

# REPORT TO ASSETS AND OPERATIONS COMMITTEE

## IT AND TELEPHONY



**Report Reference** A-22-04  
**Meeting Date** 25<sup>th</sup> July 2022  
**Agenda Item** 10  
**Prepared by** Town Clerk

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### 1.0 BACKGROUND

As part of a wider staffing review, issues related to IT and telephony were raised. The Personnel Committee made a number of resolutions making recommendations to the Assets and Operations Committee:

That the Assets and Operations Committee:

- 1) Ensure the provision of mobile phones to all staff regularly working outside the office and provide appropriate IT equipment
- 2) Facilitate a new multi-line VOIP system within two months

### 2.0 IT EQUIPMENT

Three officers have laptops, four have desktop computers. Computers are all functional and in 2020/21 upgrades were undertaken to replace hard disk drives to solid state drives (faster and more reliable).

It is recommended that two new laptops be purchased (c. £500 each<sup>1</sup>); this would be to replace the desktops used by the Civic Events Officer and Town Centre and Marketing Officer. Both staff routinely attend meetings, functions etc away from the office. The laptops would also support more flexible working as necessary.

The Computer Equipment budget for the current year is £500; two laptops would exceed this.

### 3.0 MOBILE PHONES

Mobile phones are currently provided to the Town Clerk, Planning and Facilities Officer, Events Officer and Town Centre and Marketing Officer as well as the Town Ranger and Cemetery Groundskeeper; a tablet is provided to the Caretaker role for accessing documents/logging defects etc. The Civic Events Officer is the only member of staff who routinely works away from the office without a mobile phone; the review highlighted that the postholder is then required to give a personal mobile number to contacts e.g. contractors, community groups etc.

It is recommended the committee approves the purchase of a second-hand mobile phone (c. £100) drawn from the Computer Equipment budget and the Town Clerk will arrange a SIM-only contract in

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<sup>1</sup> Dell Inspiron 16 / Dell Inspiron 14 2in1

line with others (£11 pm).

#### **4.0 VOIP SYSTEM**

The committee discussed its telephony several years ago. Movement to a VOIP system required a new internet connection which was frustrated by CEC not permitting a wayleave to Virgin Media for the connection, now the offices are owned by the Town Council this will be progressed.

Work is needed to review options for VOIP systems, it is recommended that the IT Working Group be tasked with recommending a system to the September meeting.