

Windows 10 laptop roll-out and changes to workstations

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Windows 10 laptop roll-out

Smart Working is an approach to working that broadens how, where and when we work, helps us save money and the environment through better use of our work spaces, digital tools and skills that will make us fit for the future.

Technology is a key enabler to changing how we think about and deliver our work and at the core of the Smart Working programme is the provision of new Windows 10 laptops to replace the use of Wyse terminals and Citrix in addition to rolling-out new software including Microsoft Teams and Yammer to support the way we work.

In order to support colleagues who are both working remotely in light of COVID-19 and those who continue to travel to offices and visiting residents with the benefits that these new laptops bring, the programme has been accelerated to roll-out laptops from July to October Smart Working 2020 to replace the use of Wyse boxes and Citrix access through personal devices.

Please see the next slide for more information.

Windows 10 laptop roll-out

The points below summarise how this roll-out will be managed and how colleagues will be supported with the new technology:

- Laptops will be delivered in ‘tranches’ **commencing July 2020**. Managers and teams will be contacted in advance of their roll-out with specific details of what to expect.
- Laptops will be **delivered to your home**, along with **a separate keyboard and mouse**. Staff will not be expected to travel into the office to collect the laptop however you will be asked to provide a delivery address where someone will be available to take receipt of the device. We’ll let you know when to expect it!
- In order to configure your new laptop remotely, ensuring it gives you access to the software and drives you need, **your Southwark login password will need to be reset** by our engineers. You’ll be given notice of when this will happen and what you are required to do. Nobody will ask you to share your current password.
- To understand exactly what you require including whether you have any reasonable adjustments in relation to the laptop, peripherals or the training/learning offer you’ll be asked to **complete an online form** in advance of the roll-out for your service. This is also when we’ll ask for your delivery address. You’ll need to keep an eye out for this form in an email, if you don’t complete it in time your laptop delivery might be delayed.
- When you receive your laptop, you’ll be directed to the **Digital Skills Portal** where there are videos and written guides to support you in getting to know your device and all the new tools! If you require further support, there will be live, virtual learning sessions on offer.
- Due to the increased speed of this roll-out compared to the original 12-month programme, **some business applications may not be available directly** on the laptop to start with. We’ll ask you to check or try with the web browser for a web-based application and if it doesn’t work you will be able to continue using Citrix through an icon on the desktop for this specific application.

Timeline for the roll-out

Chief Executive Department	Chief Exec Office and External Affairs	July 2020
Environment & Leisure	Public Health	
Housing & Modernisation	Communities (Tooley Street based teams)	
Children's & Adults	Children's Social Care Teams based at Sumner House, Curlew & Talfourd (and Assessment & Intervention teams located at other sites)	
Finance & Governance	Exchequer Services	
Housing & Modernisation	Modernise Resident Services team on 5 th floor Tooley Street Customer Experience teams based at Tooley Street; in the Contact Centre and Housing Solutions	August 2020
Chief Executive Department	Planning & Regeneration	
Children's & Adults	Adults Social Care (note: Southwark Resources Centre in September) Commissioning Quality & Performance Improvement Adopt London South Family Early Help	
Finance & Governance	Financial & Information Governance; Law & Democracy; Professional Finance Services	
Environment & Leisure Housing & Modernisation	Teams based in office locations at Frensham Street Depot, Sandgate Street Depot, Copeland Road Depot	
Housing & Modernisation	Resident Services, Asset Management, New Homes & Communities at Tooley Street and Queens Road Remaining teams in Customer Experience including Coroners/Registrars/MSSP/Market Place Teams located at Thurlow Street, Sheltered Housing Units and the Ledbury Estate	September 2020
Children's & Adults	Southwark Resources Centre	
Environment & Leisure	All Environment and Leisure teams requiring laptops based at Tooley Street, Queens Road, Borough Police Station, Libraries, Youth Centres, Cemeteries & Crematoria, Park Offices, Marina, Devon Street and Dawes Street	

This timetable aims to summarise the order in which the roll-out of laptops will take place across the organisation. Due to the complexity of this programme the timeline is subject to change and all teams will be contacted ahead of the roll-out in their area. Where staff are based in a fixed location, individual laptops may not be appropriate. Discussions will be undertaken with management teams to understand if new, fixed PCs are required. If so, these will replace Wyse boxes following the laptop roll-out later in 2020.

Changes to workstations

As the majority of staff who currently use a Wyse box or Citrix will be receiving new Windows 10 laptops during the Summer and Autumn of 2020, there are some change we need to make to our office workstations to ensure when you arrive at the office with your laptop, you are able to connect it to a larger monitor screen that is at an appropriate height to work with for extended periods of time.

Current monitors will be replaced with a new 27inch monitor mounted on a fully adjustable monitor arm. This means you'll be able to raise, lower and rotate the monitor when you sit at a workstation to suit your specific needs. To enable this, the blue boards that divide desks in several offices will be removed.

The images demonstrate what this will look like.



Changes to workstations

There will be a single cable from the new monitor that connects to the laptop so you can extend or duplicate your screen; connect to the network; charge the laptop battery; and connect to the keyboard and mouse. If these changes take place in your office home location before you receive a laptop, the Wyse box will be connected to the new monitor.

Due to COVID-19, these workstation changes will begin during July 2020 at Queens Road 1,2 and 3 where many staff are currently using the office spaces. To maintain social distancing in the office, old IT equipment will be removed from all desks and new equipment installed only on every other desk. Where offices are occupied during normal working hours this will take place over the weekend and where offices are currently unoccupied (or very sparsely occupied) this will take place during working hours.

Following the changes at Queens Road, workstations in Frensham Street, Sandgate Street and Copeland Road will be refreshed next followed by Tooley Street and other remaining locations.

All staff will be contacted in advance of any changes taking place and will be asked to remove all personal belongings from desks. This will facilitate thorough deep cleaning of all desks following the workstation refresh before staff use the space again. If you are currently working away from the office, items removed from desks will be boxed and securely stored until you are able to reclaim them.