Agile Working ICT Tools & Technologies Overview

February 2017

ICT Services

Introduction

This document is designed to give you an overview of the tools available to support and enable a more agile way of working. It is important to note that unless specified as a 'coming soon technology', these tool are available for use today. If you wish to find out about or discuss any of this technology further please visit ICT's support area on our Intranet or contact the ICT Helpdesk.

Devices (Hardware)

Agile working is only possible because of developments in technology and connectivity. A range of devices are now available:

Laptops

Just over 35% of you are currently equipped with laptops. However, many of the devices in circulation are larger and less portable than we would now recommend. The adoption of agile practices will see more laptops in use and we highly recommend that smaller, lighter laptops are used to help us all implement agile, flexible working practices.

Windows Tablets

The performance and functionality of tablets has improved significantly over the last few years. Windows tablets are now as powerful as desktop and laptop devices and are more than capable of acting as a desktop replacement. Coupled with the portability and flexibility of these devices they offer excellent benefits to the agile and mobile worker.

Desktop PCs

Desktop PCs currently form the majority of hardware available with 65% of you using one. The rollout of agile working will see this percentage reduce dramatically as more of us adopt an agile approach to work. As desktop PCs reduce in size, the components inside them are mirroring laptops. There is therefore less of a reason to buy desktop devices as they do not offer the flexibility of laptops.

iPads

There is no denying that the iPad is a useful and powerful tool. However, in a business context it is very much a 'companion device'. This means that the user of an iPad will still need access to a desktop or laptop when you need to create documents, spreadsheets or presentations. Also, connecting an iPad to the CFP and other applications is more difficult and less user friendly. There are some niche areas where an iPad is the ideal tool but these are few and far between. Where possible we would always recommend the use of a Windows based device. This has been borne out by the pilots that have been run in various sections across the Authority.

Skype for Business

Skype can help us all be more productive, with tools and features to find and connect easily with people across different locations. Skype has been set to start automatically when we log on to our devices so others can connect with us easily. Skype can be used to interact with one another but it can also be used by external organisations and even citizens. They do not need to be Skype users themselves to take part in a Skype conversation.

Key functions of Skype for Business include:

Voice

Make PC-to-PC voice calls easily, whether you're in the office or working remotely. This can be done with more than one person at a time.

Video Conferencing & Online meetings

Make PC-to-PC video conferencing calls easily, whether you're in the office or working remotely. Hold online meetings from anywhere with colleagues across the organisation and from partner organisations.

Instant Message (IM)

You can instant message one or more online contacts in the same or multiple conversations, even tagging them so you're automatically alerted when they become free.

Presence

Skype shows you a person's presence from their Outlook diary. It tells you whether they're available, in a meeting, out of the office or asking not to be disturbed.

> *Scenario: Nigel is trying to get hold of Paul to ask him for advice on a particular part of a report he is working on. Nigel can see that Paul is working from home today, but is available. Nigel sends Paul an instant message to see if he has time to talk and then starts a video call with Paul. Nigel shares his desktop with Paul so that he can see what Nigel has written. Paul spots some errors in the document and Nigel gives Paul control of his PC to allow him to make the corrections.*

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Telecommunications

Desk phones

All desks across the Authority should have a telephone on them. If the phone is branded as a 'Mitel' phone it will come with a range of functions. If it does not have the Mitel branding on it please be assured that it will be replaced by April 2017. The sorts of functionality available is:

Voicemail

The ability to divert calls to voicemail when busy or away from the office.

Call forwarding

The ability to divert calls to another extension or phone number. This can be any UK number including mobiles.

Conference calling

The ability to bring additional people into a phone conversation that you are having.

Hot-desking phones

This is where you can log into an extension anywhere on the network and divert your calls to the phone where you happen to be. There are quite a few variables for this functionality and some prerequisites regarding handset versions and configuration. If you have Phones which require this functionality or are aware of locations which would benefit please contact us via the ICT Helpdesk.

Mobile phones

Voice only

Fixed price mobile tariffs are available to equip staff that need them with mobile phones. The tariff includes all calls and texts and is currently priced at £2.50 per month. The cost includes a basic handset. Please be aware that the very latest, up to date pricing for all mobile telephony can be found on the intranet under "IT Support".

Smartphones

Where you require additional functionality on a phone for reading email, viewing and updating a calendar, browsing the internet etc. Then a smartphone is recommended. The Authority current standardises on the Apple iPhone because of its superior integration with the chosen email system as well as its ease of use.

A 2GB data tariff currently costs £7 per month and will be adequate for the majority of us. Larger data bundles are available. This coupled with the £2.50 inclusive voice tariff bring the monthly cost of a smartphone to £9.50. However, there is an additional cost for the phone itself: iPhone 7 as a new connection £415.00

Please be aware that the very latest, up to date pricing for all mobile telephony can be found on the intranet under "IT Support".

Xen Mobile

XenMobile is the secure application installed on Authority smartphones to allow the device to access your e-mail, calendar, contacts and tasks.

3G & 4G

CCC are partnering with our mobile phone supplier, Vodafone, to target network development across Carmarthenshire. This work is being carried out with colleagues in Economic Development. Vodafone have plans to upgrade all mast sites in Carmarthenshire to 4G by the end of March 2018 with a significant improvement being delivered in the interim.

Scenario1: Elinor is on a call to a supplier but isn't sure how to answer a question she has been asked. She knows that her colleague Richard is in his office and will be able to help. She calls Richard and adds him into the call. There is a three way conversation and they answer the question immediately.

Scenario 2: Stuart needs to leave the office to travel to a meeting but is waiting for an important call. There is nobody in the office to take the call so he diverts his extension to his mobile phone so that he can deal with the call on the way to the meeting.

Mobility & Security

In allowing staff to work more flexibly ICT Services have a duty of care to make sure our systems and data are secure but also to balance this with making them robust and simple to use. A number of systems are in place to ensure that staff are secure and can connect wherever you may need or want to work.

Wi-Fi Access

Access to public Wi-Fi is available in all CCC meeting rooms and public spaces such as Y Ffwrnes, County Hall Canteen and Parc Dewi Sant Canteen. Any non CCC Wi-Fi can also be used to fully connect to council systems. This is a significant benefit to our Laptop devices and allows you to work from anywhere. As long as you can get access to the Internet you can connect, with full access to all our systems and services just as you would from your traditional office.

Hot-desking

It is possible to logon through any PC in the Authority to get access to Exchange (email) and the Corporate File Plan. In certain buildings such as Ty Elwyn and Trostre Depot there are dedicated hot desking areas. The information of the location of the areas will be published shortly.

Laptop Encryption

Each laptop and tablet used by the Authority has to be securely encrypted to comply with UK Government standards. To date CCC has used 'Checkpoint' as the encryption tool. This software has caused issues in the past, especially with shared devices. We are currently migrating to a new product called 'BitLocker'. This software only requires a four digit PIN number rather than the password required by Checkpoint.

Scenario 1: Trevor lives in Llanelli but is based at 3 Spilman Street. He is scheduled to attend a 10:30am meeting in Ty Elwyn the following morning. He agrees with his manager that he will go straight to Ty Elwyn in the morning where he will work in the hot desking area until his meeting.

Scenario 2: Alwyn is a Social Worker and lives in Ammanford but is based Carmarthen. During the day he has to make a number of calls all of which require him to type up notes and submit them. After the first two calls, he decides to have a break and uses the wifi available in the café he is in to log on to the network. He checks he emails as he has been out of mobile phone coverage. He also goes into the CFP to save some notes that he has written following the first two calls.

Printing & Scanning

The Konica Minolta managed print system has now been running for over 12 months. The placement of printers across the estate coupled with the ability to securely print to any device will certainly support agile working methods. In the last 12 months CCC has reduced its printing from 18 million sheets of paper to just over 9 million in the last year. However, to improve things further we all need to get into good habits by printing less, scanning rather than keeping paper copies and recycling regularly. We can work to reduce the figure of 9 million sheets of paper further.

E-Forms & Process Automation

An e-form (electronic form) is a computer version of a paper form. Aside from eliminating the cost of printing, storing, and distributing pre-printed forms, and the wastage of obsolete forms, e-forms can be filled out faster. The information collected on an e-form can be electronically transferred into systems where the form can be used to populate fields, enabling the users to remove the paper process.

IT Services is involved in a number of projects where e-forms are being employed to simplify process and remove paper processes such as booking of corporate training courses.

Scenario 1: Richard identifies a training course that he needs to attend. He goes onto the intranet to fill in the necessary application. Richard's manager receives an email asking if he is willing to approve Richard's request, he opens the form and checks the details before replying to the email indicating his approval. The request is processed and the course booked. Richard receives an email to say that the request is approved and that joining instructions will be sent shortly.

Scenario 2: Alwyn is a Health & Safety inspector and is using an e-form to go through an inspection that he is conducting. He goes through the form filling in the required fields. These fields will help populate the report that he will need to write up later. However, the inspection takes place in a basement and he has no network connection. He continues to fill in the form and completes the inspection. When he goes back to the car his device connects with the network and the form is automatically sent back to the system he is using.

Collaboration

Organisations are placing more of an emphasis on work life balance: enabling employees to collaborate when and where we need to, but also letting us take advantage of 'alone' time to brainstorm and complete tasks. Unified communication and collaboration (UCC) technology is helping to achieve that balance, by enabling real-time communication, information sharing and collaboration between employees, when it makes sense and no matter where we are located.

Council File Plan (CFP)

The CFP has been set up to allow staff to store and share documents. Folders can be set up and shared with named individuals, groups of staff, teams or the entire organisation. It enables staff to simply send a link to the CFP to share a document rather than attaching and sending the same document to many people.

Microsoft Exchange

Microsoft Exchange (Outlook) is the main tool used by the Authority to deliver electronic mail, calendaring, contacts and tasks to staff. It integrates closely with Skype for business, allowing staff and managers to know where people are and what they are working on without them having to be present in the office.

To enable agility to flourish it is strongly recommended that all staff open their calendar and keep them up to date. It is also important to use features such as 'out of office' correctly.

Sharefile

This is similar to the CFP except that it can be used to share and collaborate on documentation with people or organisations external to CCC.

Skype for Business

Skype has the ability to allow document and/or desktop sharing during an online meeting or video call. This means you can collaborate on or share documents, spreadsheets, and presentations etc. with colleagues without the need to physically be in the same room. Simply join the meeting from your individual locations and be productive.

Coming soon…….

Softphone

Softphone is a piece of software that runs on your PC or laptop that allows you to take your extension number with you, wherever you go via your laptop. It will integrate with Exchange, Skype and your mobile phone to have a single, unified communication tool on your Laptop. ICT Services are working with Microsoft and our telecoms providers to test and develop this functionality.

Single number reach

How many phone numbers do your colleagues have? Do you try to figure out whether to call a desk phone or a mobile phone or home number? Should you not just call them? ICT Services is investigating the use of a single number reach. This means that each member of staff would have a phone number allocated to them that goes with them throughout their working life at the Authority. Staff would be able to manage where that call is answered be it a desk phone, softphone, mobile phone or even voicemail. Investigations are looking at the cost/benefit of this type of technology.

Public Wifi

IT Services is currently investigating the feasibility of implementing public wifi in key places across Carmarthenshire. This could involve putting wifi into towns he help encourage trade and tourism as well as providing wifi at public buildings such as libraries, community centres and other suitable public buildings. This will benefit both the public and Authority staff as it may be possible to provide wifi in areas that have poor internet provision.