Committee(s):	Date(s):
Information Systems Sub Committee of the Finance Committee	17 May 2012

Subject: Members' Equipment Refresh – Update	Public
Report of: The Chamberlain	**For Information**

Summary

The purpose of this report is to update on the progress of the Members' Equipment Refresh and the iPad trial.

Recommendations

- That the security review of iPad, Blackberry and the Modern.Gov application currently underway is completed to confirm that there is appropriate protection in place for the sensitivity of the data to be stored on these devices.
- Following the satisfactory outcome of this review, that iPads are added to the list of equipment available to Members and moved from a pilot into business as usual.
- That the savings from reduced printing enabled by these devices are used to offset their costs.

Main Report

Introduction

1. This report details the current state of the roll-out of IT equipment and facilities to Members and reports on the iPad trial.

Current Facilities

2. The PCs in the Members' areas of the West Wing have all been upgraded to Windows 7, including stand-alone machines used for internet access.

3. All Members have been given a roaming profile as a result of the work on Windows 7 which means that all files used by Members will be stored on network drives rather than the local PC as was the case for some Members previously.

4. Members will be migrated to Outlook 2010 before the Olympic change restrictions come into force and once the upgrade to Exchange 2010 has been completed. This is likely to be during May.

5. Sixty five Members have a City of London laptop.

6. Members' Citrix applications have been upgraded to Office 2010.

7. Seventy one Members have a City of London BlackBerry. The City of London has recently signed a contract with O2 and plans are in place to migrate Members to 02 contracts later this year. A detailed plan will be developed for this migration and more details will be sent to Members nearer the time.

8. Forty eight Members have a City of London provided ADSL service. Members who are on the Claranet service will be migrated to the BT ADSL platform during 2012.

9. There have been three new Members to the Court so far this year Ms Wendy Hyde, Mr John Brewster and Alderman Peter Hewitt. Ms Hyde has been provided with equipment and Mr Brewster, who was a Member previously, also has City of London equipment. We are waiting to hear from Alderman Hewitt about his requirements.

10. Fifteen Members have chosen not to have access to City of London systems.

iPad Trial

11. Twenty eight further Members are now taking part in the iPad trial, making a total of 44.

12. A further six Members are using the Good technology for access to Corporate email on their own devices.

13. Feedback clearly demonstrates the advantages of these devices in respect to replacing the need for printed meeting papers and allowing Members to work more flexibly. In addition the following benefits were identified:
    a. Lightweight – iPads are considerably lighter than laptops
    b. Battery Life – An iPad can run for several days or more on a single charge
    c. Anywhere Access – connection is available via either mobile phone or WiFi access
    d. Ease of Access – An iPad starts up almost instantaneously where as a laptop can take several minutes.
    e. Replaces Paper documents and is considerably lighter than several sets of major committee's papers
    f. Security / Encryption – iPads are encrypted and therefore more secure than paper documents. An iPad can be remotely wiped, paper cannot.

14. Some negative feedback has also been received which includes:
    a. A committee Chairman may need paper copied of documents to enable fast switching between documents and the agenda.
    b. Annotation of committee reports is easier on paper.
    c. Creation of additional email folders is not currently possible within the Good application making filing of emails more difficult than using a laptop.

15. A report to the October 2010 IS Sub Committee stated: "Until recently, the City Corporation was circulating over 32,000 hard-copy agendas per annum to Members, officers, business organisations and members of the public at a cost of almost £132,000. The review was the first for many years and highlighted the need to make some positive changes in the way that committee-related information is circulated both internally and externally. Measures to reduce the circulation of hard-copy committee reports are continuing to be implemented, both internally and externally. Such measures reflect a more sustainable approach to accessing information and maximise the use of existing technologies. The use of new technologies such as modern mobile devices may complement that approach. It is anticipated that cost-savings will be realised as a result of the revised circulation arrangements."

16. The postage costs to deliver papers to Members were not included in the above financial assessment but recent increases in postal charges will see this increase significantly.

17. The Town Clerk's department are in the process of implementing a new Committee Minute system (Modern.Gov). This system will have an iPad

application to enable committee dates and committee papers to be transferred to iPads.

18. Other Members have expressed an interest in joining the trial and these Members have been added to a list of those who will be included in any further roll out..

Security / Risks

19. It should be noted that the Good Technology application that enables access to corporate email on iPads has been certified to handle Impact Level 2 (IL2[1]) data and Apple have submitted evidence to enable iPads to also be certified to that level. If an iPad is lost or stolen it can be remotely wiped of all data by the IS Division.

20. There are risks associated with storing emails and documents on iPad devices should may be lost or stolen. However, these devices are password protected and encrypted and can be remotely wiped by the IS Division.

21. The IS Division will work with the Town Clerk's department to ensure that security of iPads and the Modern.Gov application are assessed and appropriate controls put in place commensurate with the sensitivity of the information being handled by summer 2012.

22. Members should be aware that they have a responsibility to keep their devices secure. Passwords or usernames should not be written down and stored with the device. The IS Division must be notified if the device is lost or stolen so that it can be reset to factory defaults and all data removed. In addition data should be handled in line with the requirements detailed in the Data Protection Act.

23. Password complexity for iPads and Good technology have been set to a minimum of 4 characters to match that currently required on Blackberry devices. The IS Division recommends that this is reassessed with Members' input to ensure that sufficient security is in place in order to match the sensitivity of the data being handled. An eight character password is recommended.

Budgets

Revenue Budget:

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[1] IL1 = unrestricted, IL2=protect, IL3=Restricted – equivalent to Non-Public Marked Committee papers

24. The annual revenue budget for the Members' Project is £35,000; as of 29th February the total spend against this budget was £42,106.15. There is increased pressure on this budget from the increase in mobile devices and expenditure for the iPad trial.

Capital Budget

25. The original Capital Budget was £275,000 and there is £60,775 remaining in the budget.

Proposal

26. That the security review of ipad devices is completed as soon as practicable, including an assessment of the modern.gov ipad app for committee papers.

27. That, once this review is satisfactorily completed, iPads are adopted as a solution available to Members in order to enable them to contribute to reducing the number of printed committee papers.

28. That the savings from reduced printing enabled by these devices are used to offset the cost of them.

29. That existing Members laptops remain on Windows XP and are not upgraded to Windows 7 and if possible Members choose either a laptop or iPad as their City of London supplied device.

30. That Members recognise that they have a responsibility to keep their devices secure and that they do not store any sensitive data on these devices or allow that data to be accessed by others.