ICT Provision at Worcestershire County Council

This document describes the types of ICT provision offered at the Council and the support you can expect to receive

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1. ICT Provision at Worcestershire County Council

Here at Worcestershire County Council we pride ourselves on providing the right technology for the job at hand. To this end we are pleased to offer our Councillors a variety of devices which will allow you to perform your roles with access to the correct information at all times, in a secure and supported environment.

Whilst we can accommodate Councillors who wish to use their own devices to access some services we have at Worcestershire County Council, we would strongly recommend that for ease of use, security and support, Councillors choose to use Council devices.

In the attached catalogue you can see that we offer the latest technology both in terms of end user devices (laptops) and smartphones.

All of our devices have the Councils end point protection which secures devices both whilst in use, from network transmitted virus's and Malware, and should the device ever be lost or stolen, whilst still allowing access to the services that are taken for granted in this technological age such as internet access, emails, web portals etc.

Each of our devices is fully enabled to work from any of our corporate buildings and any location which has a broadband connection ('wifi'), whether this be your home or your local coffee shop. Our Corporate buildings with workspaces, including every County Library, are listed in Section 6 of this guide.

When you choose your device technology we will arrange for a technician to provide a one to one tutorial to setup and personalise your device and to show you the basics.

In general , once you are familiar with your device and the Councils systems and services then ongoing support is managed either by visiting the MyIT centre located in County Hall Reception or by calling 01905 76(6789) and the IT Service Desk will either resolve your issues or arrange for a technician to see you.

The catalogue in the next section describes the devices we support which we hope will offer enough variety to suit all working styles. Each of these devices is on display outside the Council Chamber today and will also be on display in the MyIT office in Reception at County Hall. We also have our own dedicated IT team who will be happy to assist in any way, both to assist in choosing the technology which suits you as an individual but also to help to navigate around the various systems and services available to you at the Council.

Section 8 contains an order from for you to request your preferred technology. Please fill this in and either return to the MyIT office or by email to Dawn Brant, Head of technology operations, dbrant@worcestershire.gov.uk.
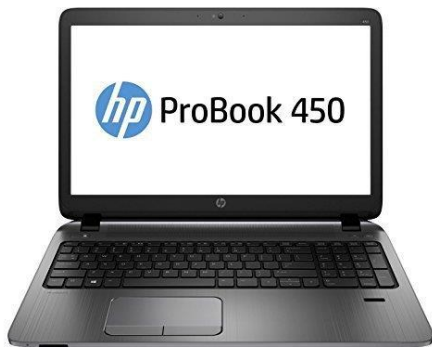
2. Device Catalogue

a. End User Devices

Lightweight Toshiba Portege Laptop

A lightweight laptop, for those who prefer a traditional laptop, but want a slimline, lightweight version for ease of portability. This laptop has a 13" screen. Again this comes with a full Council build.

Standard Laptop

This is a standard laptop with a 15.6" screen so slightly bigger and more robust than the lightweight Toshiba above but with all the same features. Again this comes with a full Council build.

b. Smartphone

Our standard smartphone is a Samsung J3. This is a latest design Android smartphone with a 5" Ultra bright HD screen, an Ultra-sharp 8 Megapixel camera + 5MP selfie camera. The smartphone will be enabled so that you can receive your County Council emails on the device as well as your personal emails.

c. Tablet

i. iPAD

We can offer an iPAD for Councillors to work on, this comes with both wifi and 4G capability and can be secured via 2 factor authentication to enable it to be used for Council business. The current specification is an IPAD Air 2 128 Gb

ii. Samsung Tablet

We can offer an Samsung Tablet for Councillors to work on, this comes with both wifi and 4G capability and can be secured via 2 factor authentication to enable it to be used for Council business. The current specification is a Samsung Tab S3

3. Productivity

As a Council we have a number of software products which enable productivity. The Council is predominantly a Microsoft user and as such our base productivity products are the Microsoft Suite of products including:

- Lync (telephony, instant messaging, online meetings and collaboration)
- Office (Word, Excel, Powerpoint)
- Yammer (collaboration)
- Project (project management)
- Outlook (email and calendar management)
- OneNote
- SharePoint – collaboration and project/work sharing

Our main form of communication and signposting is our Council Intranet site 'OurSpace'. This site acts as one stop shop for all Council communications, acting as a bulletin board, a repository of information and a portal into our other sites such as our collaboration space 'Yammer', our Mercury HR/Finance service, the MyIT Service Catalogue and our Corporate Dashboards amongst others.

4. Security

As a County Council with responsibility for sensitive data, our duties to our residents are very clear in terms of the protection of this data. The Council has a partnership contract for provision of ICT Managed Services with DxC Technology (a merger of HP Enterprise Services and CSC) which includes access to some of the world's leading cyber security specialists. We have robust prevention and detection policies in place but at the heart of all security is our people. In any security policy the people are the weakest link. To this end we would ask that you complete the Corporate Induction training course and familiarise yourself with our 'Acceptable Use Policy' which you will be given when your IT equipment is handed over to you and is available on OurSpace under ICT Policies at the following link http://ictpolicies/AcceptableUse.pdf

Should you have any further questions on security then please do not hesitate to ask.

Section 7 of this document gives you the contact names, emails and numbers for the key staff should you have any problems.

5. Training

A one to one tutorial will be arranged once you have selected your device(s) of choice, which will take you through the following:

- Logging onto your new device
- Establishing a secure remote connection when not in an office location
- How to log into and manage your emails using Microsoft Outlook
- How to log into the Councillor Portal and download any papers you require
- How to manage both your personal and Council emails from your smartphone
- A guide to what you can and cannot do as part of our 'Acceptable Use of IT' Policy
- How to access OurSpace and it'd key features, such as what we do and people finder

Once you have completed this tutorial we will provide you with a 'quick guide' as an aide memoir.

In addition we have access to a number of productivity online resources such as:

- Microsoft Lync.
  - Customising
  - Instant messaging
  - Making and receiving calls
  - Managing your contacts
  - Online meetings and collaboration
- Microsoft Project
- Microsoft Office
  - Excel
  - Powerpoint
  - Word
  - Outlook
  - OneNote
- Yammer – changing the way we communicate
- Social Media Training
- Mercury HR/Finance
  - Expense claims

Specific Councillor briefings, entitled '**Making Better Use of Council Technology**', have been arranged with our IT Business Partner, Debby Tuffley to help you navigate your way around our systems and services. These have been arranged for the 10th and 11th of May, details will be sent to you separately. We will have the technology available at these events for you to review and also technical staff available to help you with your decision.

We also offer 'lunch and learn' sessions which are quick tutorial type sessions over a lunch hour where you can get hints and tips on various items. These are published on our Council Intranet Site 'OurSpace' under the Learn and develop section.

6. County Council Locations with connectivity

a. Office Locations:

The main office with a wing dedicated to the Democratic offices is located here at County Hall, Spetchley Rd, Worcester WR5 2NP

These are locations with dedicated offices for Council staff or touchpoint offices.

Bromsgrove Parkside Market Street Bromsgrove B61 8DA	**Droitwich** Covercroft Day Centre Colman Road Covercroft Droitwich WR9 8QU
Evesham Evesham Community Contact Centre Abbey Road Evesham WR11 4SB	**Kidderminster** Kidderminster Library Market Street Kidderminster DY10 1AB
Malvern Malvern Library Graham Road Malvern WR14 2HU	**Pershore** Pershore Civic Centre Queen Elizabeth Drive Pershore WR10 1PT
Redditch The Rubicon Centre Unit 25, Office 31 Broad Ground Road Redditch B98 8YP	***Stourport*** Stourport on Severn Civic Centre Stourport Civic Centre New Street Stourport on Severn DY13 8UJ

b. Libraries:

Each of our libraries offers Corporate wifi connections so you will automatically connect from a Council device when you enter the library.

THE HIVE, SAWMILLS WALK, THE BUTTS, WORCESTER WR1 3PB

PERSHORE LIBRARY,32 CHURCH STREET,PERSHORE,WORCESTERSHIRE,WR10 1DT

HAGLEY LIBRARY,WORCESTER ROAD,HAGLEY,STOURBRIDGE,WEST MIDLANDS,DY9 0NW

ST JOHNS LIBRARY,GLEBE CLOSE,ST JOHN'S,WORCESTER,WORCESTERSHIRE,WR2 5AX

EVESHAM LIBRARY,OAT STREET,EVESHAM,,WR11 4PJ

 entitledWYTHALL LIBRARY,MAY LANE,HOLLYWOOD,,B47 5PD

DROITWICH LIBRARY,VICTORIA SQUARE,DROITWICH,,WR9 8DQ

WOODROW LIBRARY,WOODROW CENTRE,REDDITCH,,B98 7RY

BEWDLEY LIBRARY,LOAD STREET,BEWDLEY,,DY12 2EQ

KIDDERMINSTER LIBRARY,MARKET STREET,KIDDERMINSTER,,DY10 1AB

STOURPORT LIBRARY,WORCESTER STREET,STOURPORT ON SEVERN,,DY13 8EH

REDDITCH LIBRARY,15 MARKET PLACE,REDDITCH,,B98 8RR

CATSHILL LIBRARY AT MIDDLE SCHOOL,MEADOW ROAD,BROMSGROVE,,B61 0JW

TENBURY LIBRARY,TEME STREET,TENBURY WELLS,WORCESTERSHIRE,WR15 8BA

BROADWAY LIBRARY,LEAMINGTON ROAD,BROADWAY,,WR12 7DZ
UPTON UPON SEVERN LIBRARY,SCHOOL LANE,UPTON-UPON-SEVERN,WORCESTER,WORCESTERSHIRE,WR8 0LE,UK
WELLAND VILLAGE HALL LIBRARY,MARLBANK ROAD,WELLAND,MALVERN,WORCESTERSHIRE,WR13 6NE
MARTLEY MEMORIAL HALL LIBRARY,BERROW GREEN ROAD,MARTLEY,WORCESTER,WR6 6PQ
ALVECHURCH C OF E MIDDLE SCHOOL,BIRMINGHAM ROAD,ALVECHURCH,BIRMINGHAM,WEST MIDLANDS,B48 7TA
RUBERY LIBRARY,LIBRARY WAY,REDNAL,BIRMINGHAM,WEST MIDLANDS,B45 9JS

7. Contacts

Contact	Telephone Number	Email	When to use
IT Support	(01905 76) 6789	ITServiceDesk@worcestershire.gov.uk	To report IT issues and ask for IT support
Dawn Brant, Head of Technology Operations	Work: (01905 84) 3737 Mobile: 07803 203641	dbrant@worcestershire.gov.uk	Any questions related to the provision of IT Services at Worcestershire County Council and escalations for support calls
Joanna Charles, Head of Commercial	(01905 84) 3958	jcharles1@worcestershire.gov.uk	Any questions related to commercial and commissioning in the Council and final escalation for IT support issues
Alan Barber, Infrastructure and Security Architect	(01905 84) 3811	abarber@worcestershire.gov.uk	Any questions on the architecture or security of our ICT Services
Debby Tuffley. IT Business Partner	(01905 84) 3811	dtuffley@worcestershire.gov.uk	Any specific or personalised IT training requirements.

8. Order Form

Please fill in your name and tick the end user device you wish to receive and if you also require a smartphone please tick. All peripherals (mouse, bag, keyboard, headphones etc.) will be provided as required.

Name	
Lightweight Laptop	
Standard Laptop	
Smartphone	

Please hand in to MyIT or return to dbrant@worcestershire.gov.uk

Once your device has been built we will contact you to arrange delivery of your device(s) and arrange the tutorial at your convenience.