

Appendix A

Feedback from Pilot group

Feedback Criteria	Response / Comment
Device login and performance	The iPads were configured to use strong passwords, which could not be removed by the users. Together with this setting and the enhanced security provided by the MDM solution, users were not required to use a 2 factor authentication (token) login. This significantly shortened the login process. The iPads are ready to use as soon as they are switched on/woken up allowing users to immediately start working .A simple authentication process is required by MobilEcho (4 digits) to re-establish a link to the network.
Access to email and diaries	The MobileIron solution together with the iPad provided real-time access to email and diaries. The device could be configured to provide visual and sound notifications as soon as new items arrived. The process was made simple by being able to use the standard iPad mail and diary applications.
Access to documents	<i>Email attachments:</i> files attached to email were managed by the MDM solution, allowing files to be stored for reading. Documents could be opened for editing by approved applications after they had been 'detached' from the email. The MobilEcho application was used to open the document for editing, previewing, attaching to another email or renaming. If no other alternative software is available, SmartOffice is used. NOTE: The newer iPads have Pages (Word Processing), Numbers (spreadsheet) and Keynote (presentations) software pre-loaded. These applications provide better editing capabilities than SmartOffice.
Ability to flip between an agenda and papers for a meeting	Members wanted the ability to split the screen to be able to view both the agenda and supporting papers at the same time. However with the screen on the iPad being relatively small, this approach is not practicable. It is possible, through the use of gestures, to quickly flip between open 'windows', but as the Modern Gov app is used to view agendas and supporting papers, this method does not help in this instance. Whilst one of the benefits of using a tablet device is to reduce the amount of paperwork, providing the Chair with a copy of the agenda is a practical approach to the issue raised.
Cut and paste functions; text formatting	Members reported that they were unfamiliar or unaware of how to perform basic functions such as cutting and pasting text and how to format text using the MobilEcho Smart Office app and generally. The 1-1 sessions arranged with the pilot group did not cover this aspect and in retrospect this was an oversight. Supporting information will be provided for the main roll out and it is hoped that training can be provided by the council's ICT Trainer – Marilyn Kent.
Ability to annotate PDF documents	Once a PDF has been saved from an email, or is accessed via the network folders, the document can be annotated. Tap on the PDF you want to work with and when the menu appears, choose the PREVIEW option (not EDIT) and the PDF will open. Tap and hold where you want to annotate, and a small menu will pop up. Choose Text and start typing. To change the text you have typed, simply tap and you can then reposition the text, or if you Tap and hold a more detailed menu appears to change the font, font size, colour etc.
Is it possible to link the iPads via Wi-Fi to local printers to print directly?	From a technical point of view, the iPads operate on a proprietary operating system and the printer must be compatible with Apple's Air Print technology. However, the capability for Wi-Fi printing within the Civic Centre is not currently supported. Some initial investigation has taken place, however the solutions have proven to be expensive and overly complex in order to maintain the security of the data involved. At present, printing is available via the PC in the Members Room and not directly from the iPads.
Is it possible to show unread email at the top of the mailbox?	Yes. Emails can be sorted.