

TO:	CHAIR AND MEMBERS CORPORATE SERVICES COMMITTEE MEETING ON JULY 17, 2018
FROM:	ANNA-LISA BARBON MANAGING DIRECTOR, CORPORATE SERVICES AND CITY TREASURER, CHIEF FINANCIAL OFFICER AND CATHY SAUNDERS CITY CLERK
SUBJECT:	COUNCIL POLICY – ISSUANCE OF TECHNOLOGY EQUIPMENT TO COUNCIL MEMBERS

RECOMMENDATION

That, on the recommendation of the Managing Director, Corporate Services and City Treasurer, Chief Financial Officer and the City Clerk and with the concurrence of the Director, Information Technology Services, the attached proposed by-law (Appendix “A”) **BE INTRODUCED** at the Municipal Council meeting to be held on July 24, 2018 to amend By-law No. CPOL.-68-300 being “Issuance of Computer Equipment to Council Members” to: rename the Policy “Issuance of Technology Equipment to Council Members”; identify standard equipment guidelines for the upcoming Council term; provide for a review of the corporate standards for computer equipment and software to be issued to Council Members prior to the commencement of any new Council term; to provide greater clarity within the Policy; reformat into the new Council Policy template; and review with the gender equity lens.

PREVIOUS REPORTS PERTINENT TO THIS MATTER
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- Agenda Item #20 - Board of Control Meeting of September 30, 2009
- Agenda Item #19 – Board of Control Meeting of March 24, 2010
- Agenda Item #II.6 – Corporate Services Committee Meeting of June 17, 2014
- Agenda Item #II.4 – Corporate Services Committee Meeting of October 18, 2016
- Agenda Item #III.3 – Governance Working Group Meeting of July 19, 2017
- Agenda Item #3.1 – Governance Working Group Meeting of June 25, 2018

BACKGROUND

At the commencement of each Council term, Members of Council are provided with a variety of resources in order to assist them in fulfilling their roles as elected officials. These resources include the provision of technology equipment. The current policy “Issuance of Computer Equipment to Council Members provides for the following:

“Council Members shall be issued the following for the 2014-2018 Council term:

- (a) one corporate standard laptop, including one each of the associated corporate standard docking station, monitor, keyboard and mouse for the laptop;
- (b) one corporate standard tablet (corporate standard to be established by the City Clerk, in consultation with Information Technology Services, subsequent to SIRE testing);
- (c) one standard printer (HP Wireless);
- (d) an annual stipend (already included as part of the Council Members’ annual expense allocation) for the self-supply of standard high-speed Internet service at the Council Member’s “home office”, noting that any upgrade to premium high-speed Internet service would be at the additional expense of the individual Council Member;

- (e) a basic modem and/or wireless router to connect to the Internet, from their “home office”, in exceptional cases where it is demonstrated that a basic modem and/or wireless router to connect to the Internet is not supplied by the Internet service provider; and
- (f) corporate standard software, including Microsoft Office and any other software identified as essential to the business of the City of London by the City Clerk, in consultation with Information Technology Services (e.g. electronic agenda management software), but excluding specialized corporate software that would not be accessible by the general public (e.g. AMANDA, Kronos, JD Edwards, etc.).”

It should be noted that Council Members are also provided with a mobile smart phone and monthly plan (including data), exclusive of the above-noted Policy; it is proposed to include this provision in the policy update so that of all technology equipment is contained in one policy.

The provision of this equipment for each term of Council is funded from the election budget. This means that purchases are completed in the election year, with no further source of funding being available for the purchase of additional or replacement equipment for the balance of the term. This approach has been successful given that newly elected officials generally require the equipment immediately, and returning Council Members are likely to find their previously issued equipment to be at the end of its usefulness.

The following summarized comments were provided by current Council Members, with respect to the technology equipment that was provided to them in 2014, and the proposed policy revisions for the next Council term:

- Provision should be increased to include dual monitors
- Choice of computer type – Mac or PC *
- Case(s) for mobile device(s) *
- Keyboard provision for tablet
- Choice to “opt” out of equipment (if deemed personally unnecessary) – ie. Printer may not be considered to be required for a returning Council Members
- Choice of tablet type
- The data package provided for the phone and tablet is very useful *
- Laptop provided should be “more portable”
- Provide the equipment as required, as may not be necessary at the beginning of the term; but to be provided once per term as an “entitlement” to access as required
- The tablet is a great resource
- Establish a “set fee” for subsidizing home internet

* indicates that this comment was provided by more than one Council Member

Additional comments related to resources for Council Members were outside of this specific policy.

The purchase of additional/supplemental technology equipment by Council Members can be accommodated by and is incorporated into the Council Members’ Expense Account Policy. Throughout the current Council term, purchases made from the individual Councillor expense accounts, with respect to supplemental technology purchases included: iPad accessories (keyboards/cases, etc.), phone accessories (cloud storage, cases, chargers, bluetooth connectors, etc.), one Chromebook, one computer lease and additional monitors. It is notable that there is consistency in the items purchased accessories, but personal preference for these appears clear.

DISCUSSION

Modernizing and updating the current “Issuance of Computer Equipment” Policy is necessary and will continue to require an ongoing review, given the speed at which technology changes and the changing needs and preferences of Council Members. It is also recommended that the title of the Policy be changed to “Issuance of Technology Equipment” to recognize that the Policy applies to more than computer equipment.

The current Policy provides restrictions to the “corporate standard” equipment that is provided in order to ensure that it can be properly supported by Information Technology Services.

The following summarizes the proposed updates, in contrast to the current Policy, along with supporting comment, as applicable.

Current Policy

one corporate standard laptop, including one each of the associated corporate standard docking station, monitor, keyboard and mouse for the laptop;

Proposed Policy

one corporate standard laptop, including one each of the associated corporate standard docking station, monitor, carrying case, keyboard and mouse for the laptop;

OR

a one-time allowance/reimbursement, not to exceed \$1800.00, to the Council Member to purchase their own equipment. The claim for reimbursement must be submitted to the City Clerk, prior to December 31st of the election year. Members who choose to exercise this option will be required to sign an acknowledgement noting that Information Technology Services staff will not be available to provide technical support for any self-purchased equipment, or peripherals

Comments

The self-procurement reimbursement option will permit Council Members to choose the type of hardware and software that they would prefer. In order to accommodate these preferences however, Council Members will be required to sign an acknowledgement that Information Technology Services will be unable to support non-corporate issued equipment and such equipment will not be provided access to corporate applications, network and print services. It is important to note that selecting hardware and software outside of the corporate standard is likely to cause compatibility issues. Claims must be submitted in the election year in order to accommodate the source of financing for the equipment provision.

Current Policy

one corporate standard tablet (corporate standard to be established by the City Clerk, in consultation with Information Technology Services, subsequent to SIRE testing);

Proposed Policy

one corporate standard tablet;

Comments

The new software currently used for Council and Standing Committee meetings, including voting, has the potential to be used in an application that is compatible with the current corporate standard for tablets. Although testing is very preliminary, providing the equipment at the beginning of the Council term may allow for future usefulness in meetings. There was positive feedback as to the usefulness of this device in this term of Council. These devices will be provided with data packages/coverage.

Current Policy

one standard printer (HP Wireless);

Proposed Policy

one standard printer (HP Wireless);

OR

a one-time allowance/reimbursement, not to exceed \$500.00 to the Council Member to self-procure. Council Members will be required to sign an acknowledgement noting that the printer will not be supported by Information Technology Services. The claim for reimbursement must be submitted to the City Clerk, prior to December 31st of the election year.

Current Policy

an annual stipend (already included as part of the Council Members' annual expense allocation) for the self-supply of standard high-speed Internet service at the Council Member's "home office", noting that any upgrade to premium high-speed Internet service would be an additional expense of the individual Council Member.

Proposed Policy

an annual stipend (already included as part of the Council Members' annual expense allocation) for the self-supply of standard high-speed Internet service at the Council Member's "home office", noting that any upgrade to premium high-speed Internet service would be an additional expense of the individual Council Member.

Comment

Council Members are provided with a smartphone and tablet, which both include data, however it is still necessary, in many cases, to utilize personal internet at home.

Current Policy

a basic modem and/or wireless router to connect to the Internet, from their "home office" is provided in exceptional cases where it is demonstrated that a basic modem and/or wireless router to connect to the Internet is not supplied by the Internet service provider.

Proposed Policy

Removal of this provision

Comment

There has never been a specific claim for this. Council Members could include this item with monthly reimbursement for home internet from their individual expense accounts, in accordance with the Policy.

Current Policy

corporate standard software, including Microsoft Office and any other software identified as essential to the business of the City of London by the City Clerk, in consultation with Information Technology Services (e.g. electronic agenda management software), but excluding specialized corporate software that would not be accessible by the general public (e.g. AMANDA, Kronos, etc.)

Proposed Policy

corporate standard software, including Microsoft Office and any other software identified as essential to the business of the City of London by the City Clerk, in consultation with Information Technology Services (e.g. electronic agenda management software), but excluding specialized corporate software that would not be accessible by the general public (e.g. AMANDA, Kronos, JD Edwards, etc.)

OR

a one-time allowance/reimbursement, not to exceed \$500.00 to the Council Member to self-procure software. Council Members will be required to sign an acknowledgement noting that this software will not be supported by Information Technology Services. The claim for reimbursement must be submitted to the City Clerk, prior to December 31st of the election year.

Comment

The intention of the self-procured software is to accommodate those Council Members who may desire to purchase their own equipment. Particularly in the case of technology and software that may not be corporate standard, Information Technology Services are not able to provide support.

Current Policy

Computer Support

The Corporation of the City of London, through Information Technology Services, shall only provide support to corporately-issued equipment and not to any personal equipment or systems, any service or equipment provided by a third party (e.g. WiFi connection provided by internet service provider), or any supplementary equipment that may have been purchased by funds from a Council Member's annual expense allocation. Council Members shall be fully responsible for any costs associated with the acquisition, use and maintenance of supplementary computer equipment or software they have opted to purchase outside the standard equipment and software guidelines.

Information Technology Services shall assist with the initial set up of the corporately-issued wireless printer at a Council Member's home office. However, the Council Member shall be responsible for ensuring their home office WiFi connection is in working order so that the set up can be completed, and the Council Member will also need to be present and able to enter the appropriate password to complete the connection to the wireless printer.

Proposed Policy
Computer Support

The Corporation of the City of London, through Information Technology Services, shall only provide support to corporately-issued equipment issued/purchased during the current term of Council. Information Technology Services will not provide technical support to any personal equipment or systems, any equipment or service provided by a third party (e.g. WiFi connection provided by internet service provider), or any supplementary equipment that may have been purchased by funds from a Council Member's annual expense allocation. Council Members shall be fully responsible for any costs associated with the use and maintenance of supplementary computer equipment or software they have opted to purchase outside the standard equipment and software guidelines provided for in this Policy.

Information Technology Services shall assist with the initial set up of the corporately-issued wireless printer at a Council Member's home office. However, the Council Member shall be responsible for ensuring their home office WiFi connection is in working order so that the set up can be completed. The Council Member must be present and able to enter the appropriate password to complete the connection to the wireless printer.

Comment

The exclusion of responsibility of cost for acquisition has been removed due to the newly proposed option of self-procurement.

Proposed Additions to the Policy

Members will be provided with one corporate standard mobile device.

Comment

A smart phone is currently provided, including a robust mobility package, but this is not specifically identified in the policy.

Council Members will be required to indicate preferences of equipment by a date established by the City Clerk, in order to ensure that any equipment is available at the beginning of the Council term.

Council Members may "opt out" of any of the provisions entirely, but are not able to "opt in" later in the Council term. Should a Council Member choose to opt out, and later desire to purchase equipment, the equipment would need to be purchased through their expense account and will be subject to the terms of that Policy.

Comments

Council Members may not have any requirement for a mobile device at the beginning of the Council term. The funding for mid-term purchases would not be funded from the elections budget but would be an eligible expense under the Councillor Expense account.

There are no recommended additions to the current Policy for the specific provisions of cases for phones or tablets, or for peripheral accessories (e.g. keyboards). The purchase of such items is an allowable expense from the Members' Expense Accounts, and has been utilized frequently. These types of purchases tend to be very user specific and subject to individual preference. Tablets in the current Council term, included the provision of a very basic case, and most have been replaced to accommodate Council Members' preferences.

There are no recommended changes to the following additional portions of the current Policy:

Supplementary Computer Equipment

Council Members may, at their discretion, utilize funds from their annual expense allocation to supplement the standard corporate issue of computer equipment, in keeping with applicable policy.

Computer Equipment for Privately-Contracted Assistance

Any additional computer equipment required for individuals privately contracted by a Council Member shall be provided by the Council Member and will not be provided by The Corporation of the City of London via a corporate purchase or loan arrangement. For security and support reasons, no equipment other than the equipment issued to the Council Member by The Corporation of the City of London, during the current Council term, will be connected to the City of London's Corporate network and supported by corporate resources.

Corporate Records and Corporately-Licensed Software

Any corporate records or corporately-licensed software maintained on the standard computer equipment issued to the Council Members by The Corporation of the City of London shall be returned to and remain in the custody of The Corporation of the City of London during and at the conclusion of each Council term. In those instances where a Council Member is returning to office for a subsequent Council term, the Council Member may request to have their corporate records transferred to their new computer equipment. In any event, all corporate records shall, at all times, be maintained in keeping with legislated requirements (e.g. *Municipal Freedom of Information and Protection of Privacy Act*, Records Retention By-law, etc.).

Computer Usage – General

Computer usage for corporate purposes shall be in keeping with the City of London's Use of Technology Policy. No Council Member, their corporately-assigned staff, or their contracted assistants, shall use the technology made available to them by The Corporation of the City of London in a manner which compromises the security of the City of London's systems or information.

Acquisition and Disposition of Corporately-Issued Computer Equipment and Software for Council Members

- (a) The City Clerk shall establish a purchase plan for the supply and replacement of standard computer equipment and software for Council Members at the commencement of each Council term, in liaison with Information Technology Services.
- (b) The City Clerk shall include a budget item for the acquisition of the standard computer equipment and software noted in (a), above, for incoming Council Members.
- (c) The City Clerk, in liaison with Information Technology Services, shall establish the corporate standard for computer equipment and software for Council Members in sufficient time for that computer equipment and software to be acquired for the commencement of the new Council term.
- (d) Information Technology Services shall arrange for the on-site, and where applicable off site, installation of the standard corporate-issue computer equipment and software, as well as the related training and support, in liaison with the Council Members and/or their corporate support staff.
- (e) At the conclusion of a Council term, Council Members serving that Council term shall retain the standard computer equipment they were issued at the commencement of that Council term, to do with as they wish and/or dispose of on their own, in keeping with any applicable Canada Revenue Agency or other legislative requirements. The license provided for Microsoft Office will be deactivated at the end of the upcoming term and used to support the next term of Council Members. All access to the corporate network shall be fully terminated and the hardware removed from the Corporation's domain, with no further technical support being provided by the Corporation's Information Technology Services.

CONCLUSION

The proposed updated Policy incorporates, as much as possible, the valuable feedback provided by Council Members with respect to this matter, as well as the projected needs for the coming Council term.

The proposed Policy endeavours to achieve a balance between the personal requirements of individual Council Members, while managing compatibility, information security and the support of non-corporate issue equipment. It is important to note that Council Members should not expect any equipment (including peripherals/accessories) that is self-procured to be supported by Corporate Information Technology Services staff.

The attached by-law (Appendix "A"), including the proposed updated Policy, incorporates the recommendations contained in this report.

RECOMMENDED BY:	RECOMMENDED BY:
ANNA-LISA BARBON MANAGING DIRECTOR, CORPORATE SERVICES AND CITY TREASURER, CHIEF FINANCIAL OFFICER	CATHY SAUNDERS CITY CLERK
CONCURRED BY:	
MAT DALEY DIRECTOR, INFORMATION TECHNOLOGY SERVICES	

c. M. Schulthess, B. Westlake-Power, D. Dobson

Appendix "A"

Bill No.
2018

By-law No. CPOL.-

A by-law to amend By-law No. CPOL.-68-300 being "Issuance of Computer Equipment to Council Members" to: rename the Policy "Issuance of Technology Equipment to Council Members"; identify standard equipment guidelines for the upcoming Council term; provide for a review of the corporate standards for computer equipment and software to be issued to Council Members prior to the commencement of any new Council term; to provide greater clarity within the Policy; reformat into the new Council Policy template; and review with the gender equity lens.

WHEREAS section 5(3) of the *Municipal Act, 2001*, S.O. 2001, c.25, as amended, provides that a municipal power shall be exercised by by-law;

AND WHEREAS section 9 of the *Municipal Act, 2001*, S.O. 2001, c.25, as amended provides a municipality with the capacity, rights, powers and privileges of a natural person for the purpose of exercising its authority;

AND WHEREAS the Municipal Council of The Corporation of the City of London wishes to amend By-law No. CPOL.-68-300 being "Issuance of Computer Equipment to Council Members" to rename the Policy "Issuance of Technology Equipment to Council Members"; identify standard equipment guidelines for the upcoming Council term; provide for a review of the corporate standards for computer equipment and software to be issued to Council Members prior to the commencement of any new Council term; to provide greater clarity within the Policy; reformat into the new Council Policy template; and review with the gender equity lens;

NOW THEREFORE the Municipal Council of The Corporation of the City of London enacts as follows:

1. By-law No. CPOL.-68-300 being "Issuance of Computer Equipment to Council Members" is hereby amended by deleting Appendix "D(16) to CPOL.-68-300 in its entirety and by replacing it with the attached new Schedule "A".
2. This by-law comes into force and effect on the date it is passed.

PASSED in Open Council on July 24, 2018.

Matt Brown
Mayor

Catharine Saunders
City Clerk

First Reading – July 24, 2018
Second Reading – July 24, 2018
Third Reading – July 24, 2018

SCHEDULE "A"

Policy Name: Issuance of Technology Equipment to Council Members
Legislative History: Adopted August 22, 2017 (By-law No. CPOL.-68-300)
Last Review Date: July 17, 2018
Service Area Lead: City Clerk

1. Policy Statement

1.1 This policy establishes the corporate standard for technology equipment and software for Council Members.

2. Definitions

2.1 Not applicable.

3. Applicability

3.1 This policy applies to all Council Members.

4. The Policy

4.1 Standard Equipment and Software Guidelines

Corporate standard technology equipment and software for Council Members shall be established by the City Clerk, in consultation with Information Technology Services.

The corporate standard for technology equipment and software for Council Members shall be reviewed by the City Clerk, in consultation with Information Technology Services, for appropriateness prior to the acquisition of technology equipment and software for Council Members for a new Council term.

4.2 Equipment Issuance and Options

Council Members shall be issued the following for the 2018-2022 Council term:

- (a) one corporate standard laptop, including one each of the associated corporate standard docking station, monitor, carrying case, keyboard and mouse for the laptop;
OR
a one-time allowance/reimbursement, not to exceed \$1800.00, to the Council Member to purchase their own equipment. The claim for reimbursement must be submitted to the City Clerk, prior to December 31st of the election year. Members who choose to exercise this option will be required to sign an acknowledgement noting that Information Technology Services staff will not be available to provide technical support for any self-purchased equipment, or peripherals;
- (b) one corporate standard tablet;
- (c) one standard printer (HP Wireless);
OR
a one-time allowance/reimbursement, not to exceed \$500.00 to the Council Member to self-procure. Council Members will be required to sign an acknowledgement noting that the printer will not be supported by Information Technology Services. The claim for reimbursement must be submitted to the City Clerk, prior to December 31st of the election year;
- (d) an annual stipend (already included as part of the Council Members' annual expense allocation) for the self-supply of standard high-speed Internet service at the Council Member's "home office", noting that any upgrade to premium high-speed Internet service would be at the additional expense of the individual Council Member;

- (e) corporate standard software, including Microsoft Office and any other software identified as essential to the business of the City of London by the City Clerk, in consultation with Information Technology Services (e.g. electronic agenda management software), but excluding specialized corporate software that would not be accessible by the general public (e.g. AMANDA, Kronos, JD Edwards, etc.)
OR
a one-time allowance/reimbursement, not to exceed \$500.00 to the Council Member to self-procure software. Council Members will be required to sign an acknowledgement noting that this software will not be supported by Information Technology Services. The claim for reimbursement must be submitted to the City Clerk, prior to December 31st of the election year; and,
- (f) one corporate standard mobile device.

4.3 Supply of Equipment

Council Members will be required to indicate preferences by a date established by the City Clerk, in order to ensure that any equipment is available at the beginning of the term.

Members may “opt out” of any of the provisions of corporate equipment entirely, but are not able to “opt in” at any point in the term. Should a Council Member choose to “opt out”, and later desire equipment, it would need to be purchased through their Councillor expense account and be subject to the terms of that policy.

4.4 Supplementary Computer Equipment

Council Members may, at their discretion, utilize funds from their annual expense allocation to supplement the standard corporate issue of computer equipment, in keeping with applicable policy.

4.5 Computer Support

The Corporation of the City of London, through Information Technology Services, shall only provide support to corporately-issued equipment issued/purchased during the current term of Council. Information and Technology Services will not provide technical support to any personal equipment or systems, any equipment or service provided by a third party (e.g. WiFi connection provided by internet service provider), or any supplementary equipment that may have been purchased by funds from a Council Member’s annual expense allocation. Council Members shall be fully responsible for any costs associated with the use and maintenance of supplementary computer equipment or software they have opted to purchase outside the standard equipment and software guidelines provided for in this Policy.

Information Technology Services shall assist with the initial set up of the corporately-issued wireless printer at a Council Member’s home office. However, the Council Member shall be responsible for ensuring their home office WiFi connection is in working order so that the set up can be completed. The Council Member must be present during the initial set up and able to enter the appropriate password to complete the connection to the wireless printer.

4.6 Computer Equipment for Privately-Contracted Assistance

Any additional computer equipment required for individuals privately contracted by a Council Member shall be provided by the Council Member and will not be provided by The Corporation of the City of London via a corporate purchase or loan arrangement. For security and support reasons, no equipment other than the equipment issued to the Council Member by The Corporation of the City of London, during the current Council term, will be connected to the City of London’s network and supported by corporate resources.

4.7 Corporate Records and Corporately-Licensed Software

Any corporate records or corporately-licensed software maintained on the standard computer equipment issued to the Council Members by The Corporation of the City of London shall be returned to and remain in the custody of The Corporation of the City of London during and at the conclusion of each Council term. In those instances where a Council Member is returning to office for a subsequent Council term, the Council Member may request to have their corporate records transferred to their new computer equipment. In any event, all corporate records shall, at all times, be maintained in keeping with legislated requirements (e.g. *Municipal Freedom of Information and Protection of Privacy Act*, *Records Retention By-law*, etc.).

4.8 Computer Usage – General

Computer usage for corporate purposes shall be in keeping with the City of London's Use of Technology Policy. No Council Member, their corporately-assigned staff, or their contracted assistant, shall use the technology made available to them by The Corporation of the City of London in a manner which compromises the security of the City of London's systems or information.

4.9 Acquisition and Disposition of Corporately-Issued Computer Equipment and Software for Council Members

- (a) The City Clerk shall establish a purchase plan for the supply and replacement of standard computer equipment and software for Council Members at the commencement of each Council term, in liaison with Information Technology Services.
- (b) The City Clerk shall include a budget item for the acquisition of the standard computer equipment and software noted in (a), above, for incoming Council Members.
- (c) The City Clerk, in liaison with Information Technology Services, shall establish the corporate standard for computer equipment and software for Council Members in sufficient time for that computer equipment and software to be acquired for the commencement of the new Council term.
- (d) Information Technology Services shall arrange for the on site, and where applicable off site, installation of the standard corporate-issue computer equipment and software, as well as the related training and support, in liaison with the Council Members and/or their corporate support staff.
- (e) At the conclusion of a Council term, Council Members serving that Council term shall retain the standard computer equipment they were issued at the commencement of that Council term, to do with as they wish and/or dispose of on their own, in keeping with any applicable Canada Revenue Agency or other legislative requirements. The corporate standard Microsoft Office software shall remain with the computer equipment at the end of the Council term, but will not be supported under any maintenance agreement and shall simply age to end of life with no upgrade options. All access to the corporate network shall be fully terminated and the hardware removed from the Corporation's domain, with no further technical support being provided by the Corporation's Information Technology Services.