South Staffordshire Council

Appendix 2

Your Council Challenge Panel

Digital Adoption

Final Recommendations

Digital Adoption

"Digital adoption is the process by which people learn to leverage new technology to its fullest potential and derive maximum value from a digital solution"

Challenge Panel

Reduce Printing

Review Member Training Requirements

Review Member Devices

Purpose

To consider measures to enable Members to move to be able to fully adopt paperless or paper-lite meetings and associated ways of working

Intended Outcomes:

Move to paperless and/or paper-lite ways of working for Members with appropriate support and digital technologies in place.

Agreement for Chairmans to have a reference paper copy of the agenda, reports and papers for meetings, with all Members and Officers going paperless.

Agreed criteria for where and when exceptions to the agreed paperless/paper-lite ways of working would be appropriate.

Member Training and Support - Basics

	Large Group	Small Group	1-2-1	Videos	Manuals
Device familiarisation	X			X	X
Connection Issues	X			X	X
CMIS	X	X	X	X	X
Teams	X	X	X	X	X
Outlook	X	X	X	X	X
Diary Management	X	X	X	X	X

Would suggest start with a large group virtual session to enable members to be able to access documents from early stage. Then offer small group or 1-2-1 sessions (depending on personal preferences) which would be in person. The small group sessions could be recorded so attendees can refer back at a later date if needed.

This would be backed-up with videos and manuals, uploaded to member site, so members can access information at any point.

Member Training and Support - Intermediate

	Small Group	1-2-1	Videos	Manuals
CMIS	X	X	X	X
Teams	X	X	X	X
Outlook	X	X	X	X
Diary Management	X	X	X	X

As we move to increased complexity of issue, large group sessions are not appropriate.

The approach outlined above of recording sessions and making videos and manuals available would apply.

Member Training and Support - Advanced

	Small Group	1-2-1	Videos	Manuals
CMIS	X	X	X	X
Teams	X	X	X	X
Outlook	X	X	X	X

As we move to increased complexity of issue, large group sessions are not appropriate.

The approach outlined above of recording sessions and making videos and manuals available would apply.

Devices

	iPad	Samsung	Lenovo
Getting Started	2nd	3rd	1st
Using Outlook	2nd	3rd	1st
Using Teams	2nd	3rd	1st
Using CMIS	2nd	3rd	1st
Using the Keyboard	3rd	2nd	1st
Suitability and Support	3rd	2nd	1st

Through testing and feedback, the Lenovo device was rated as the most suitable device for Members

Agreed Criteria for Exceptions

- Medical condition which means use of device is difficult e.g. arthritis of the hands

- Designated disability impacting on ability to use device

A Member identifying an issue would have a confidential discussion with Digital Services and HR to see if any reasonable adjustments could be made to facilitate digital working