

Committee(s)	Dated:
Summit Digital Services Committee	16 th November 2020
Subject: Member's IT Provision Policy	Public
Report of: The Chamberlain	For Decision
Report author: Sam Collins, Head of Change and Engagement	

Summary

This paper proposes a new Policy for the provision of IT equipment and support to the City of London Corporation's elected members. 'Elected Members' are defined as elected Members of the Court of Common Council. This policy does not apply to Co-Opted Members including Verderers.

Recommendation(s)

- *To approve the Member's IT Provision Policy, as laid out in Appendix 1.*
- *Approve the actions in 1.4 to deliver the £40K per annum savings on Member's IT services.*

Main Report

1. Background

1.1. The City of London Corporation's elected members (100 Common Councilmen and 25 Alderman) represent a wide range of professions and City interests and take the major strategic decisions that direct the work of the City Corporation.

1.2. The IT Division is charged with the provision of IT equipment, services and support to Members in the effective fulfilment of their duties.

1.3. The budget for Members' IT Equipment is £125k per annum. In 2019/20, the main areas of spend were as follows

- O2 Line Rental and Call Charges - £55.7k
- Mobile Phones and iPads - £8.7k
- Accessories and Peripherals - £9.1k
- Desktop and Laptop Computers - £6.7k
- Broadband Charges - £8.1k
- Printers and Cartridges - £2.1k

1.4. Members have approved a saving of £40k per annum as part of the ongoing Fundamental Review and this updated policy will assist in delivering these savings. The principle areas for the savings have been identified as follows;

- The application of a 4-year device refresh to bring the approach in line with Officers. This will reduce the purchase of new laptops, iPads, Mobile phones and in any case, there has been an increasing trend for Members to use their own IT Equipment;
- A tighter management of O2 line rental and call charges;
- A reduction in the Corporation bearing the full cost of broadband provision;
- A reduction in printer provision.

2. Member's IT Provision Policy

2.1. The proposed Member's IT Provision Policy is set out in Appendix One (attached).

2.2. The key principles of the Policy are;

- To ensure that Members are provided with the IT Equipment required to fulfil their duties, in addition to the provision of IT and Telephony Facilities in the Members' IT Suite and the Members' IT Room at Guildhall.
- That Members IT Equipment will be replaced if lost, stolen, faulty, broken or out of support – otherwise equipment will be replaced or upgraded every 4 years.
- Printers, replacement print cartridges and home broadband are no longer included in the IT Provision for new Members and new requests from existing Members will not be considered.
- IT Support will be made available through the Technology Support Team and through the IT Service Desk but should not be utilised for purposes unrelated to Member's duties.

3. Members Support

3.1. IT Support will be made available to assist Members in their duties. IT Support should not be utilised, as a matter of course, for personal equipment, software, accounts or other services unrelated to Member's duties.

3.2. The Technology Support Team (formerly VIP Team) are available to address issues with the IT equipment provided, and support Members to make best use of technology. A drop-in service or appointment service is provided between 9 am and 5 pm, Monday to Friday, excluding Bank and Public Holidays (modified to when attendance in the office is required during the current Pandemic).

3.3. The IT Service Desk can be contacted by telephone on **020 7332 1001** and operates 24x7.

Sam Collins

Head of Change and Engagement,
IT Division

T: 020 7332 1504

E: sam.collins@cityoflondon.gov.uk

Appendix 1: Member's IT Provision Policy City of London Corporation (COL)

Version Control:

Version	Date	Comment	Amended by
0.1	03/07/19	Created	Sam Collins
1.0	03/09/20	Redraft	Sam Collins

Approval:

Approvers	Signature	Date
Sam Collins	<i>Sam Collins</i>	03/09/20
Sean Green	<i>Sean Green</i>	10/09/20



Purpose of the Policy

The purpose of this policy is to define the provision and support of IT and Telephony Equipment for the City of London Corporation's elected Members.

'Elected Members' are defined as elected Members of the Court of Common Council. This policy does not apply to Co-Opted Members including Verderers

Scope of the Policy

The intention of this policy is to outline the IT services and equipment that can reasonably be expected by Members, to assist Members in their duties.

Policy Renewal

This policy will be reviewed annually or sooner if there is a valid business reason.

Policy Principles

This policy adheres to the following principles;

IT Facilities and Telephones

- Desktop PCs are available with full Microsoft Office software, including e-mail and Internet access, in the Members' IT Suite, adjacent to the Members' Reading Room on the third floor of the Guildhall West Wing, Chairmen's IT Room on the second floor of the Guildhall West Wing and the Members' IT Room on the Mezzanine Floor.
- The PCs and telephones in the Members' IT Suite, are to assist Members in their duties and must not, as a matter of course, be used for other purposes.
- It is the intention of the City Corporation for all Members to have access to appropriate IT facilities. Members may choose from a variety of equipment including;
 - Laptop – a portable device combining a PC, screen and keyboard.
 - Tablet – a portable device for viewing electronic documentation and accessing corporate email.
 - Smart Phone – a pocket sized device which provides wireless communication to the corporate environment allowing the user to send and receive emails, update their diary and browse the internet.

- Alternatively, Members are also able to use their own IT equipment, though are required to use a CoL e-mail address for all Member duties.
- Standard Feature Mobile phones (non-Smart Phones) are not provided by the City Corporation.
- A Member's IT Equipment will be replaced if lost, stolen, faulty, broken or out of support. Otherwise a Member's IT Equipment will be replaced or upgraded every 4 years. A request for new or upgraded IT Equipment that does not meet the criteria, will be at the discretion of the IT Director.
- Associated line rental costs and bolt on calling plans for non-UK Travel will be paid by the IT Division but should only be requested where this is required to assist Members in their duties.
- Printers, replacement print cartridges and home broadband are not included in the IT Provision for new Members.
- Members' City of London.gov.uk address will be displayed on the Corporation's webpages. In respect of personal email addresses, these cannot be used by City Corporation officers in relation to any City Corporation business.

Member's IT Support

- IT Support will be made available to assist Members in their duties. IT Support should not be utilised, as a matter of course, for personal equipment, software, accounts or other services unrelated to Member's duties.
- The Technology Support Team (formerly VIP Team) are available to address issues with the IT equipment provided, and support Members to make best use of technology.
- A drop-in or appointment service is provided at Guildhall between 9 am and 5 pm, Monday to Friday, excluding Bank and Public Holidays. Where in-person support is required Members are encouraged to use this service. Home visits will only be made in exceptional circumstances and will be limited to properties within the City boundary.
- The Technology Support Team can also be contacted by e-mail or telephone between 9 am and 5 pm, Monday to Friday, excluding Bank and Public Holidays.
- The IT Service Desk can also be contacted by telephone and operates 24x7.