MEETING	Democratic Services Committee
DATE	29 September 2015
SUBJECT	Technology Update
PURPOSE	Update Members on Information Technology matters
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Information Technology provision

1.   Background

1.1   The Committee will remember that it discussed the changes to the Council's electronic systems at it's last meeting. It was noted that changes would be made at the end of August 2015. The changes were to ensure the safety of IT users, which were essential and compulsory to implement.

1.2   It was confirmed that the changes would not affect elected member's use of the ipad. All correspondence from the Council is still received electronically on member's ipads through their official email address as in the past "CynghoryddXXXXX@gwynedd.gov.uk".

1.3   However, it does mean that members have access to their emails only through the ipad.

1.4   The implications of the change were discussed by the Committee, and it decided that members must try and make the best possible use of the ipad. See below for further information with regards to the pilot of the further training session that was held.

1.5   In addition, the Committee also decided to keep an eye on the situation to assess if the change creates problems for members and to discuss this further should this be required.

2.   Developments

2.1   Since the change was implemented, 11 elected members have contacted the Democratic Services to enquire further or to comment on the situation. In addition, Cabinet Members have also been in touch, and due to the additional responsibilities within their roles, licences have been arranged for them.

2.2   After speaking to the Members who have been in contact to try and understand matters from their perspective, we have been able to advise and lead to a solution

in some cases, and promised to report the mater to this committee in other circumstances.

2.3 The table below summarises the comments made so far.

COMMENTS	NUMBER	FURTHER COMMENTS
Personal choice / more convenient eg for work	7	• Used to using the laptop, computer or phone, • More convenient being able to access emails from work • 3G on phone, but not on ipad, and therefore used to getting access from different locations through 3G
Password problems	2	• Forwarded to the IT helpdesk for a quick solution to the situation
Require further training on the use of the ipad	3	• Generally did not understand the ipad sufficiently • For others, a specific problem with the 'settings', as members could only see emails for the last two weeks. An explanation of how to adjust the settings was given therefore the situation was resolved.
Health issues	1	• Following medical evidence, a licence has been arranged.

2.4 The Council's Information Technology service had reported that only 24 members had made use of the service to access emails from home/other devices prior to the change (in the period December 2014 – August 2015).

2.5 Of the 24, 11 have already contacted us (see above), 8 are Cabinet Members (alternative arrangements have been made for them in accordance with their job requirements eg writing reports etc), leaving a reminder of 5 who have previously used the service but have not contacted following the change. Interestingly, two of them were on the pilot for the further training.

2.6 The Democratic Services Committee is asked for further guidance on the matter.

3. Making the best use of the ipad

3.1 As reported to the previous meeting, it was decided to hold a pilot further training session on the ipad with an external expert in order to maximise the Members' use of the provision available.

3.2 After arranging a date, the first part of the session was held on 26th June, 2015 and the second session held on 8th September, 2015. Two 2 hour sessions were held, with 5 elected members present (6 in the first session).

3.3   The purpose of the session was to:

a) Present 'hints a tips' on making the best use of the ipad and its potential (using the camera, understanding 'settings' eg how to change language, make the screen larger/smaller, ^ - to bach, change the 'display' for emails, use the map, download useful apps and a number of other things) and

b) Use the 'pages' app for word processing eg letters and filing the documents etc.

3.4   We contacted the members who were part of the pilot course to ask for their views on the training sessions held. The comments received were positive. However, their comments are summarised as follows:

- All Members noted that they had benefited from the session and had learnt a lot
- A number noted that they had learnt a lot in the 'hints and tips' session and had used the tips with the ipad since. However, they did feel that some elements of the training, such as mentioning the 'drop box' etc was too developmental at this stage.
- The explanations give working through the settings was very good and handy
- It was suggested that the training be simplified a little, going back to basics, and concentrating on the basic elements such as filing in the inbox, filing in adobe, as well as looking at more developmental areas such as pages
- Some felt that it would be beneficial to have hard copies of step by step directions in order to refer back to them.
- Members felt that they should be able to use only their ipad in their Council work following the additional knowledge that they had gained.
- The felt that all members must be willing to 'play' with their ipad in order to learn, and that it was essential that members supported each other in order to learn more – there is a wealth of knowledge from the members – learning and sharing from each other would be beneficial.
- Similar sessions were suggested, but a little bit more basic, approximately 2 hours in length, for up to 12 members

3.5 In addition to the comments above, it is important that elected members are aware that there are a number of ways to teach yourself how to use the ipad and make better use of it. There is a wealth of information on the web, with a number of videos available on youtube or similar sites, which are an easy way of learning.

The expert undertaking the Training also stressed that constant use of the ipad is beneficial – playing on the device is the best way of learning, and not being afraid to try different things. He also noted that we should ask each other for hints and tips. He suggested that all members on the course should teach at least one thing from the course to another elected memebr – creating a simple learning chain.

4.   Comments

The Committee is asked to comment on the best way to develop the Training, with options including:-
•   offering another formal course to other members
•   develop a team of members who could offer guidance and train other members
•   consider offering 'pages' to members who have seen the app and are confident that they would make use of pages

5.   Moderngov

5.1   It has already been reported to the committee that we are installing a new system to look after the democratic elements of the Council's web-site and also improving the information available to the public. There is also another element to the system to facilitate access to committee agenda through the tablets.

5.2   The work of installing is underway and the web-site will be changing gradually over the next few weeks. We will not be introducing the change in terms of the link with the tablet until after a training session to which members have been invited that will take place on 25th November.

SOME ISSUES WHERE A FEW GUIDELINES MAY BE BENEFICIAL

CREATE FFOLDERS IN INBOX

- In Mailboxes (top left), press "Edit"
- Press "New Mainbox" at the bottom of the screen
- Type the file name into the box and press "save"
- The new folder will appear in the inbox

MOVE AN EMAIL FROM THE INBOX TO A FOLDER

- Open the email wich is to be filed, and press the small 'folder' icon on the top of the message (next door to the flag!) – the message will become a little bit smaller
- Press on the folder in the inbox to which it is to be filed (do not drag!!)
- The mesage will 'fly' to the folder

CHANGING THE TIME LIMIT OF EMAILS TO APPEAR IN THE INBOX

- Go to 'settings' and select the envelope symbol "mail, contacts, calendars"
- Under the 'accounts' heading, choose "Cyngor Gwynedd – mail, contacts, calendars, reminders, notes" and press
- Choose "mail days to sync" and press
- Choose the length you wish to see eg 1 month or no limit

OPEN A PDF MESSAGE FROM EMAIL IN ADOBE

- Open the pdj document
- Press the top of the screen where you will see a box with an arrow pointing out of it
- Choose the icon 'open in adobe'
- It will open in adobe

CREATE FOLDERS IN ADOBE

- Open adobe (a list of documents will appear if you use adobe often)
- On top of the screen press the word 'recent' and change to "local"
- On the top right hand side of the screen a folder 'icon' gan be seen (in the middle), press the folder
- Name the folder and press "create ffolder"
- It will appear under the first letter of the name of the folder

MOVE DOCUMENTS TO FOLDER IN ADOBE

When opening Adobe, a "Getting Started" document is available which lists a number of useful hints & tips in Adobe

- To create a new folder – Press the Adobe App on the Desktop
- On the top right of the screen a small folder can be seen
- Press the folder and "Enter a name for the folder" will appear
- Type the anme of your folder in the boxs and press 'Create Folder'
- Remember to press the tic on the top right side of the I-pad
- To move and Adobe document to the folder, go to My Documents, all your folders will be listed there.
- Click on the relevant file, and click on the square with the arrow, move the file by clicking on the folder created – press tick at the end.