not required.

13.0 Community Safety Implications

13.1 There are no community safety implications arising from this report.

14.0 Staffing & Trade Union Implications

14.1 There are no staffing implications arising from this report.

Background Documents: None