

APPENDIX U

WAVERLEY BOROUGH COUNCIL

EXECUTIVE - 7 JULY 2009

Title:

REVIEW OF THE PROVISION OF EMAIL TO COUNCILLORS

[Portfolio Holder: Cllr Adam Taylor-Smith]

[Wards Affected: All]

Summary and purpose:

This report summarises the issues surrounding the current provision of email to Councillors and recommends an alternative provision.

How this report relates to the Council's Corporate Priorities:

The provision of fit for purpose IT systems is a crucial element in supporting all the Council's service priorities.

Equality and Diversity Implications:

There are no direct implications.

Resource/Value for Money implications:

The solution proposed should be negligible cost and can be managed in current budget.

Legal Implications:

We have an obligation as part of the sign-up to Government Connect Secure intranet to cease automatic forwarding of email.

Background

Issues with email

1. As a result of the Councillors IT Focus Group, we have reviewed the issues surrounding the current provision of email to Waverley Councillors. These are listed below.
 - Folders collapse when using iNotes
 - No auto spell check in iNotes
 - Accepted meetings are not updated into the calendar
 - Deleting old emails is very slow process
 - URL for web based iNotes needs to be simpler

- If you are logged out of an iNotes session whilst in the process of creating an email you lose the entire email rather than a temporary copy being saved
- Address searching doesn't work in iNotes
- Name type ahead look-up doesn't work
- Taskbar – print and delete button are next to each other
- Attachments are shown at the bottom of email
- Attachments take a very long time to open even in word
- Investigate settings for the new mail alert

Original solution

2. Many of the above issues will be resolved by upgrading from Notes 6.5 to Notes 8 and in preparation for upgrade a demonstration was arranged to show the new features. As a result of this demonstration it was felt by the Focus Group that the web version of Notes 8 (iNotes8) will only address some of the issues raised above. Many of the issues will only be resolved by providing Councillors with the full Notes 8 Client that is used by officers.

Recommended solution

3. Citrix thin client has been rolled-out to officers to enable access to email and applications from any Internet connected location. The alternative to the iNotes 8 web browser option is to provide Councillors with Citrix access which would enable them to use the full Notes 8 client for email. This would provide Councillors with the same solution that officers have and compares favourably with alternative email solutions. It is expected that by making email simpler to use and more reliable the take-up can be increased.
4. There should be no additional cost to provide this solution as the licenses and server environment are already in place to provide Citrix to officers. Setup of Citrix accounts takes approximately one hour per user and training will take around half an hour. It is expected that these costs will be balanced by the saving in on-going support costs.

Forwarding of email

5. Currently some Councillors have mail that is sent to their waverley.gov.uk address automatically forwarded to alternative email addresses. All Local Authorities have signed up to the Government Connect secure intranet for exchange of "restricted" information. Part of the Government Connect Code of Connection states that email should not be automatically forwarded from the GCSx connected network (i.e. Waverley) to any lower classification domain (i.e. any non secure environment). To meet this element of the Code of Connection we will need to stop automatically forwarding email and the only method of accessing Waverley email will be through Citrix or iNotes.

Conclusion

6. Councillors should be given a Citrix account with the full Notes 8 client as the default email tool for ease of use. The browser-based view of Notes (iNotes) that is currently used will be available as an alternative for Councillors who

would prefer that version. The option of automatically forwarding mail will not be available to Councillors.

Recommendation

It is therefore recommended that the Executive:

1. approves the proposal to implement citrix and email client for Councillors;
and
2. approves the proposal to stop automatically forwarding email that is delivered to Waverley.gov.uk addresses to comply with Gov Connect Code of Connection.

Background Papers (SD(E))

There are no background papers (as defined by Section 100D(5) of the Local Government Act 1972) relating to this report.

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