

# London Borough of Hammersmith & Fulham

## CABINET

11 JANUARY 2016



### IMPLEMENTATION OF SECURITY ON MOBILE DEVICES

Report of the Cabinet Member for Finance: Councillor Max Schmid

#### Open Report

A separate report on the exempt part of the Cabinet agenda provides exempt financial information.

#### Classification - For Decision

**Key Decision: YES**

**Wards Affected: All**

**Accountable Director: Ed Garcez, Shared Services Chief Information Officer**

**Report Author:** Roland de la Mothe, Contract Monitoring Officer

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## 1. EXECUTIVE SUMMARY

- 1.1. There is an urgent requirement to find a replacement for Blackberrys (BBs) in H&F as the third party supplier is regarded as being a risk to the continued provision of smartphones for the council. The Council has advised that no further BBs should be purchased. An alternative solution is required to secure smartphones that contain PROTECT level data.
- 1.2. There's been an increasing requirement over the last few years for Council staff to be able to securely access systems and information whilst in the field. A number of business areas have already identified requirements or have commissioned work to develop mobile solutions.
- 1.3. Mobile Working pilots have been carried out in CHS and ASC using this platform. Feedback has been positive and the business has agreed that the platform meets their requirements.
- 1.4. Funding is required to enable mobile working to be delivered to LBHF. Several pilots have been commissioned including Fostering & Adoption paperless

solution; improved non-verbal communication with disabled children; Educational Psychologists' use of video recording to support learning interventions; Adult Social Care mobile version of Frameworki, planned to be used in the field.

- 1.5. The solution will allow the continued provision of secure smartphones to LBHF staff.

## **2. RECOMMENDATIONS**

- 2.1. That the Council adopts and implements the AirWatch Mobile Device Management (MDM) system, currently in use by WCC and RBKC, in order to securely manage mobile devices.

## **3. REASONS FOR DECISION**

- 3.1. AirWatch MDM will deliver a replacement solution for the current BB service which is end of life.
- 3.2. The solution has a wider application and allows delivery of secure tablets to support more efficient mobile working thus reducing the need for staff to return to the office.
- 3.3. The solution also delivers secure mobile applications to a variety of tablets and smartphones supporting true transformational work in the future allowing mobile applications to be used out in the field.
- 3.4. The solution allows the remote wiping of data in case of loss.

## **4. INTRODUCTION AND BACKGROUND**

- 4.1. Shared services mobile working is designed to meet the growing demand for new ways of working and a recognition that, in the future, anyone should be able to use any approved corporate device from anywhere to access the corporate network, with the emphasis on mobile working.
- 4.2. Following the implementation of shared working in several departments, staff are regularly required to work in more than one borough, improve their services and, in some cases, manage with reduced numbers of staff.
- 4.3. A replacement for H&F's end of life BB service is required which fits into a shared services strategy for mobile working and which leverages value for money by sharing costs where viable.

## **5. PROPOSAL AND ISSUES**

- 5.1. AirWatch MDM will allow LBHF staff to continue using secure smartphones. It uses the same technology to manage smartphones and tablets and enables remote wiping of data in the case of a devices being lost or stolen. It is a suitable replacement for the BB service.

## **6. OPTIONS AND ANALYSIS OF OPTIONS**

- 6.1. The AirWatch Mobile Device Management (MDM) solution is part of the Shared ICT Services strategy to converge on existing systems where these are already in place. The AirWatch Platform was recognised as an industry leader and the decision was made to implement AirWatch across Shared Services.
- 6.2. The services has been designed with resilience so that the service can be delivered from an alternative shared services site if necessary.

## **7. CONSULTATION**

- 7.1. *Not applicable*

## **8. EQUALITY IMPLICATIONS**

- 8.1. *Not applicable*

## **9. LEGAL IMPLICATIONS**

- 9.1. The funding requested for HFBP is to enable LBHF to fulfil its commitments to access the AirWatch Platform and benefit from the secure mobile applications and management for mobile devices. There are no procurement law related implications at this stage for LBHF as this arrangement is being implemented under the shared services arrangement permissible under the Local Government Act 1972.
- 9.2. Implications verified/completed by: (Babul Mukherjee, Senior Solicitor (Contracts), 02073613410 )

## **10. FINANCIAL AND RESOURCES IMPLICATIONS**

- 10.1 As set out in the exempt report on the exempt Cabinet agenda.

## **11. IMPLICATIONS FOR BUSINESS**

- 11.1 *Not applicable.*

## **12. RISK MANAGEMENT**

- 12.1 The proposals will improve business resilience as a greater number of devices will be able to access Council systems remotely, increasing efficiency and ultimately delivery of services to the local taxpayer. Business Resilience is noted as risk number 6 on the Council's Shared Services Risk Register.
- 12.2 Implications completed by: Michael Sloniowski, Shared Services Risk Manager, telephone 020 0753 2587.

### **13. PROCUREMENT IMPLICATIONS**

13.1 As set out in the exempt report on the exempt Cabinet agenda.

### **14. IT STRATEGY IMPLICATIONS**

14.1 This proposal is in line with the council's ICT strategy.

14.2 Implications verified/completed by: Jackie Hudson, Transition Director, ext 2946.

#### **LOCAL GOVERNMENT ACT 2000** **LIST OF BACKGROUND PAPERS USED IN PREPARING THIS REPORT**

| <b>No.</b> | <b>Description of Background Papers</b> | <b>Name/Ext of holder of file/copy</b> | <b>Department/ Location</b> |
|------------|---|--|-----------------------------|
| 1.         | None                                    |  |                             |