

**Action for the Town Clerk & Chief Executive from the May 2018 meeting of the Business & Transformation Scrutiny Panel, response as set out below:**

**(3) That the Town Clerk & Chief Executive provide the Panel with the programme for the rollout of the new Office 365 system to Members.**

The rollout of Office 365 to members will start in late October and be completed by March 2019. At this time no detailed planning has taken place as to the exact running order for members; I would suggest that we begin with members of the Executive and Committee Chairs.

As part of the migration process, the following will take place for each member:

- The opportunity to undertake online Office 365 and Windows 10 training.
- The opportunity to undertake classroom-based Office 365 and Windows training, lead by a suitably qualified trainer.
- The opportunity for one-to-one assistance to support the member during the migration.
- The transfer of all council related documents to cloud-based document storage.
- If the member has a council provided a laptop, this will be upgraded to Windows 10 and Office 365.
- If the member has a council provided smartphone or tablet, this will be reconfigured to access Office 365.
- If the member uses their equipment for council business, support will be provided to enable secure access to Office 365.
- If the member has a council provided broadband connection, this will be reconfigured to support Office 365.

It is planned to hold some sessions for members in September and October to introduce them to Office 365 and Windows 10, as well as the migration process.

A more detailed rollout plan will be produced at the beginning of October and circulated to members for comments.

Once the rollout is completed, a review of the processes and procedures used by Officers to communicate with members will take place. This will ensure that Officers and Members are taking advantage of the new forms of communication and collaboration available to them.