

Committee(s)	Dated:
Digital Services Sub Committee – For Information	28 th March 2019
Subject: Change and Engagement Update	Public
Report of: The Chamberlain	For Information
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Summary

February saw the deployment of Microsoft Teams across the City Corporation, this is now in use by over 600 staff. Adoption levels for SharePoint and Skype for Business continue to increase month on month. Work has started to upgrade the Audio Visual (AV) equipment and install Skype Room systems in Chief Officer's rooms, Corporate meeting rooms and Committee rooms.

Recommendation(s)

Members are asked to:

- *Note the report.*

Main Report

Background

1. The desktop element of the IT Transformation Programme completed in February 2018, with the delivery of Windows 10 devices and Microsoft Office 365 to the organisation. This included a shift from a primarily desktop IT estate, to more than 70% laptops. Since that time, a programme of communications, training and campaigns has been delivered to drive user adoption and maximise the benefits from the organisation's investment in IT.

User Adoption

2. The User Adoption Dashboard (delivered through PowerBI) continues to provide significant insight into City Corporation staff using the various technology elements, as well as the level of use.
 - Around 1200 City Corporation staff are regularly using Skype for Business.
 - There has been a month on month increase in the total use of Skype Audio and Video functionality, peaking at over 460 hours in February –

this has doubled since the end of the Collaborate campaign in October 2018 (see figure 1).

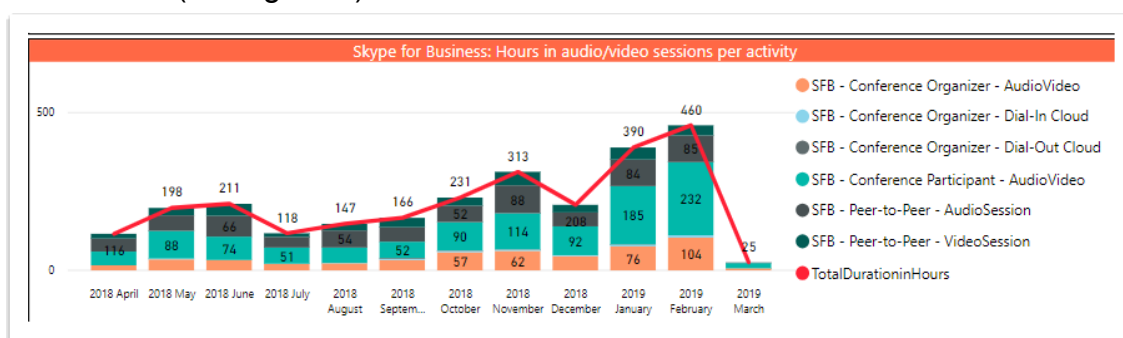


Figure 1

- The no. of active SharePoint sites across the organisation continues to increase – in February there were 581 active SharePoint sites, more than double the figure this time last year (Figure 2).

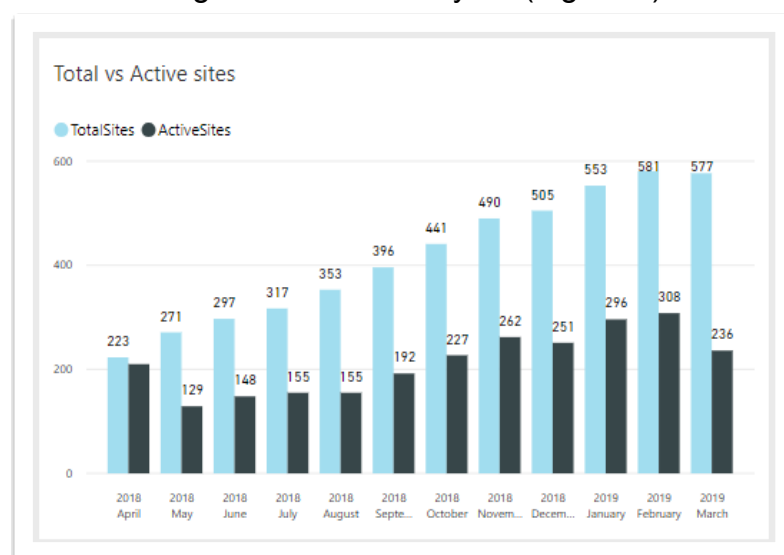


Figure 2

- Chamberlain's department and the Town Clerk's department remain at the forefront of adoption on Skype for Business and SharePoint.

Skype Video-Conferencing Rooms

- One of the Adoption barriers highlighted in the Sei Mani Report (Sept 2018), was the lack of appropriate Audio-Visual (AV) Equipment in offices and meeting spaces. This is being addressed through a series of installations;
 - Skype Room Systems and display screens have been installed and are now in use in the Chairmen of Policy and Resources' office, the Chamberlain's Office and the City Surveyor's Meeting Room;

- A mobile Collaboration Screen, with videoconferencing functionality, has been provided for use in Committee Rooms;
- A project is underway to install Skype Room Systems and display screens in 5 Chief Officer's offices and meeting rooms;
- A further three pilot rooms have been agreed, including Chairmen's Meeting Room 1 and two Corporate meeting spaces.
- Subject to appropriate funding, these will be followed by a larger project to equip all Corporate Meeting Rooms and Committee Rooms with high quality AV equipment to enable audio and video conferencing capability.

Microsoft Teams

4. Microsoft Teams was launched across the City Corporation on 11th February and remotely installed to all desktops and laptops. The launch included an automated provisioning process using the O365 Toolkit (SharePoint, Flow). To date, over 100 Teams have now been requested, and it is in use by over 600 City Corporation Staff. Teams is Microsoft's fastest growing business application.
5. The collaboration software's core capabilities include messaging, calling, video meetings and file sharing through bringing together the functionality of other O365 applications. Microsoft Teams was originally launched by Microsoft in March 2017 and is now used by more than 200,000 organisations.

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