*PART 1 – PUBLIC DOCUMENT	AGENDA ITEM No.
	12

TITLE: INFORMATION NOTE: RECOMMENDATIONS OF THE TASK & FINISH GROUP ON CITRIX - UPDATE

INFORMATION NOTE FROM THE HEAD OF REVENUES, BENEFITS AND INFORMATION TECHNOLOGY

1.   SUMMARY

1.1   To advise the Committee on progress made following the Task & Finish Group report on the Council's web site and use of Citrix published in March 2014.

2.   BACKGROUND

2.1   At the meeting of this Committee on 18 March 2014, Members considered the report of the Task & Finish Group that had reviewed the Council's web site and the use of Citrix within the Authority. This note is concerned with the Citrix elements of that report.

2.2   There were ten recommendations from the Task & Finish Group, three of which related to the use of Citrix.

2.3   These were:

- *Recommendation 8: Citrix works well for the majority of users, and the Council should continue to use it.*

- *Recommendation 9: The Council should alert members to the impending changes in data protection protocols and their consequences.*

- *Recommendation 10: The IT Service should proactively assist all members individually to find a personal solution – either Citrix or Good Technology – which will allow them to access the services and information they need.*

3.   PROGRESS AGAINST EACH RECOMMENDATION

3.1   Recommendation 8. This is a matter of note and no further action is required.

3.2   Recommendation 9. Since the meeting in March, the Cabinet Office has been silent on their original proposals, which were aimed at preventing Council Officers and Councillors auto-forwarding emails from their Council email accounts to private email accounts. As far as Officers are aware, it is still the intention at this time to implement this change at some time in the future, possibly later this year. This has been notified to Members through the survey issued to all Members towards the end of last year.

3.3   Recommendation 10. During the summer and autumn, IT staff have spent a considerable amount of time with a number of individual Councillors to seek better ways in which they would prefer to work. Bearing in mind the probable embargo on auto-forwarding emails, Officers have been promoting the use of GOOD Technology, which has the benefit of accessing emails through the Council's network and enabling replies to be sent from the Council's domain and not the individual email addresses of Members.

3.4   At present, we have the following:

- 11 Members have active GOOD accounts, which are used regularly
- 2 Members have had GOOD accounts set up but have not yet completed the download of the client on to their own devices
- 3 Members are waiting to have GOOD accounts set up. These have been delayed due to having email addresses set up, which are not standard and require a work around
- 4 more Members have expressed a wish to use GOOD and Officers are waiting for their signed agreements to be returned before implementing this.

3.5   Consequently, in the near future we should have 20 Members or 40% using GOOD Technology.

3.6   IT staff have also been in discussion with some Members over the provision of tablets for accessing Committee papers and the Council's network generally. Two test tablets have been built and these are almost ready to use but have been delayed due to problems with the suppliers of the licences and the vendors of the Management Device Portal. IT staff continue to work on this and hopefully they will be available for testing soon.

3.7   A survey has been carried out to establish further thoughts of Members on the use of GOOD and tablet devices. 25 Members have responded to the survey and the results are attached. A further 13 Members who responded have indicated that they are interested in using GOOD Technology.

3.8   The results show that although there remains some scepticism and reluctance to implement change by some Members, there is further scope to increase the use of GOOD and tablet devices.

4.   **NEXT STEPS**

4.1   Officers will continue to work with Members to provide the best solutions for them within the security restrictions prevalent at the time. It should be noted however, that this is likely to become more difficult as time progresses and those security implications become more stringent.

4.2   IT staff will now contact those Members who have indicated in the survey that they wish to use GOOD. Hopefully, the more Members using this technology will influence others to also make use of it.

4.3	It is acknowledged that using tablet devices may be difficult for some Members, especially when reviewing long or technical papers, however their use would ensure significant savings in paper, printing and despatching of papers.

4.4	IT Staff will continue to be available before Council Meetings to discuss any individual IT problems that any Member may be experiencing.

**5.	APPENDICES**

5.1	Appendix A – Members Citrix – Task and Finish Group Survey

**6.	CONTACTS**

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