

**Committee: IT Working Group**

**Date: 17 January 2007**

**Title: Proposed IT Capital Programme 2007/08**

**Author: Adrian Webb, Head of ICT 01799 510421**      Item for  
decision

### **Summary**

- 1 This report provides details of various IT projects being considered for inclusion in the 2007/08 IT Programme. The report explains the basis on which projects have been prioritised and seeks Members approval for the resulting proposed programme. The report also recommends that the sum of £870,000 be included in the draft General Fund Capital Programme. The Capital Programme has revenue consequences of £66,000. Also included is an indicative programme for 2008/09, Members are not asked to approve this as it is for information only.

### **Proposed Development Programme**

- 2 Set out in Appendix One is a proposed IT Capital Programme for 2007/08 totalling £870,000 with a draft 2008/09 programme totalling £430,000. Appendix Two provides brief details of each of these projects, including summary costs and benefits. The projects have been divided into two groups:-
- (a) Corporate Plan Priority developments – Projects contributing to the targets within the Corporate Plan.
  - (b) Core IT technical developments – Projects required to update the IT infrastructure, in order to cope with the growing and increasingly complex use of IT within the Council. Funding is also required to meet new legislative requirements regarding the public’s right of access to information.
- 3 This programme is designed to deliver known IT requirements it does not take account of requirements for the 2011 Transformation Programme which is being led by Mike Brean, the Director of Business Transformation. A separate funding bid is being made for this purpose. It is inevitable that given the nature of the project there will be significant crossover between the two areas as both have significant steer from central government through the transformation agenda.

### **Funding of the Programme**

- 4 On the basis of the assumptions made, it is suggested that a programme of £870,000 be funded, as follows:

Uttlesford Funding – General Fund	870,000
Uttlesford Funding – HRA	<u>0</u>
	£ 870,000

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- 5 The on-going revenue implications of the proposed programme are also set out in Appendix One. Most of the items in the suggested programme have few or no net revenue budget implications. Even so, there would be additional revenue costs of £66,000 per annum, to be financed as follows:

Growth items included in the draft General Fund revenue estimates	£ 66,000
Growth item to be included in the HRA revenue estimates	£ 0
	<hr/>
	£ 66,000

The majority of this increase (£50,000) relates to additional staffing to support the replacement Planning, Environmental Health, Land Charges and Building Surveying system. It is envisaged that once the new system is in operation efficiencies, identified during the initial evaluation process, will be realised and will offset this cost. In addition, it is also intended that these posts will take on currently outsourced support as relevant contracts expire. A housing support contract costing £18,000 pa expires at the end of 2008/09 and a revenues system support contract costing £70,000 pa expires in 2010/11.

- 6 Attached as Appendix Three is a work plan for the capital programme detailing proposed start and finish dates for the individual projects. Included in the work plan are other projects which are not being funded from either the 2007/08 or 2008/09 capital programmes but which have a direct impact on capacity during these periods.

**Recommendations**

That the Operations Committee be recommended to:

- 1 Include the proposed IT Capital Programme, attached as Appendix One, for inclusion in the overall Capital Programme for 2007/08.
- 2 Include a sum of £870,000 for IT developments in the overall General Fund Capital Programme for 2007/08.
- 3 Include a sum of £66,000 for revenue consequences of the IT Capital Programme in the IT Revenue budget.

**Background Papers**

None

APPENDIX ONE - Proposed IT Capital Programme 2007/08

		Proposed 2007/08 Programme		Draft 2008/09 Programme		Priority *Note 1
		Project Cost £	Annual Cost £	Project Cost £	Annual Cost £	
1	<b>Corporate Projects</b> Replacement Planning, Environmental Health, Land Charges and Building Surveying system	700,000	50,000	0	0	1
2	Corporate Workflow	0	0	70,000	10,000	3
3	Computer Telephony Integration	0	0	60,000	10,000	3
4	Replacement Electoral System	0	0	50,000	10,000	3
5	Network replacement	0	0	150,000	15,000	3
6	Councillor IT Equipment	70,000	10,000	0	0	1
7	CRM Online Development	0	0	50,000	18,000	3
		<b>£770,000</b>	<b>£60,000</b>	<b>£380,000</b>	<b>£63,000</b>	
	<b>User Requested Projects</b>					
8	Minor Projects	20,000	0	20,000	0	2
9	Revenue system replacement Disk Array	15,000	2,000	0	0	1
10	Housing System Upgrades (pt2)	0	0	40,000	5,000	3
		<b>£35,000</b>	<b>£2,000</b>	<b>£60,000</b>	<b>£5,000</b>	
	<b>IT Infrastructure Projects</b>					
11	Replacement Server Programme	10,000	0	10,000	0	2
12	Technical Strategy	20,000	0	20,000	0	2
13	Storage Area Network (SAN)	35,000	4,000	0	0	2
		<b>£65,000</b>	<b>£4,000</b>	<b>£30,000</b>	<b>£0</b>	
	<b>Total Proposed IT Programme</b>	<b>£870,000</b>	<b>£66,000</b>	<b>£470,000</b>	<b>£68,000</b>	
	<b>Less HRA Programme</b>	<b>-£0</b>	<b>-£0</b>	<b>-£40,000</b>	<b>-£5,000</b>	
	<b>General Fund Programme</b>	<b>£870,000</b>	<b>£66,000</b>	<b>£430,000</b>	<b>£63,000</b>	

**Notes**

1. Priorities have been determined on the following basis:
  - a. **Relevance to Corporate Plan** - Projects that specifically meet the aims of the Corporate Plan have been given a higher priority rating.
  - b. **On-Going Financial & Staffing Commitments** - Projects that require high levels of on-going resources, whether financial or staffing, have been given a lower priority.
  - c. **Statutory Obligations** – Projects that help the Council fulfil its statutory obligations have been given a higher priority.
  
2. Non-monetary savings may result from:
  - a. Essex Online Partnership (EOLP) working.
  - b. Utilising the outcomes from national Pathfinder e-government projects.

**APPENDIX TWO**

**1. Replacement Planning, Environmental Health, Land Charges and Building Surveying system**

Project Description – Funds to replace the existing Ocella system should the evaluation process determine that this is the appropriate course of action:

The existing system is approximately 18 years old and whilst enabling the Council to fulfil its statutory duties it is resource hungry in terms of man power for both support and utilisation. The additional revenue consequence is to enable the council to employ a dedicated database administrator and backup from within the existing team. It is intended that this role will be expanded to include other database support areas such as the housing system as and when other support contracts end.

The business case for replacement will include a return on investment statement, which will look to reduce overall revenue spend through efficiency savings. A recommendation on the way forward will be made to Operations Committee including if appropriate a recommendation to spend the allocated capital sum.

	<b>Project Costs £</b>	<b>Annual Costs £</b>
Budget	820,000	
Annual support charges for hardware		50,000
Less Planning Delivery Grant 06/07	(120,000)	
	<hr/> 700,000	<hr/> 50,000

**Benefits**

- Will enable utilisation of modern delivery methods such as the use of multi function printing devices.
- Will enable much more user control over documents and reports.
- Will enable significantly better use of existing resources.
- Will integrate fully with the existing CRM system thereby enabling a better service delivery to the customer.

**ICT Support Implications: Project – High; Support – Moderate**

**Relevance to Corporate Plan**

*14 – Review how our citizens currently access the Council’s services and the opportunities available for providing more choice, improved service and greater integration with other agencies*

*15 – Make full use of the potential for electronic service delivery to improve the responsiveness and quality of services*

**Suggested Priority Rating & Reason**

- Directly relevant to Corporate Plan.

1

<b>2. Corporate Workflow</b>		
<ul style="list-style-type: none"> <li>Project Description – Workflow automates processes ensuring the most efficient use of staff, time and other resources. The workflow would be provided via a dedicated system independent of the individual applications. In order to make best use of this type of application core systems need to be modern and stable. For this reason it is proposed to undertake this project only once the Ocella system has been evaluated/replaced.</li> </ul>		
<b>Costs</b>	<b>Project Costs</b>	<b>Annual Costs</b>
	70,000	10,000
<b>Benefits</b> Workflow leads to significant efficiency improvements.		
<b>ICT Support Implications</b> Workflow process establishment is very time consuming (3 months per process). However once established on-going supports is relatively low.		
<b>Relevance to Corporate Plan</b> <i>15 – Make full use of the potential for electronic service delivery to improve the responsiveness and quality of service</i>		
<b>Suggested Priority Rating</b> Given the need to evaluate/replace the Ocella system this has been given a lower priority and identified as a 2008/09 programme item	3	

<b>3. Computer Telephony Integration (CTI)</b>		
<ul style="list-style-type: none"> <li>Project Description – CTI technology recognises incoming telephone numbers and automatically opens up a Customer Relationship Management system (CRM) case. This means that the call taker does not have to identify the caller and then go through the process of opening up a case file. This would save approximately 30 seconds on each call which in turn will give a payback period of less than 2 years.</li> </ul>		
<b>Costs</b>	<b>Project Costs</b>	<b>Annual Costs</b>
	60,000	10,000
<p><b>Benefits</b> Faster call handling means more calls can be answered or the same number can be answered by fewer staff thereby freeing up resources.</p> <p>To be utilised to the maximum a database of known numbers needs to be established. This is done by using the existing CRM information. As our CRM is new there is minimal data available.</p>		
<p><b>ICT Support Implications</b> Project – Medium; Support – Low</p>		
<p><b>Relevance to Corporate Plan</b> <i>15 – Make full use of the potential for electronic service delivery to improve the responsiveness and quality of service</i></p>		
<p><b>Suggested Priority Rating</b> Given the need to ideally have an existing CRM telephone number database to obtain immediate benefits this has been given a low priority and identified as a 2008/09 programme item</p>		3

<b>4. Replacement Electoral System</b>		
<p>Project Description – Funds to replace the existing Electoral system should the evaluation process determine that this is the appropriate course of action:</p> <p>The business case for replacement will include a return on investment statement. A recommendation on the way forward will be made to Operations Committee including if appropriate a recommendation to spend the allocated capital sum.</p>		
<p>Budget</p> <p>Annual support charges</p>	<p><b>Project Costs</b></p> <p>£</p> <p>50,000</p> <hr/> <p>50,000</p>	<p><b>Annual Costs</b></p> <p>£</p> <p>10,000</p> <hr/> <p>10,000</p>
<p><b>Benefits</b></p> <ul style="list-style-type: none"> <li>• Will integrate fully with the existing CRM system thereby enabling a better service delivery to the customer.</li> </ul>		
<p><b>ICT Support Implications:</b>                      <b>Project – High; Support – Moderate</b></p>		
<p><b>Relevance to Corporate Plan</b></p> <p><i>14 – Review how our citizens currently access the Council’s services and the opportunities available for providing more choice, improved service and greater integration with other agencies</i></p> <p><i>15 – Make full use of the potential for electronic service delivery to improve the responsiveness and quality of services</i></p>		
<p><b>Suggested Priority Rating &amp; Reason</b></p> <p>Given the need to evaluate/replace the Ocella system this has been given a lower priority and identified as a 2008/09 programme item</p>		<p>3</p>

<b>5. Network replacement</b>		
<p>Project Description – Funds to replace the existing Cat 5 Ethernet network with a Cat 6 network and include in the network telephony as well as data.</p> <p>The existing network is data only and was installed 9 years ago. Modern networks include telephony enabling ‘voice over ip (VOIP)’ working.</p> <p>The new reception area has Cat 6 cabling and switches which make the administration of the network and telephony simple. The speed of response for users is also improved.</p>		
<p>Budget</p> <p>Annual support charges</p>	<p><b>Project Costs</b></p> <p>£</p> <p>150,000</p> <hr/> <p>150,000</p>	<p><b>Annual Costs</b></p> <p>£</p> <p>15,000</p> <hr/> <p>15,000</p>
<p><b>Benefits</b></p> <ul style="list-style-type: none"> <li>Will integrate fully with the existing CRM system thereby enabling a better service delivery to the customer.</li> </ul>		
<p><b>ICT Support Implications:            Project – High; Support – Moderate</b></p>		
<p><b>Relevance to Corporate Plan</b></p> <p><i>14 – Review how our citizens currently access the Council’s services and the opportunities available for providing more choice, improved service and greater integration with other agencies</i></p> <p><i>15 – Make full use of the potential for electronic service delivery to improve the responsiveness and quality of services</i></p>		
<p><b>Suggested Priority Rating &amp; Reason</b></p> <p>This project has been given a lower priority and identified as a 2008/09 programme item</p>		<p>3</p>



<b>6. Councillor IT Equipment</b>		
<b>Project Description</b> – New IT equipment for Members post May 2007 elections based around a 7 option catalogue (see appendix 4 - Councillor ICT supply catalogue).		
	<b>Project Costs</b>	<b>Annual Costs</b>
Cost of project	70,000	10,000
	<hr/>	<hr/>
	70,000	10,000
<b>Benefits</b>		
Enhanced IT equipment for Members. A variety of available options dependant upon the Members needs.		
<b>ICT Support Implications</b>		
Project – Medium; Support – Low		
<b>Relevance to Corporate Plan</b>		
<i>15 – Make full use of the potential for electronic service delivery to improve the responsiveness and quality of services</i>		
<b>Suggested Priority Rating</b>		1

<b>7. CRM Online Development</b>		
<p><b>Project Description</b> – The establishment of website based generic frequently asked questions (FAQ) system which will link directly to the Customer Relationship Management (CRM) system. Will become more and more useful as trend data (types of enquiries etc.) from the existing CRM system becomes available.</p>		
	<b>Project Costs</b>	<b>Annual Costs</b>
Cost of project	50,000	18,000
	50,000	0
<p>This project would involve the purchasing of an additional module from our existing CRM supplier. This is a hosted service with an on-going annual charge.</p>		
<p><b>Benefits</b></p> <p>An FAQ system linked directly to the councils CRM system will provide an additional means of contact for citizens. The website already provides information 24 x 7 and this product will increase the amount of information available whilst also linking directly to back office systems.</p>		
<p><b>ICT Support Implications</b> Project – High; Support – Low</p>		
<p><b>Relevance to Corporate Plan</b>  <i>14 – Review how our citizens currently access the Council’s services and the opportunities available for providing more choice, improved service and greater integration with other agencies</i>  <i>15 – Make full use of the potential for electronic service delivery to improve the responsiveness and quality of services</i></p>		
<p><b>Suggested Priority Rating</b></p> <p>As the CRM system has only just gone live trend data is not yet available. Consequently this item has been included in the Reserve Capital Programme</p>		3

<b>8. Minor Projects</b>		
<p><b>Project Description</b> – To provide funding for a range of minor, user requested projects with demonstrable service and efficiency benefits. Examples of the type of projects that have been identified include:</p> <ul style="list-style-type: none"> <li>• Replacement of all PCs running Microsoft Windows 2000.</li> <li>• Increase the RAM in all machines from 128mb to 512mb</li> </ul>		
<b>Costs</b>	<b>Project Costs</b>	<b>Annual Costs</b>
Establishment of miscellaneous projects fund	20,000	minimal
<p><b>Benefits</b> Dependent upon project. However, it is expected that in each case relatively minor expenditure will lead to a significant improvement in efficiency.</p>		
<p><b>ICT Support Implications</b> Dependent upon project. However, unlikely to be any significant on-going call on IT resources.</p>		
<p><b>Relevance to Corporate Plan</b> Dependent upon project. Although unlikely to relate to any direct Corporate Plan targets, this will be taken into account when deciding priorities.</p>		
<p><b>Suggested Priority Rating</b> Previous uses of this fund have led to significant improvements in efficiency.</p>	2	

<b>9. Replacement Revenues Disk Array</b>		
<ul style="list-style-type: none"> <li>Project Description – The Revenues system has a disk array system (linked hard drives). This is seven years old and it is becoming more prone to failure and parts are harder to source as the system has been discontinued. A new array is essential to ensure the on-going availability of the revenues system.</li> </ul>		
<b>Costs</b>	<b>Project Costs</b>	<b>Annual Costs</b>
Purchase and set-up of a new disk array system	15,000	2,000
<b>Benefits</b> Increased reliability of the revenues system and assurance of availability of spare parts in the event of a failure		
<b>ICT Support Implications</b> Low		
<b>Relevance to Corporate Plan</b> <i>15 – Make full use of the potential for electronic service delivery to improve the responsiveness and quality of services</i>		
<b>Suggested Priority Rating</b>		
Essential to ensure continued service delivery	1	

<b>10. Housing System Upgraded (pt2) - Homelessness and Service Charge modules</b>		
<b>Project Description</b> – To develop and install the SX3 iWorld homelessness and service charge modules. The licences were purchased when the product was initially installed but have never been activated.		
	<b>Project Costs</b>	<b>Annual Costs</b>
Homelessness and Service Charge modules Implementation	40,000	
<b>Annual Costs</b> Support charges		5,000
	40,000	5,000
<b>* Specific Funding</b> Would require funding from the Housing Revenue Account.		
<b><u>Benefits</u></b> <ol style="list-style-type: none"> <li>1. Maximising the functionality available within the Housing System</li> <li>2. Increase efficiency as these systems are currently manual processes</li> </ol>		
<b><u>ICT Support Implications</u></b> Project - High IT Support – Moderate		
<b><u>Relevance to Corporate Plan</u></b> <i>15 – Make full use of the potential for electronic service delivery to improve the responsiveness and quality of services</i>		
<b>Suggested Priority Rating</b> Relevant to the corporate plan. Substantial IT and Housing resource implications. Recommended for inclusion in the 2008/09 Capital Programme	3	

<b>11. Replacement Server Programme</b>		
<b>Project Description</b> – A rolling replacement programme to ensure that the Council’s forty servers are replaced at regular intervals, so that serious disruption to services is minimised.		
<b>Project Costs</b> Provision for replacement servers (Sufficient to replace around 3 servers in 2007/08)	10,000	
<b>Specific Funding</b> None		
<b>Benefits</b> <ul style="list-style-type: none"> <li>• Minimises ‘down-time’ and risk of data loss.</li> <li>• Would enable the Council to take advantage of the improved specification of new machines. For example, it would be possible to purchase replacement servers with RAID storage, which aids recovery in the event of serious machine failure.</li> <li>• Enables more energy efficient servers to be acquired.</li> </ul>		
<b>ICT Support Implications</b> Project - Moderate, Support – Reduced		
<b>Suggested Priority Rating</b> Supports the prudent management of IT resources.		2

<b>12. Technical Strategy</b>		
<p><b>Project Description</b> - A provision to enable on-going development of the Council's technical infrastructure in order to keep pace with the increasing demands resulting from e-government and the general growth in the use of IT within the Council.</p> <p>Once the broad T-Government Strategy has been finalised, it will be necessary to review the detailed technical strategy, to identify the developments that will need to be made.</p> <p>These may include, for example:</p> <ul style="list-style-type: none"> <li>• A server resilience programme.</li> <li>• Additional Network / server monitoring tools.</li> </ul>		
	<b>Project Costs</b>	<b>Annual Costs</b>
Provision for implementation of technical strategy	20,000	0
<p><b>Benefits</b></p> <p>Dependent upon the nature of the developments carried out, although generally:</p> <ul style="list-style-type: none"> <li>• Supports the implementation of the government transformation strategy.</li> <li>• Ensures that IT-based service delivery is protected in the medium to long term.</li> <li>• Ensures that the best possible value is being obtained from the IT assets owned by the Council.</li> </ul>		
<p><b>ICT Support Implications</b></p> <p>Dependent upon the nature of the developments carried out.</p>		
<p><b>Relevance to Corporate Plan</b></p> <p><i>14 – Review how our citizens currently access the Council's services and the opportunities available for providing more choice, improved service and greater integration with other agencies</i></p> <p><i>15 – Make full use of the potential for electronic service delivery to improve the responsiveness and quality of services</i></p>		
<p><b>Suggested Priority Rating</b></p> <p>On-going investment in the ICT infrastructure is vital if the Council is to meet the increasing expectations citizens have from Council services.</p>	2	

<b>13. Storage Area Network</b>		
<p>Project Description - Storage Area Network (SAN) is a high speed sub-network of shared storage devices. A storage device is a machine that contains nothing but a disk or disks for storing data. A SAN's architecture works in a way that makes all storage devices available to all servers on a Local Area Network. As more storage devices are added to a SAN, they too will be accessible from any server in the larger network. This will be the second SAN thereby adding more storage capability and providing resilience.</p>		
	<b>Project Costs</b>	<b>Annual Costs</b>
Provision of a SAN including consultancy, implementation and installation	35,000	4,000
<p><b>Benefits</b> Stored data does not reside directly on any of a network's servers, server power is therefore utilised for business applications, and network capacity is released to the end user.</p>		
<p><b>ICT Support Implications</b> Project: High, Support: Low</p>		
<p><b>Relevance to Corporate Plan</b> <i>14 – Review how our citizens currently access the Council's services and the opportunities available for providing more choice, improved service and greater integration with other agencies</i></p>		
<p><b>Suggested Priority Rating</b> Necessary to improve the speed of service that is available both to internal and external customers</p>	2	



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**Appendix Three – Work plan for IT Capital Projects 2007/08 – 2008/09**

		2007/08				2008/09				2009/10			
		Qtr 1	Qtr2	Qtr3	Qtr4	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr1	Qtr2	Qtr3	Qtr4
Replacement Planning, Environmental Health, Land Charges and Building Surveying system													
	Data cleansing												
	Evaluation												
	Project												
Corporate Workflow													
	Implementation												
Computer Telephony Integration													
	Implementation												
Replacement Electoral System													
	Project												
Network replacement													
	Implementation												
Councillor IT Equipment													
	Implementation												
CRM Online Development													
	Implementation												
Minor Projects													
Revenue replace Disk Array													
	Implementation												
Housing System Upgrade													
Replacement Server Programme													
Technical Strategy													
Storage Area Network (SAN)													

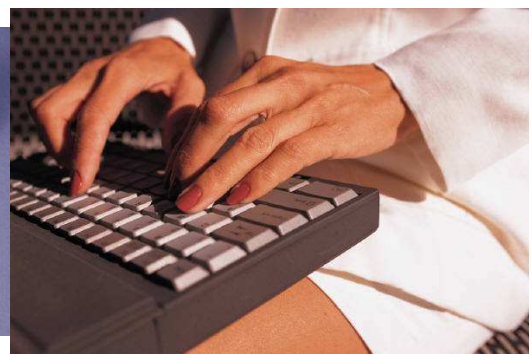
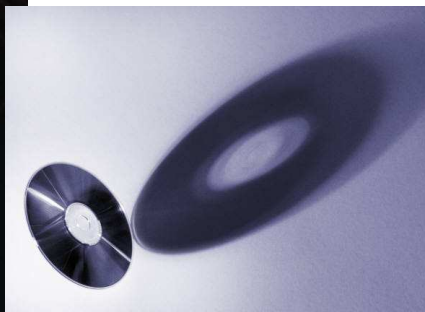
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		2007/08				2008/09				2009/10			
		Qtr 1	Qtr2	Qtr3	Qtr4	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr1	Qtr2	Qtr3	Qtr4
Document Imaging													
CRM scripting													
Financial System rebuild													
	Planning												
	Implementation												
2011 Transformation Programme													
T-Government Projects													
	Kiosks												
	Repair Finder												
	Fax Software												
	ADDACS/AUDIS												
	Others												
Organisational Review Projects													
	Various												

Appendix 4 – Councillor ICT supply catalogue



## Councillor ICT supply catalogue



**Proposed IT Capital Programme 2007/08  
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The Council is committed to offering ICT solutions that best fit the needs of each Councillor. To that end there are seven options currently available.

Option	Description	Page
One	Aimed at those people who will undertake their council work from home. No mobile working will be required.	2
Two	Aimed at those people who will primarily undertake their council work from home but who would also benefit from access to an offline version of Microsoft Outlook via a PDA.	3
Three	Aimed at those people who will primarily undertake their council work from home but who would also benefit from access to an online version of Microsoft Outlook via Blackberry type technology.	4
Four	Aimed at those people who wish to have more mobility to enable them to undertake some council work away from home. Also utilises Blackberry type technology.	5
Five	Aimed at those people who wish to use their computer away from the home. Uses 3G and GPRS technology.	6
Six	Aimed at those people who undertake the vast majority of their council work away from home. Uses 3G and GPRS technology.	7
Seven	Aimed at those people who use their own pc and broadband but who would wish to make use of Blackberry type technology.	8

The council also offers a number of training courses and details of these can be found on page 9.









Information on IT support is available on page 10.

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## Option One

Aimed at those people who will undertake their council work from home. No mobile working will be required.










### Equipment

	Notebook PC
	Docking Station – to enable a quick home set-up to be established whilst still enjoying the benefits of a notebook pc.
	Wireless Router – enabling you to use your Notebook within your house without the need for cables
	Duplex Colour Printer (prints on both sides of a piece of paper)  Up to 21 black and white pages per minute
	Keyboard
	17” flat screen
	Mouse
	Skype telephony - Skype is a piece of software that lets you make free calls to anyone else on Skype, anywhere in the world. And even though the calls are free, they are really excellent quality. If you and your friends, family or business contacts are using webcams, you can also make free video calls. You can even call landlines and mobile phones at really cheap per minute rates (and there's no setup or subscription fee).

## Option Two

Aimed at those people who will primarily undertake their council work from home but who would also benefit from access to an offline version of Microsoft Outlook via a PDA.


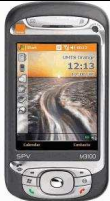







### Equipment

	Notebook PC
	PDA - Personal digital assistants are handheld devices that were originally designed as personal organizers, but became much more versatile over the years.
	Docking Station – to enable a quick home set-up to be established whilst still enjoying the benefits of a notebook pc.
	Wireless Router – enabling you to use your Notebook within your house without the need for cables
	Duplex Colour Printer (prints on both sides of a piece of paper) Up to 21 black and white pages per minute
	Keyboard
	17" flat screen
	Mouse
	Skype telephony - Skype is a piece of software that lets you make free calls to anyone else on Skype, anywhere in the world. And even though the calls are free, they are really excellent quality. If you and your friends, family or business contacts are using webcams, you can also make free video calls. You can even call landlines and mobile phones at really cheap per minute rates (and there's no setup or subscription fee).

## Option Three

Aimed at those people who will primarily undertake their council work from home but who would also benefit from access to an online version of Microsoft Outlook via Blackberry type technology.










### Equipment

	Notebook PC
	<u>Blackberry type technology - Key Features</u> Email, phone, Wireless Internet, Organiser and SMS
	Docking Station – to enable a quick home set-up to be established whilst still enjoying the benefits of a notebook pc.
	Wireless Router – enabling you to use your Notebook within your house without the need for cables
	Duplex Colour Printer (prints on both sides of a piece of paper) Up to 21 black and white pages per minute
	Keyboard
	17" flat screen
	Mouse
	Skype telephony - Skype is a piece of software that lets you make free calls to anyone else on Skype, anywhere in the world. And even though the calls are free, they are really excellent quality. If you and your friends, family or business contacts are using webcams, you can also make free video calls. You can even call landlines and mobile phones at really cheap per minute rates (and there's no setup or subscription fee).

## Option Four

Aimed at those people who wish to have more mobility to enable them to undertake limited council work away from home. Also utilises Blackberry type technology.

### Equipment










	<p>Tablet PC - Combines all the power and performance of a full-function notebook PC with additional handwriting convenience and versatility.</p>
	<p><u>Blackberry type technology- Key Features</u> Email, phone, Wireless Internet, Organiser and SMS</p>
	<p>Docking Station – to enable a quick home set-up to be established whilst still enjoying the benefits of a notebook pc.</p>
	<p>Wireless Router – enabling you to use your Tablet within your house without the need for cables</p>
	<p>Duplex Colour Printer (prints on both sides of a piece of paper) Up to 21 black and white pages per minute</p>
	<p>Keyboard</p>
	<p>17" flat screen</p>
	<p>Mouse</p>
	<p>Skype telephony - Skype is a piece of software that lets you make free calls to anyone else on Skype, anywhere in the world. And even though the calls are free, they are really excellent quality. If you and your friends, family or business contacts are using webcams, you can also make free video calls. You can even call landlines and mobile phones at really cheap per minute rates (and there's no Page 24 or subscription fee).</p>



## Option Five

Aimed at those people who wish to use their computer away from the home. Uses 3G and GPRS technology.









### Equipment

	<p>Tablet PC - Combines all the power and performance of a full-function notebook PC with additional handwriting convenience and versatility.</p>
	<p>Mobile working telephone card (slots into the tablet) – Enables remote access to the internet wherever the user is located. Working speeds under 3G are 512kb which is equivalent to a slow broadband (10x faster than dial-up).</p>
	<p>Docking Station – to enable a quick home set-up to be established whilst still enjoying the benefits of a notebook pc.</p>
	<p>Wireless Router – enabling you to use your Tablet within your house without the need for cables</p>
	<p>Duplex Colour Printer (prints on both sides of a piece of paper) Up to 21 black and white pages per minute</p>
	<p>Keyboard</p>
	<p>17" flat screen</p>
	<p>Mouse</p>
	<p>Skype telephony - Skype is a piece of software that lets you make free calls to anyone else on Skype, anywhere in the world. And even though the calls are free, they are really excellent quality. If you and your friends, family or business contacts are using webcams, you can also make free video calls. You can even call landlines and mobile phones at really cheap per minute rates (and there's no setup or subscription fee).</p>

## Option Six

Aimed at those people who undertake the vast majority of their council work away from home. Uses 3G and GPRS technology.

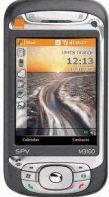
### Equipment

	<p>Q1 – Combines the capabilities of PDA, MP3, GPS, and Tablet PC.</p>
	<p>Mobile working telephone card (slots into the tablet) – Enables remote access to the internet wherever the user is located. Working speeds under 3G are 512kb which is equivalent to a slow broadband (10x faster than dial-up).</p>
	<p>Wireless Router – enabling you to use your Q1 within your house without the need for cables</p>
	<p>Duplex Colour Printer (prints on both sides of a piece of paper) Up to 21 black and white pages per minute</p>
	<p>Keyboard</p>
	<p>17” flat screen</p>
	<p>Mouse</p>
	<p>Skype telephony - Skype is a piece of software that lets you make free calls to anyone else on Skype, anywhere in the world. And even though the calls are free, they are really excellent quality. If you and your friends, family or business contacts are using webcams, you can also make free video calls. You can even call landlines and mobile phones at really cheap per minute rates (and there's no setup or subscription fee).</p>

## Option Seven

Aimed at those people who use their own pc and broadband but who would wish to make use of Blackberry technology.

### Equipment

	<p><u>Blackberry type technology - Key Features</u> Email, phone, Wireless Internet, Organiser and SMS</p>
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## IT Training Courses

The council offers a number of IT training courses. These courses are usually run at the Saffron Walden Offices by external providers. IT courses currently on offer include

Basic IT Skills
Basic Web skills including how to use the Uttlesford Website
Outlook Basic
Outlook Intermediate
Outlook Advanced
Word Basic
Word Intermediate
Word Advanced
Excel Basic
Excel Intermediate
Excel Advanced

To register your interest in attending any of the courses please email the courses title(s) to [hr@uttlesford.gov.uk](mailto:hr@uttlesford.gov.uk)

## **IT Support**

The council has an IT support desk which operates from 8.30 – 17.00 Monday to Thursday and 8.30 – 16.30 Friday. The telephone number for this service is 01799 510412. The support desk is manned by three officers.



Paul Fletcher

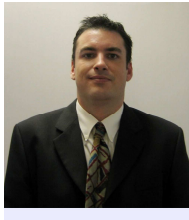


Chris Jennings



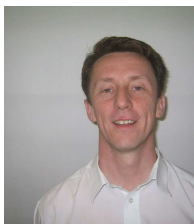
Chris Simmons

In addition Councillors have direct line access to the support desk supervisor, Paul Crossley, on 01799 510661.



Paul Crossley

All new installations, upgrades and home visits will be undertaken by either of:



Wayne Caton



Aaron Wood

