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The transformative nature of technology in the public sector is something that should be encouraged but, at the moment, its adoption is patchy at best.

As you'll be well aware, there is a major push towards digitally transforming services in local government, especially within today's tight financial climate where organisations are expected to do more with less. Providing these reforms are focused on improving the experience of users with service providers, then this should be explored to the full. But we also understand that these are not decisions to be made lightly, as public sector decision-makers have to weigh up how taxpayer money is spent and invested.

With this in mind, PSE has put together this supplement to see how digital technology is being adopted across the public sector and where future opportunities lie. We look at how local authorities can overcome the initial obstacles to moving their services to the cloud, the intricacies of BYOD policies, and the cost-saving and transformational changes that going paperless can provide.

Additionally, we discover more about the growing positive attitude of councils towards technology and digital experimentation. Find out more on page 28.

We would also like to thank all of the sponsors who have contributed to this supplement, and generously donated a great range of prizes for the competition. Turn to page 14 for your chance to win the fantastic bundle of products on offer!

We hope you find this mini-mag full of useful information about how to make more informed decisions going forward as the public sector enters its digital age.

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Councils must start thinking about what digital can do for them



GETTING AHEAD IN THE CLOUD

Alison Mckenzie-Folan, deputy chief executive at Wigan Council and deputy digital spokesperson for Solace, explains how local authorities can get over their initial trepidation of moving services to the cloud.

Local government has historically approached 'the cloud' with some degree of caution, given the high-profile concerns about security and data loss which have been a consideration around this emerging technology over the past few years. There is now much greater stability around these solutions and EU-compliant, safe storage arrangements. The exciting opportunity this technology creates means that there is no doubt that, for a council like Wigan with digital at its very heart, it now plays a key role in our future.

We have been encouraging our residents to engage with us digitally, so we have to give them assurances that we will keep this data

safe, whilst looking for effective ways to secure data sharing with our key partners to enable integrated service delivery. We are also seeking more opportunities for some of our datasets to be made available to inform and shape the delivery of innovative services at a local and regional level. This requires 24/7, flexible, on-demand ICT services that can respond quickly to new ways of working. Cloud-based services provide this and also free up ICT departments from managing tasks such as software upgrades and security patching, providing all of this as part of the service and enabling them to focus on the important enabling projects which help to transform service delivery.

Wigan Council has operated a shared ICT service since 2013 with another bordering council, a housing trust and leisure trust, with a strategic ICT partnership contract delivered by a private sector ICT provider. A key requirement at the outset of this contract was a futureproof, agile ICT service that enabled all partners to think big and leverage the power of ICT to help us transform the way in which we engage with our residents and deliver services. This included maximising opportunities to utilise cloud-based technology.

The council first embraced this technology when entering as part of a shared HR and payroll system procurement, with two other local authorities. The software was hosted by Wigan on behalf of the other partners, using Phoenix our private cloud. The biggest change came when the council transferred our virtualised data centre services to a more efficient private cloud arrangement in 2014, benefiting from investments made by other local authorities and delivering efficiencies by reducing all those costs and resources associated with running a traditional physical data centre.

Our staff currently benefit from an agile 'anytime, anyplace' desktop, delivered to them via terminals, using an externally hosted VDI solution. A number of our key business applications are also hosted in this way.

We are now harnessing the power of Microsoft Azure, a platform of cloud-based services – implementing Office 365 to enable some of our place-based approaches to working, to provide flexible email services and collaborative tools such as Sharepoint and Skype for Business. We know this will enable integrated teams to share information and are implementing back-up as a service, given the opportunities to store and manage our data in a more effective way.

So what have we learned so far? It's about focusing on outcomes and how this technology will help us to deliver services. We need to resource our ICT service to manage different

types of relationships with technical service providers. It's about accepting over time that the technical expertise sits with these service providers, but we need people with the knowledge to help us choose the right options, understanding risks and opportunities. For local authorities it's about opening our thinking to the wealth of opportunities this offers to us, to embrace the Internet of Things (IoT) and innovative technologies to inform decision-making to shape and deliver services with the community and key partners. This can only happen by embracing the cloud.

We are also implementing a number of IoT projects working with some key partners, particularly around assistive technology to support people in their own homes, which harness cloud technology and enable us to source data from a range of different devices to inform decision-making. This is an exciting and innovative area for us and we are confident that this will deliver some fantastic outcomes for our residents over the next 12–18 months.

As key elements of ICT, such as email and storage, are becoming increasingly commoditised, local authorities will need to switch their financial thinking and approach to revenue spend rather than the traditional capital method. The 'cloud first' thinking and strategy is now being adopted in this area. As the big cloud infrastructure providers start to open UK data centres, confidence of compliance and data security in services delivered post-Brexit is less of a concern.

Some of the larger central government bodies, such as the Ministry of Defence, have now moved to a cloud-based platform, recognising the savings that can be made in doing so. Now is also time to challenge old thinking around leaving all services running 24/7/365 when they may only be required during core hours, thus allowing for more savings in a consumption-based cloud model. This will also allow for greater multiagency access through true multi-tenant application environments.



DIGITAL TRANSFORMATION

From cloud storage to data security, Microsoft provides a host of software solutions to handle the demands of the public sector with ease

Somerset is streamlining operations with Microsoft

Faced with significant budget cuts, Somerset County Council looked to technology to help it streamline operations and increase productivity, whilst also reducing costs. With the support of the Microsoft Services team through a Cloud Navigator engagement, Somerset set about rationalising its use of software and the cloud to maximise operational capabilities.

Harnessing the Office 365 suite immediately boosted productivity by enabling mobile working and reducing the need for staff to visit the office at either end of the day to update records. This has also had the added benefit of allowing the council to significantly reduce its property portfolio with smart working and smart technology, further boosting cost savings. The introduction of Skype for

Business has enabled greater collaborative working within the council, streamlining inter-departmental communications. The social care department has also found that it is better connected with its clients, particularly young people. It has enabled them to communicate via Skype or social media which means that their clients no longer need to have credit on their phones to make contact; they simply need a wi-fi signal.

Somerset County Council has seen huge benefits from its collaboration with the Microsoft Services team throughout the engagement. As well as significant cost savings year on year, teamwork reduced the timescale for the project implementation by half. Having Microsoft as a key partner has allowed the council's leadership team to refocus on their core activities with the confidence that they have forged a long-term, profitable relationship.

Epilepsy patients are managing their lives with Microsoft technology

Tasked with creating a new epilepsy service at Poole Hospital, just as the financial crisis hit, was a tall order for Head of Neurology, Dr Rupert Page, so he had to think outside the box to achieve his objective. In collaboration with Kent University and software specialists Graphnet and Shearwater, an alliance was formed to investigate how technology could help the project to succeed.

Using the Microsoft Band, in conjunction with software on the patient's mobile phone, the Epilepsy Care Alliance have harnessed machine learning powered by Microsoft Azure to track patients' daily activities and detect when they are experiencing a seizure.

The app on their mobile device can be used to alert their next of kin and to send details to their NHS clinical team so that their care can be adjusted accordingly. The Alliance is rolling this programme out across Dorset and hopes to help around 2,000 patients in the county to manage their condition more effectively and lead fuller lives.

The feedback from patients has been very encouraging and the Alliance is thrilled that this combination of Microsoft technology and medical care is making a meaningful difference to patients and improving their quality of life. Using Azure, coupled with the Microsoft Band, is enabling patients to regain their independence with the surety of knowing that their condition is being proactively monitored and assessed.

MOD on the frontline of cloud-based protection with Microsoft

The Ministry of Defence (MOD) in the UK decided to adopt the Microsoft Cloud, as well as Office 365 Advanced Threat Protection and Customer Lockbox from a Microsoft UK data centre.

According to Mike Stone, chief digital and information officer at the MOD, Microsoft cloud services bring world-class reliability and performance to its operations in a way that fits perfectly with its digital transformation agenda:

"The MOD chose Microsoft cloud technologies to support our transition to a more cost-effective, modern and agile organisation. Microsoft offers the security, privacy, control and transparency that meets our stringent criteria for cloud services – all available from data centres in the UK. Additional cloud-based services such as Advanced Threat Protection provide us with complementary capabilities to keep our employees productive and our network secure."

Mike's statement resonates with any highly regulated government entity that must find the right balance between enabling employees with anytime, anywhere data access while ensuring security.

Now that MOD mailboxes will be protected with Office 365 Advanced Threat Protection, staff will stay productive and secure around the clock. That's because, despite the escalating severity and complexity of today's malware, Advanced Threat Protection offers better protection and control. Additionally, with Customer Lockbox, the MOD gets full visibility and control of their customer data during service operations, which can help them meet compliance obligations.

Aligning its vision for digital transformation with the Microsoft Cloud, the MOD gets the best of both worlds – productivity-enhancing agility in a highly secure online environment. I'm happy to see that by empowering staff to achieve its goals in our rapidly evolving digital world, the MOD is entering a new era of heightened performance – at home and abroad.

BYOD – PREVENTING THEIR DEVICE BECOMING YOUR PROBLEM

Professor Steve Furnell, head of the School of Computing, Electronics and Mathematics at Plymouth University, considers the challenges of implementing Bring Your Own Device policies in the public sector.

Mobile devices have become ubiquitous, and whether they explicitly recognise it or not, most organisations now have a mobile workforce. However, in many cases, this is not through supplying the technology themselves, but through staff using personal devices they already own. This approach is formally titled Bring Your Own Device (BYOD), and refers to an IT policy that permits (and sometimes actively encourages) use of personally-owned mobile devices to access workplace systems and store related data. Less formally, it is the scenario that can end up operating whenever staff use personal devices for work-related purposes.

The obvious advantage for employers is that they get the benefits of mobile technology without the expense of paying for it. However, as in many situations, nothing comes totally free, and organisations should recognise the challenges that BYOD can bring if not fully considered. One example is handling queries and providing technical support across a whole range of technology platforms and configurations (as opposed to dealing with a specific platform and known environment if it provided and managed the devices itself). Even more significant is the security perspective, with employee-owned devices directly holding workplace data and offering potential pathways into workplace systems.

The security needs of today's devices are far-removed from their predecessors of yesteryear. Looking back to something like the Nokia 3210 (which, for those who don't remember it, was a popular mobile phone of the late 90s), we find a device with somewhat restricted functionality compared to what we know today. It made calls and sent text messages via 2G networks, and

could hold 250 names and numbers, plus stored a moderate archive of text messages. User-facing security was limited to basic PIN-based protection, but this was arguably all that was needed for the threats of the day. If we contrast this with today's plethora of smartphones and tablets, we are in a very different world, with devices storing all manner of data and in large volumes, as well as offering remote access to other systems via the internet. However, many users still treat mobile security as if they were back in the 3210 era, often because they lack the awareness and support to do otherwise.

Most employees now have personal devices, so it is not a question of whether we should tackle BYOD security, but rather how we should do so. There is no single 'right' answer here. Some organisations have imposed an outright ban on personal devices, whereas others support their staff in using them more securely. The key thing is that BYOD cannot be regarded as totally cost or effort-free, and it is not sensible to simply permit (or even encourage) it without having related policy and guidance in place to accompany it.

BYOD implies that we are supporting user choice, and some won't naturally choose security. However, workplace data or system access needs to receive a consistent (or at least comparable) level of protection regardless of who owns the device. As such, key areas for attention consequently include:

User authentication: All of today's devices offer authentication features beyond the four-digit PIN of the 3210, but these are still not necessarily the options that get enabled by default out of the box. Moreover, even the more advanced biometric-enabled devices typically use a PIN or password as their fall-back approach, and so it is important that users do not do things like retaining an obvious 1234-style sequence as their underlying secret.

A close-up photograph of a man in a dark blue suit, white shirt, and blue tie. He is wearing black-rimmed glasses and is looking down at a tablet computer he is holding with both hands. The background is a soft, out-of-focus gradient of blue and white.

Device tracking: Today's mobile platforms support 'Find my phone' features, enabling lost or stolen devices to be recovered, or remotely locked or wiped to prevent workplace data falling into the wrong hands.

Malware prevention: Malware is an increasing problem on mobile platforms, with Android having been the main target to date. Given that infections can compromise workplace data, staff should be guided to use appropriate apps to protect them.

Organisations must recognise that employees will not necessarily install or enable these by default, and should be prepared to take an active stance in promoting awareness, giving advice, and (where necessary) purchasing the apps that provide the safeguards.

This will still be a significant saving compared to buying the devices themselves, and so represents the

quid pro quo for accepting the benefits of BYOD. Indeed, enabling BYOD to occur in a security-aware manner improves the chances of delivering its other benefits without compromise.



GREATER PRODUCTIVITY STARTS HERE

*Easily track and address the security and health needs of all your
devices from a single, user-friendly dashboard*



RICH WITH FEATURES

Device Optimisation

HP Touchpoint Manager comes loaded with features that put you in control of all your managed devices, no matter where you or your devices are located.

- **Wi-Fi Provisioning** – Grant and revoke access to organisation wireless networks without exposing credentials to users
- **Mobile Application Deployment** – Create, distribute and manage curated bundles of mobile applications from Apple, Google Play and Microsoft app stores to managed users
- **Remote Control** – Gain remote access and control of users' Windows-based devices from any HTML5-based browser
- **Microsoft Windows Application Deployment** – Deploy applications in the MSI or .exe file types to managed Windows devices
- **Groups** – Apply policies to groups of users and/or devices
- **Proactive Alerts** – Know when a problem is detected with a managed device's anti-virus software, hard disk, battery health, firewall protection and other conditions
- **Password Recovery** – Enable users to reset a forgotten password on any managed Microsoft Windows device

Lifecycle Management

Make the most of your IT investments by planning ahead for hardware refreshes. Avoid surprises by tracking device health and quickly address issues to keep devices functional and employees productive.

- **Hard-Disk Health** – Receive real-time notifications when the hard drive on a managed notebook or desktop is full or requires replacement
- **Battery Health** – Receive real-time notifications when any managed Microsoft Windows computer needs a replacement battery
- **User and Device Inventory** – Track lists of managed users and devices with comprehensive information about their status and health

Security Enforcement

From helping you enforce a mobile security policy to wiping a device, HP Touchpoint Manager features the tools you need to ensure all your managed devices' security – and brings you greater peace of mind.

- **Mobile Device Security Policy** – Apply an array of security levels that configure settings for Android™ and iOS mobile devices
- **Firewall Policy** – Monitor and enable the Microsoft Windows firewall service on computers running the Microsoft Windows operating system
- **Lock Device** – Quickly perform a screen lock or Windows logoff of any lost or stolen managed device
- **Patch Management** – Minimise security vulnerabilities by monitoring and deploying critical application patches
- **Wipe Device** – Remotely erase data on any managed mobile device, notebook or desktop
- **Virus Protection** – Automatically install, enable and monitor Microsoft Windows Defender or Microsoft Security Essentials on any unprotected system



OPENING UP MAJOR GAINS BY GO

Tom Symons, principal researcher in government innovation at Nesta, discusses the digital opportunities that going paperless opens up for local authorities.

Going paperless in the public sector is not a new initiative, as many local authorities have already digitised the majority of their internal paperwork and, in most cases, resident and council contact is now digital.

If we consider the initial short-term benefits of the paperless agenda, there are obvious efficiency savings associated with reduced printing costs and cutting down on form filling. But it also opens up a myriad of bigger gains, says Tom Symons, principal researcher in government innovation at Nesta, because pursuing a paperless local government enables organisations to do much more in terms of integrating services and using large datasets.

Last year, Nesta released the 'Connected Councils: A digital vision of local government in 2025' report, which examined how digital technologies could help local authorities save money, foster economic growth and deliver better outcomes for communities.

Symons noted that in the tough financial climate facing the public sector, there is huge appetite for making savings through 'channel shift' – serving customers through online services instead of more costly telephone and face-to-face interactions.

"Having online forms opens up a lot more scope for streamlined services, better intelligence and decision-making," he said. "In our report, we have a few examples of councils who have, by moving

ING PAPERLESS

services online and trying to reduce paper as much as possible, saved a lot of money and improved services.”

One example, stated Symons, was the London Borough of Harrow which, over the last four years, has saved £1.55m by moving people from face-to-face or phone to online transactions. It has also created a mobile-friendly personal account, MyHarrow, which shows residents all their council services in a single view.

“We also had some financial modelling commissioned for the report which came up with a range of potential savings across the sector for digitised services,” he added. “The uppermost scenario estimated a potential saving of around £14bn a year through greater digitisation of services. There is certainly a really big opportunity here, much larger than the benefits of not having paper and not having to print things anymore.”

Despite making significant progress on the digital and paperless agenda, PSE was told that for the most part councils have digitised transactions in isolation, independently reinventing the same wheels and creating a digital replica of outdated existing processes. In fact, Nesta revealed that over 50% of councils are manually rekeying more than half of the data they receive from e-forms.

“Local authorities need to see the digitisation of services not as creating a digital copy of what already exists in the real world,” added Symons, “but looking at how by digitising services you can redesign them so they work better for citizens.

“For instance, creating portals for residents, like MyHarrow, is a good example. There are all sorts of different opportunities to change things, not just replicate them digitally.”

Not many councils will be starting their digital or paperless journeys from a standing start, as many allow transaction services, like paying council tax, to be carried out online. But there is much more work to be done across the sector.

“The key point is that paperless is a really good way of thinking about what opportunities come from having digitised services, content and resources across local authorities,” concluded Symons.

FOR MORE INFORMATION

Nesta’s ‘Connected Councils: A digital vision of local government in 2025’ report can be accessed at:

www.nesta.org.uk/sites/default/files/connected_councils_report.pdf

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To be eligible for this competition you must agree to the following terms; you must be a fully functioning public sector institution. You must be willing to participate in a follow up article in the Public Sector Executive regarding the competition if you are the winner. You must agree to your information being passed on to no more than five carefully selected IT suppliers for public sector guidance. Subject to change and availability. Competition closes Friday 31 March 2017.

TRANSFORMING PUBLIC SECTOR SERVICES THROUGH THE POWER OF DIGITAL

Helping you make a difference

Why Fujitsu for the government sector?

Fujitsu has been a major ICT provider to government and businesses for over 50 years. We have credibility and a sound reputation in this sector. We collaborate with over 50 government organisations and an ecosystem of more than 800 SMEs across the UK, delivering services that touch the lives of millions of citizens every day. We were named Responsible Business of the Year at Business in the Community's Responsible Business Awards 2015.

What benefits do Fujitsu Scanners bring to the government sector?

The public sector is an intensive user of paper and faces a number of initiatives to reduce the reliance and level of paper use within the workplace. Legislation is a huge driving force behind the move from paper to digital and everyone, from healthcare to education to blue light to county councils, is looking at, and embracing, the move to more effective ways of operating. Additionally, skyrocketing costs, historic regulatory changes, client demands for instant access to their records, freedom of information, bureaucracy and security concerns are all other key factors that define the public sector landscape.

By scanning and employing a content management solution organisations can very quickly experience benefits such as centralised storage with enhanced security of all information, a business process agility that can lead to productivity gains and cost savings, enhanced compliance across all departments, faster access to information and big data analytics and a notable ROI.

Fujitsu's ScanSnap scanners take the complication out of document imaging with one-touch ease of use. They are speedy, compact and intuitive scanners that can scan a multitude of everyday documents ranging in size from business card to A3.

The 'fi' Series of business scanners, with bundled PaperStream image enhancement and driver software, set the standard for professional desktop scanning, departmental and production environments. These scanners offer impressive daily throughput and feeding mechanisms that are second to none for reliable mixed batch scanning.

Did you know?

Fujitsu works with government organisations to:

- Enable the processing of 2.8 million passports every year
- Manage the records of over 44 million drivers and 36 million vehicles on the UK's roads
- Process over 9 million self-assessment tax returns each year
- Manage the distribution of child benefit payments to over 6.9 million UK families
- Help bring together Northern Ireland's 6 criminal justice organisations

ix500

The ScanSnap ix500 provides PC and Mac users with an effective way to greatly reduce paper clutter, storage space and security risks associated with unmanaged paperwork.

- Bundled software allows for one button searchable PDF creation and editable office documents.
- Scan batches of mixed-sized pages in one go and everyday documents from business cards to A4 and even A3 with the included carrier sheet.
- Double-sided scanner means both sides are scanned in one pass.
- Instantly convert paper documents into useful applications to manage your paper documents, business cards or receipts.
- Wirelessly scan to your PC, Mac, iPad® / iPhone®, Android™ and Kindle™ devices and preferred cloud accounts.

fi-65F

The compact, lightweight fi-65F scanner is ideal for the scanning of important, small documents like passports, IDs, prescriptions, driving licences, customer and medical cards and photographs, and seamlessly integrates with virtually any line of business application (LoB).

fi-7460

The fi-7460 provides unmatched performance and market-leading document imaging capabilities with fast scanning speeds of 60 double-sided pages per minute.

- Versatile document capturing capability for any size document from A8 to A3, folded A2 and A1 and up to 5.5 meters in length.
- Retractable roller mechanism allows for scanning bound medical records, booklets and filled envelopes
- Compact dimensions: Base footprint only slightly larger than an A4 sheet of paper.
- Sensitive: Treats delicate documents with utmost care, equipped with Intelligent Sonic Paper Protection that is based on acoustic sensors and skew reducer.
- PaperStream IP and PaperStream Capture; Fujitsu developed scanner driver and image enhancement plus batch capture software application.

ix100 – Powered by a rechargeable battery, the ScanSnap ix100 can scan in any environment and seamlessly transmit digital copies to a smart device or cloud account.

ix500



fi-65F



fi-7460



ix100



DIGITAL AS AN EFFICIENT ENABLER OF HUMAN RELATIONS

Carl Haggerty, a founder of LocalGov Digital and chair of its Steering Group, discusses the potential in using technology as a resourceful and cost-effective method of designing human relationships back into public services.

Let's say your mother always forgets her set of keys when leaving the house, inevitably meaning she will later be locked out and have to call a locksmith or family member to let her back in – a relatively ordinary problem that could snowball over time to begin significantly impacting her quality of life. To fix this, you buy her a £20 motion sensor robot that allows you to record a voice message reminding her to take her keys, and then hang it up by the door so the message is activated every time she is about to leave the house. Not only is the problem solved, but that small investment could help stop multiple care packages or interventions having to be put in place.

Carl Haggerty, a founder of LocalGov Digital, a network for digital practitioners in local government, argues this exemplifies one of the many ways in which councils can begin to see how technology can solve problems in different ways – in this case, within adult care. "It's how the profession itself starts to recognise the role of technology in actually being able to support frontline social work," he emphasised.

But it extends far beyond social care.

Technology has the potential to affect both the efficiency and effectiveness of any service. While a handful of these will boil down to making large savings in transactional relationships – such as parking, housing, council tax, or any other service involving small financial exchanges – many of them will push local authorities to see technology as a true enabler, ultimately helping design human interaction back into services.

"If we focus on the future of public services being digital, then we've missed the point," argued Haggerty. "If we say the future of public services is in human relationships, and then we ask the question about how technology can enable that to happen better, then I think we'll have a better conversation about what technology can do.

"Technology plays a powerful part in keeping connections and relationships moving, and can keep those relationships alive and visible to people. It's really about understanding the scope of digital and, more importantly, the scope and role of data, and then designing around the problem in new ways. As long as



we're designing a learning loop and a feedback loop, then, over time, we'll evolve to have really slick, innovative and dynamic local public services."

It sounds promising – but unfortunately, we're not quite there yet. The most dominant thinking in the sector at present is using technology as a way to add more layers and barriers between councils and those who need help – as opposed to exploiting it to allow organisations to dynamically respond to problems. Haggerty argues this doesn't even boil down to financial restraints: a lot of it is triggered by a lack of ambition, traditionalist assumptions about services and, importantly, political leadership that does not recognise technology as a resourceful enabler of change.

Although the latter scenario is currently changing – more and more councils are appointing people to lead digital agendas, such as digital transformation managers – Haggerty still recommends making use of the Local Government Digital Service Standard (LGDSS), a free online tool that provides a common approach for local authorities to deliver

good-quality, user-centred, value-for-money digital services. As well as helping suppliers understand what is expected from their services, it creates a sense of shared ambition and purpose for local government – setting out methods of working that have been shown to produce real benefits, both human and financial.

"As with any standard, it's open to interpretation," said Haggerty, explaining that it allows his organisation to broker peer reviews that can help challenge councils as to whether their services really do meet user needs. "It provides a really good framework to ask a load of questions to help us design better services. The first few times any local authority goes through the LGDSS, they'll be learning – and then it's about how the network can share that learning with other councils, so that they can increase the speed at which we can collectively learn as a sector."

FOR MORE INFORMATION

To learn more about the LGDSS, visit: www.tinyurl.com/PSE-LGDSS

SAMSUNG

THE NEW SAMSUNG EXPERIENCE

Samsung is a recognised specialist in providing IT products and services to the public sector. From central and local government, education and health to the emergency services, successful deployment of Samsung's award-winning technology has improved efficiency and productivity within the stringent budgeting and procurement criteria of this sector.

The New Learning Experience

New advancements in virtual reality headsets — like Samsung's Gear VR — have made VR for education more accessible and affordable, and it's poised to have a significant impact on schools. The Samsung Gear VR is perfect for enhancing educational experiences. While some VR apps will let you explore the planets of our solar system, others will allow you to travel back in time to explore disappeared places. The Samsung Gear VR is an amazing headset to discover new regions or learn about historic places.

VR in the classroom also offers many more opportunities for classroom instruction beyond virtual field trips. For example, a desktop virtual reality learning environment like zSpace offers a way to enhance STEM learning. Its virtual lab applications for science, technology, engineering and math include various standards-based activities that teachers can integrate into their curriculum. Students can gain a better understanding of how the heart works, for example, by picking up a virtual one with a stylus and peeling layers back to see how it looks inside as it beats.



The New Healthcare Experience

In healthcare's changing world, Samsung works with you to provide the latest technology, supporting innovative medical devices.

Samsung devices improve the quality of medical and healthcare observation of patients by the implementation of a real-time monitoring system. This allows healthcare establishments to motivate patients to maintain their treatment regime and care at home by providing mobile monitoring devices. Samsung devices enable the collaboration of patients and families to develop and implement effective, sustained delivery of patient and family-centred care.

Through Samsung devices and a range of apps, healthcare workers can connect the circle of care. Staff can schedule appointments, plan and navigate travel routes more efficiently, and electronically record patient data from a single device.

Samsung devices with KNOX Workspace provide a powerful, secure mobility solution for in-home care. KNOX Workspace protects workers' personal information in a separate container from patient data and applications. KNOX Workspace applications and data cannot be accessed or shared with any applications outside of the Workspace. Organisations can specify that health workers input a password and one additional identifier to ensure authorised personnel are accessing patient data.



The New Government Experience

With Samsung devices, you can encourage flexible and efficient communication between government agencies by establishing a rigid security system.



KNOX Workspace is a manageable, on-device mobile security solution. By keeping enterprise and personal data separate with enhanced technology, the Workspace is secure enough to run on government-grade networks. Government officials can be confident that company data is secure and manageable, while remote employees can still use the device for personal apps and data. Government workers can switch between the password-protected KNOX Workspace and personal apps with the tap of a button.

The move to Samsung devices also increases the amount of time police officers can spend dealing with crime and public safety. Samsung devices streamline processes, cut admin time and give officers instant access to crucial information, such as the ANPR database and fingerprint recognition.



OUTSOURCING SECURITY: IS IT TIME TO TAKE THE PLUNGE?

*A PSE investigation has exposed an alarming trend of growing cyber-attacks on local authorities. Against the backdrop of shrinking budgets and rising demand, might it be time to take the plunge and invest in a cyber-partner? **Luana Salles** reports.*

This time last year, Lincolnshire County Council's computer systems were taken down for around five days after the authority was hit by a £1m ransomware attack. Its chief information officer, Judith Hetherington-Smith, said services such as libraries and online booking systems were shut down, and staff had "gone back a few years" by having to use pen and paper.

A few months later, Socitm published a briefing warning that hackers are increasingly likely to target local government. The reason behind this is no secret: councils, much like the NHS, collect and share amongst themselves a wealth of valuable data.

The briefing said that although local

government had not been a target for large-scale cyber-attacks thus far, risks are ever changing and growing as councils play an increasingly important role in delivering public services and working alongside local businesses in smarter, more digitally-enabled ways.

A Freedom of Information (FoI) investigation carried out by PSE has revealed that, although budgets for cyber security measures in local authorities have almost doubled since 2012-13 – from around £3.7m to almost £6.7m across the respondents – they have nevertheless experienced more than seven times the amount of cyber-attacks so far this year, compared to 2013-14. Breaking it down, councils suffered 22 successful attacks four

years ago – notably ransomware threats – but have already had to deal with 166 attacks in 2016-17. And the financial year hasn't even finished.

FoI requests were sent to England's 152 upper tier authorities, of which 114 councils (75%) responded. Although 23 of them could not reveal data for security reasons and approximately 20 didn't hold the information, those that did supply figures helped expose a worrying upwards trend of attacks. East Riding of Yorkshire Council, for example, said the number of blocked emails – spam and viruses – received in the past 12 months ballooned from around 40,000 a day to 100,000.

But interesting to note was the amount of councils that chose to outsource their cyber security strategy to third-party companies. While just 11 did so last year, a total of 16 authorities – or 14% of respondents – had a contract in place in 2016-17.

One of these was Worcestershire County Council, which outsourced its complete IT security portfolio to Hewlett Packard Enterprise in 2015. Its director of commercial and change, Peter Bishop, told PSE that subcontracting this responsibility has helped the authority manage the "real challenge" of keeping up with what's happening in the world of technology.

"From an infrastructure level, we did not have the money or the capacity to continue to keep on top of what's happening in what is effectively a very fast-moving space," he explained. "We also wanted a partner who could help us make the changes we knew we needed to make in order to embrace technology in how we work day-to-day. One of my key requirements was making sure they actually had robust processes, governance models and monitoring automation to keep the data safe, and keep our borders looked after."

But would this solution be right for every council? While Bishop argued everyone is different, he emphasised that it is difficult for local authorities to "be experts on everything" in the digital world. When prioritising,

Worcestershire decided to focus instead on its digital transformation agenda.

"We employ Hewlett Packard Enterprise to make sure that we look after our firewalls, that our servers are all patched and kept up-to-date. They monitor who accesses the network, who's not accessing it, whether there's any irregular logins – they do that very well and have a lot of automation, which we just didn't have," he continued.

The goal was to enable people to do their job properly while the council was kept safe – a "constant challenge" in the face of dwindling budgets. "I could stop everybody from going on the internet, which is clearly ridiculous because we knew the internet was going to be the centre of our world – so we needed to embrace it," added Bishop.

Admittedly, the contract isn't cheap – the county council spends around £1.86m per year with Hewlett Packard Enterprise – but he guarantees it is cost effective. It has provided a step-change in what can be delivered, including monitoring the council's IT environment in a way that couldn't be done before.

Outsourcing can often be met with scepticism in the public sector. But Bishop maintains there's nothing to fear: in his council, Hewlett Packard Enterprise is treated like a partner.

"One of the key parts of what they do is deliver the strategic and operational management of our environment, so we have access to their strategic security consultants – which we would never get unless we went out and bought it, but we built it into our specification," he said. "The key thing is to get someone who can help you do it while you concentrate on what you need to do, and in our case it was getting a strategic change in our business enabled by technology."

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WE NEED TO BE LEADERS IN THE FIELD OF DIGITAL

*In times of tight finances and devolved revenue systems, councils must start thinking about what digital can do for them, argues **Ingrid Koehler**, a senior policy researcher at the Local Government Information Unit (LGIU).*

Perhaps the biggest irony in embracing digital technology across the public sector is its inherent dichotomy: money is simultaneously the biggest challenge to, and the key driver of, transformation. It's no secret that the sector, particularly local government, is struggling with hefty cash restraints, and a lot has already been shaved off back offices to ensure frontline services aren't affected. But unless we can think about new ways of using digital to do business and reach people, we're going to have an incredibly tough time.

That's the view of Ingrid Koehler, a senior policy researcher at the LGiU, who made clear that councils have to begin counterbalancing their fears of wasting time and money with the realisation that technology will almost always be part of any solution, and that digital is an inseparable part of creating services that are 'good by default'.

A lot of money has indeed been lost in the process of implementing ill-conceived digital transformation projects, Koehler admitted – and that is why we need to change our outlook.

“Strictly applying digital without thinking about the transformation is where we sometimes go wrong in the public sector. You can't just apply an IT solution; you have to really go back. That is another layer of investment, and it takes longer to do it that way, but the results you get are much better,” she explained.

“It's partly about the evidence base, but it's also a different way of thinking about things. It's thinking about what the citizen needs are, the stakeholder needs, the needs of workers and the needs of the organisation itself. It's a balance of fears, in a way: councils will have to take the leap, but will have to do it really wisely, and not in the same way it's been done in the past.”



As well as tighter pockets, a few other barriers to transforming services with technology are cultural and attitude challenges that must be addressed. “The best councils are looking at this in terms of needing to be leaders in the field of digital – not just in what we do, but in how we enable our citizens to have the right kind of infrastructure to do the things they want to do,” continued Koehler.

We also need to be ready to support businesses digitally, she added, since councils will have to be much more focused on growth due to ongoing changes to the business rates system. “That is one of the key ways we can support business growth – having the digital infrastructure available for businesses to take advantage of,” she said.

In her experience at the LGiU, Koehler’s findings have echoed others: whilst some councils are

clear leaders in the field, others are still trying to keep up with social media basics. But this landscape is quickly shifting, she guaranteed: “More and more when I go into councils, I’m finding there’s a much more positive attitude towards technology and towards experimentation – looking at different ways of doing things that are supported by technology.

“Some of it is about money, but a lot of it is about leadership and vision, and how willing people are to embrace technology and see its advantages rather than how it’s going to cause problems or exclude people.

“Compared to five or six years ago, the amount of scepticism is certainly reduced, and it’s changed in tone. I think everyone accepts that this is going to be a growing phenomenon, that it is here to stay, and that we have to get in front of it.”

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