

Project Title:	Members ICT 2015
Project Sponsor:	Kevin Griffin

INTRODUCTION	
Executive Summary: (Overview of the project)	Background West Berkshire Council Members have had Council provided ICT equipment since 2003 which were introduced as part of the Implementing Electronic Government (IEG) initiative. These ICT systems were then refreshed and updated in 2007, but have not been updated since then. This project will refresh / replace the Members ICT equipment in time for deployment after the May 2015 elections.
Requirement: (Explain how the current situation has developed, creating the need for the project)	Members ICT facilities provided are designed to; <ul style="list-style-type: none"> • facilitate Members' communication with their peers, Council Officers and with their constituents • provide access to information and data pertinent to their role as a Councillor
Drivers: (State the project drivers such as response to demand, planned/routine upgrade or statutory requirement)	<p>The existing Members ICT equipment is old, failing, and slow by current standards. Members laptops are well overdue for replacement based on the Council's usual refresh period of 5-years.</p> <p>Existing Members equipment uses Windows XP which is no longer supported by Microsoft, nor is it compliant with the security standards the Council is required to adhere to namely the Public Services Network (PSN), which could affect our PSN accreditation status and/or pose an information security risk.</p> <p>The current Members ICT solution has become unpopular, and is perceived to be cumbersome by many Members; consequently many aspects of the solution are unused, or rarely used, by many Members.</p> <p>The Council conducts much of its business by electronic means, so Members require appropriate modern IT tools to engage effectively with this business.</p> <p>Council meetings are frequently paper-based involving the printing of large reports, which consume resources and are frequently couriered to Members homes. A 21st century solution would seek to replace these paper-based processes as much as possible with an electronic 'paperless' alternative.</p>
Corporate Plan and Service Plan: (State how the projects outcomes align with corporate priorities)	<p>CSP4 – Protecting the Environment: This project may reduce the Council's paper usage by facilitating less paper meetings.</p> <p>CSP8 – Doing what's important well: The new Members ICT equipment should allow Members to keep in touch with important Council matters and information.</p>

PROJECT AIMS	
<p>Objectives: (Describe Service outcome and quantifiable and qualitative benefits)</p>	<ol style="list-style-type: none"> 1. To determine what ICT equipment Members require to work effectively. 2. To provide a modern, 'fit for purpose' Members ICT solution to replace their aging laptops and to address issues with the current technology. 3. To provide secure access to selected WBC back-office systems that may be required by Members. 4. To provide an ICT capability that will facilitate the reduction of printed material required by Members in meetings. 5. To develop an ICT solution(s) for Members that could also be deployed to Council Officers with minimal changes. 6. To develop an ICT solution that can allow Members some degree of personal ICT use without compromising the Council's security. (eg: The installation of their own private software for personal use)
<p>Scope: (Describe in scope services or systems and note specifically those that are out of scope)</p>	<p>The project scope is envisaged to include;</p> <ul style="list-style-type: none"> • the provision of personal computing equipment including; <ul style="list-style-type: none"> – A tablet device running Microsoft Windows 8.1 and Microsoft Office 2013 – A detachable bluetooth keyboard – A separate Bluetooth mouse pointing device • the ability to access WBC systems and information including; <ul style="list-style-type: none"> – WiFi and/or 4G networks – the internet – West Berkshire Council email – the West Berkshire Council Intranet – West Berkshire file storage (H: Drives, G: Drives, S: Drive) – West Berkshire Council Printing facilities – Members Web Pages – meeting agendas and supporting papers • increasing Wi-Fi coverage in WBC corporate buildings • the implementation/enhancement of back office systems to support the new solution including; <ul style="list-style-type: none"> – Security/encryption/mobile device management (MDM) – Directory Services – Email – Printing • the development of appropriate documentation and training materials • the delivery of user training • • ongoing support of Members <p>This scope is subject to change based upon learning during to pilot phase.</p> <p>Out of scope The new solution will no longer provide;</p> <ul style="list-style-type: none"> • personal printers for individual members • the default provision of BlackBerry smartphones for Executive Members

<p>Benefits: (Explain the business benefits to the Organisation, Community, Partner links and Corporate priorities)</p>	<p>The project is designed to deliver the following benefits;</p> <ul style="list-style-type: none"> • All Members will receive personal equipment (tablets) that represent an improvement on the laptops they replace because they are lighter, faster, easier to use, more flexible and have long battery life • Members will have the ability to connect to Council systems via improved wi-fi coverage across WBC corporate building, or via public or private wifi when at other locations • The new facilities will be flexible as well as secure and will be PSN compliant • The new facilities should enable Council meeting to be run with less/no paper
<p>Efficiency Savings: (Provide a cost breakdown of expected financial benefits)</p>	<p>Potential savings:-</p> <ul style="list-style-type: none"> • Reduced costs compared to the current Members ICT solution (Around £5,000pa): If it is accepted that Member require WBC provided ICT equipment to fulfil their roles and that their current laptops need to be replaced with a modern equivalent then there is a potential saving of 52x £100 due to the reduction of Citrix licences (The cost of tablet computers vs laptops is largely cost neutral) • Printing (Up to £29kpa): Member meeting and Committee meeting printing is commissioned by the Strategic Support Service. Based on 2013/14 whole year figures, it is estimated that the 2014/15 total Print Room printing costs for Strategic Support will total between £23k and £29k. £29k would therefore represent the maximum saving per annum achievable if Members could switch to a totally 'paperless' environment. • Members Allowances (Up to £10,400pa): Members can each claim up to £200pa to assist with their home printing costs – ink/toner/paper. Therefore a theoretical maximum of £200 x 52 Members = £10,400pa could be saved if the Members printing allowances were to be abolished. • Courier Savings (Up to £7,800pa): There is currently one Courier run to Members each week. The courier team is made up of voluntary and casual staff; and the vans are on a lease agreement. If the once-a-week courier run was deemed unnecessary, then estimated savings for staff costs and fuel could amount to £150 x 52 = £7,800pa. • BlackBerry Savings (around £1,900pa): The Executive and one Member of the Shadow Executive (11 people) utilise BlackBerry Smartphones incurring costs of £36-£50 per quarter (around £170 pa per BlackBerry). If all these devices were deemed unnecessary, then the savings would amount to 11 x £170 = £1870pa.
<p>Consequences of Not Delivering Project: (If project delayed or not approved/delivered)</p>	<p>If this project is not delivered;</p> <ul style="list-style-type: none"> • Members may not be able to be completely effective in their roles • The Council will potentially be non-compliant with PSN Information Security requirements
<p>Opportunities: (Additional opportunities arising from the project)</p>	<p>The technologies/solution piloted for Members may also, when suitably adapted be beneficial to Council officers.</p>

PROJECT DETAILS (Estimated)																											
<p>Outline Plan: (Key elements of the project with options)</p>	<ol style="list-style-type: none"> 1. Initial research / Preliminary activities / Deliver dependent projects 2. Determine / Consult on favoured solution(s) 3. Pilot testing 4. Pilot feedback / Modify solution 5. Prepare for live deployment 6. Live deployment / training 7. Closure/review 																										
<p>Timescales: (Start/End dates with milestones if appropriate)</p>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: right;">Project Start:</td> <td>June 2014</td> </tr> <tr> <td style="text-align: right;">Determine Pilot solution:</td> <td>August, 2014</td> </tr> <tr> <td style="text-align: right;">Phase I Pilot Test¹</td> <td>3rd October, 2014</td> </tr> <tr> <td style="text-align: right;">Phase II Pilot Test²</td> <td>7th November, 2014</td> </tr> <tr> <td style="text-align: right;">Phase III Pilot Test³</td> <td>21st November, 2014</td> </tr> <tr> <td style="text-align: right;">Phase IV Pilot Test⁴</td> <td>12th December, 2014</td> </tr> <tr> <td style="text-align: right;">Additional Phase IV Pilot Test⁵</td> <td>February, 2015</td> </tr> <tr> <td style="text-align: right;">Post-Pilot Review</td> <td>End Jan, 2015 Feb, 2015</td> </tr> <tr> <td style="text-align: right;">Procure equipment / Prepare for rollout</td> <td>April, 2015</td> </tr> <tr> <td style="text-align: right;">West Berkshire Council Elections</td> <td>7th May 2015</td> </tr> <tr> <td style="text-align: right;">Rollout to Council Members</td> <td>11th May, 2015</td> </tr> <tr> <td style="text-align: right;">Solution Review</td> <td>August, 2015</td> </tr> <tr> <td style="text-align: right;">Formal Project Closure</td> <td>August 2015</td> </tr> </table> <p>¹ Cllr Roger Croft, Cllr Gordon Lundie, Kerry Taylor ² Cllr Roger Hunneman, Cllr Alan Macro, Cllr Graham Jones ³ Cllr Mollie Lock, Cllr Graham Pask ⁴ Nick Carter, John Ashworth, Gillian Durrant, Robin Steel, Rachael Wardell ⁵ Cllr Keith Chopping Cllr Hilary Cole, Cllr Alan Law, Cllr Royce Longton</p>	Project Start:	June 2014	Determine Pilot solution:	August, 2014	Phase I Pilot Test ¹	3 rd October, 2014	Phase II Pilot Test ²	7 th November, 2014	Phase III Pilot Test ³	21 st November, 2014	Phase IV Pilot Test ⁴	12 th December, 2014	Additional Phase IV Pilot Test ⁵	February, 2015	Post-Pilot Review	End Jan, 2015 Feb, 2015	Procure equipment / Prepare for rollout	April, 2015	West Berkshire Council Elections	7th May 2015	Rollout to Council Members	11 th May, 2015	Solution Review	August, 2015	Formal Project Closure	August 2015
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<p>Known Risks or Issues: (Outline any high level risks or issues which may affect the project's success)</p>	<p>Initial Risks:</p> <ul style="list-style-type: none"> • ICT Key Staff Availability – Always a concern with a busy ICT Service • Scope Creep – With so many High Profile / VIP Stakeholders in a position to influence this project, there is a high risk that more deliverables, or more expensive or more complex outcomes may get proposed during the pilot • All proposed solutions rejected – There is a risk that it is not possible to find a totally acceptable solution that meets all the criteria, so some compromises may be required. • Members' appetite for Change – The ultimate success of the project will depend upon take up of the solution. If some Members do not engage with the project or do not embrace the new ICT solution, the full anticipated benefits will not be realised.
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BUDGETS (Estimated)	
<p>Estimated Project Cost: (Approx total cost)</p>	<p>Initial 'legacy' budget was £46,380. This was revised to £70k following Project Board Discussion on 07/01/2015.</p>
<p>Estimated Revenue Cost: (Approx total cost)</p>	<p>Future revenue cost items include;</p> <ul style="list-style-type: none"> • Mod.gov annual maintenance £3,000pa • Smartphone(BlackBerry) costs if these are retained (up to £1,900pa) • Members allowance claimable items e.g. personal printing costs if these are retained (up to £10,400)
<p>Proposed Project Budget Source: (e.g. Service Budget, Grant Funding, Capital Bid)</p>	<p>Cost Centre: 87285 ICT Capital Programme</p>
<p>Proposed Revenue Budget Source: (Usually the Service Budget. Provide Cost Centre Code)</p>	<p>TBC</p>

RECOMMENDATION	
<p>Recommended Solution: (Recommended solution)</p>	
<p>Other Options Considered: (Describe what other options were considered where appropriate)</p>	
<p>Officers Consulted: (Names and Service unit of officers consulted)</p>	

Prepared by:	Andy Best
Date:	

Approval Signature			
Project Sponsor:	Name:Kevin Griffin	Date:	
	Signature		

BUSINESS CASE

**Project Sponsor
Comments:**

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