	Recommendation	Responsible Officer	Management Comments	Current Progress	Target Completion Date
	Contracts				
1	The Council should enter into a single contract for the provision of mobile phones, or determine as soon as possible whether the Everything Everywhere agreement is suitable. The value of upgrades, free texts and calls should be considered when entering into a contract. **Priority 2**	Head of Buildings and Facilities and Procurement Manager	A final decision on the suitability of the Everything Everywhere contract in respect of the coverage aspects will be made by March 2013. If the coverage issues cannot be resolved the Council will enter in a new procurement exercise to establish a single corporate contract for the provision of mobile phones.	It has been confirmed that Everything Everywhere cannot provide sufficient network coverage within Orkney and this has been relayed to Scottish Procurement. Only one mobile was purchased by the Council. This was to permit the Council to opt in, at a later date if coverage issues were remedied. The Council is not contractually committed in any way to purchase any further devices from this contract. The procurement exercise started in October 2013 wasn't successfully completed. In July 2015, and together with the Change Programme, the Procurement team picked this work up again. Usage date was collected from Services and feedback from the 4 Stakeholder events have also been considered. It has been confirmed by Procurement that moving over to a new mobile phone contract should be straightforward once we have confirmed who still requires a device. Work by the Change programme has identified 154 current mobile phone users and lists of users were sent to Services on 8 October for double checking. Deadline for replies is 27 October. Services have been advised that the following principles will apply to the new contract; 1) One OIC wide contract 2) Telephone and text only, not data – this is because	Ongoing, once a contract is in place users will transfer over when their current contract expires It is anticipated that the procurement exercise will be completed by February 2016.

				the provision of Blackberries and mobile data is being taken forward through the Change programme and will take longer to resolve. 3) Contract to be for 12-24 months only, with the intention of coming to end as the Change programme project above begins implementation. Provision of mobile phones will be subsumed with this. 4) One simple and basic handset – anything over and above this would need to be considered on a case by case basis, for example if there was a DDA requirement for a user. 5) All phones to be on a contract basis rather than PAYG 6) If possible (depends on provider), one bill back to OIC which will then be charged to Services based on actual usage. Framework agreements will continue to be used to procure BlackBerrys. However, as referred to above, work is ongoing through the Change Programme and with the IT team to consider alternatives to Blackberrys. A short trial of circa 10 Windows 10 devices is being considered for February 2016. As this may substantially alter our approach to mobile data devices efforts are being made at the moment to minimise any new Blackberry contracts. A review of Blackberry contracts relating to Members has been carried out and work is underway to see if it is possible to equalise these. Monthly tariffs vary from £7pm to £23.88pm.	
2	When organising central contract arrangements the use of 'pay as you go' phones should be considered where	Head of Buildings and Facilities	'Pay as you go' will be stipulated within the new policy and operational guidance for the use of	Moving to one contract through a framework agreement means that PAYG phones are not available. The cost of monthly contracts for the basic standard model mobile phones through the framework agreement is low	Recommend this action be closed.

	phones are being held as standby or spare phones. **Priority 2**		mobile phones and BlackBerrys where they are being used for standby or spare phones.	and the administrative costs to reimburse expense claims is high, so there is little benefit in exploring this option further.	
3	A limit should be placed on the value of device which can be purchased. The more expensive, sophisticated models should only be purchased where there is a defined business need to obtain the increased functionality. **Priority 2**	Head of Buildings and Facilities	A policy and operational guidance for the use of mobile phones and BlackBerrys will be developed which will address this and the other issues set out in the report.	This is specifically covered in the draft Mobile Device Policy and Procedure. This document is with Services for comment and the target date for formal sign off is February 2016. Services have been advised that only basic devices can be ordered. Any justification for a more complex device will have to be made in the business case, including whether there is a need for a reasonable adjustment.	February 2016
4	There should be defined criteria for eligibility for having either a mobile phone or a BlackBerry. All phones issued should be subject to scrutiny and a valid business case. There should be a robust management review to assess the real level of need. Orders for phones should be approved by management and tracked to an authorised end user. This should be specified in a Council policy as referred to in section 3 of this report. **Priority 2**	Head of Buildings and Facilities	A policy and operational guidance for the use of mobile phones and BlackBerrys will be developed which will address this and the other issues set out in the report.	This is specifically covered in the draft Mobile Device Policy and Procedure. This document is with Services for comment and the target date for formal sign off is February 2016. The business case will be authorised by an Executive Director or a Head of Service when requesting a mobile device. ICT services will maintain a register of all users of mobile phones and their respective line managers.	February 2016
5	The insurance arrangements in place for BlackBerrys should be reviewed.	Head of Buildings and Facilities	The business case for the continuation of the current insurance arrangements will	The business case for insurance arrangements has been reviewed and insurance is being cancelled as contracts are reviewed/renewed.	Complete

	Priority 2		be reviewed and outcome included in the policy and operational guidance.		
	Policy Statement / Operational Guide				
6	A policy statement and operational guide should be prepared and should take into account the types of issues set out at appendix I. **Priority 2**	Head of Buildings and Facilities	A policy and operational guidance for the use of mobile phones and BlackBerrys will be developed which will address this and the other issues set out in the report.	This is specifically covered in the draft Mobile Device Policy and Procedure. This document is with Services for comment and the target date for formal sign off is February 2016.	February 2016
7	ROSPA provide guidance on mobile phones and driving, this guidance should be incorporated into the Council policy statement and operational guide as recommended at number 6. **Priority 2**	Head of Buildings and Facilities	A policy and operational guidance for the use of mobile phones and BlackBerrys will be developed which will address this and the other issues set out in the report.	This is specifically covered in the draft Mobile Device Policy and Procedure. This document is with Services for comment and the target date for formal sign off is February 2016.	February 2016
8	Staff should be required to sign acceptance of the Council's policies as referred to at number 6 when receiving a device. **Priority 2**	Head of Buildings and Facilities	A policy and operational guidance for the use of mobile phones and BlackBerrys will be developed which will address this and the other issues set out in the report.	This is specifically covered in the draft Mobile Device Policy and Procedure. This document is with Services for comment and the target date for formal sign off is February 2016.	February 2016
	Administration of Devices				
9	Mobile telephone numbers should be made available in the	Head of Buildings	Mobile telephone numbers will be made available on the	Under discussion with IT and Lead Admin within each service.	March 2016

		and Facilities and Lead Admin staff within Services.	Portal. The uploading and maintenance of this information will be the responsibility of the Lead Admin within each service.		
	staff directory on the portal. **Priority 3**				
10	The policy / operational guide as detailed at recommendation 6 should set out whether personal calls are or are not allowed. Where personal calls are permissible the procedure for obtaining reimbursement should be defined to ensure a consistent approach is taken across all Services. **Priority 2**	Head of Buildings and Facilities	A policy and operational guidance for the use of mobile phones and BlackBerrys will be developed which will address this and the other issues set out in the report.	This is specifically covered in the draft Mobile Device Policy and Procedure. There is a clear statement that personal calls are not permitted other than in exceptional circumstances. This document is with Services for comment and the target date for formal sign off is February 2016.	February 2016