

# ITEM No ...11.....

**REPORT TO: POLICY AND RESOURCES COMMITTEE – 22 NOVEMBER 2021**

**REPORT ON: PUBLIC NETWORK IT REFRESH**

**REPORT BY: EXECUTIVE DIRECTOR OF CORPORATE SERVICES**

**REPORT NO: 315-2021**

## **1.0 PURPOSE OF REPORT**

- 1.1 To consider the refresh of the Public Network of Information Technology facilities used in Leisure & Culture facilities across the city.

## **2.0 RECOMMENDATIONS**

It is recommended that the Committee -

- Remit the Head of Customer Services & IT to refresh Information Technology provision available to members of the public across the city.

## **3.0 FINANCIAL IMPLICATIONS**

- 3.1 Equipment costs to implement new devices are estimated at £84,730 and will be met from IT capital budget
- 3.2 New Software costs are estimated at £15,000 and will be met from the IT Capital budget. Annual revenue costs for software will be met from Leisure & Culture Dundee budgets.
- 3.3 Staffing costs to support the deployment of the equipment and product to be met from existing Customer Services and IT staffing budgets.
- 3.4 Staffing costs for the ongoing provision of the Public Network of Information Technology to be met from existing Leisure & Culture Dundee budgets.

## **4.0 BACKGROUND**

- 4.1 This report supports the Council Plan in making critical information technology services publicly available to the Councils citizens to provide equality to all in providing access to internet services for numerous functions including research, job applications and benefit claims.
- 4.2 Through its partner organisation Leisure & Culture Dundee, the Council provides 229 publicly available PCs at 14 locations in the city.
- 4.3 Digital transformation requires people to use digital services more and more in everyday life, with many essential services now being online, including access to employment, e-government, banking and shopping sites.
- 4.4 Public libraries are at the forefront of digital participation. For those who are digitally excluded and struggle to afford access to the internet, public library PCs are a key provider of digital access, training and support.
- 4.5 The public PCs are heavily used by job seekers, as well as citizens including a large number of younger people who only have a mobile phone to access online services and need access to printers and scanners.

- 4.6 Public PCs are also vital to continue group work, including Job Clubs, Code Clubs and Homework support.
- 4.7 These facilities are provided on Windows 7 PCs which are on extended support. The cost of that extended support will increase year on year. The machines themselves are aged and the likelihood is that these will encounter increasing numbers of failures.
- 4.8 The facilities provide a wide range of IT facilities which include
- Internet access for searching and accessing web-based services
  - Access to office tools including word processing and spreadsheets
  - Printing and scanning
- 4.9 The facilities are managed through a software application which minimises the administration of the booking and utilisation of these facilities. Booking of the facilities can be done online and within the libraries themselves. Access to the facilities is controlled through library membership and/or the National Entitlement card.
- 4.10 Consideration has been given to how facilities will be provided in the future. Providing a new generation of desktop PCs is the best way to provide secure, universal access to the full array of IT facilities required by members of the public.
- 4.11 New PC desktops will be purchased through Scottish Procurements framework for the purchase of desktop computers.
- 4.12 A Procurement exercise will be carried out using Scottish Procurements Value Added Software reseller framework for software to enable administration, management and bookings of sessions on the new desktops.
- 4.13 Existing IT contracts can be leveraged to secure the new devices as well as adding critical software titles including web browsers and office facilities.

## **5.0 POLICY IMPLICATIONS**

This report has been subject to an assessment of any impacts on Equality and Diversity, Fairness and Poverty, Environment and Corporate Risk. There are no major issues.

## **6.0 CONSULTATIONS**

The Council Management Team were consulted in the preparation of this report and agree with its contents.

## **7.0 BACKGROUND PAPERS**

None

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**EXECUTIVE DIRECTOR OF CORPORATE SERVICES**

**31 OCTOBER 2021**