

APPENDIX A

Chromebook Pilot feedback

Name	Position	Feedback provided	Continue to use?	ICT response to Chromebook specific comments
Barry Champion	Councillor	<p>I have not experienced any specific problems with the Chromebook. With a busy work life and plenty of meetings during the week, being able to sit with the family during my free evenings whilst reading my mail on a lightweight portable unit is exactly what I need.</p> <p>A more expansive keyboard would be useful (not having a delete key is quite frustrating) and I find I need to use a mouse as the touch pad is a slow and laborious device to use.</p> <p>As a new Councillor, I have been a little surprised by the level of security required, such that I cannot receive my emails on my mobile device. This prohibits how often I get the chance to download my emails and thus how quick I am able to respond. I appreciate the security is a government requirement, it just seems a little archaic not to be able to receive my mail on the go and certainly affects my efficiency.</p> <p>I could do with being able to print from my Chromebook to my home printer. Please let me know if this is something that can be set up.</p> <p>From past experience, the need to change passwords frequently often leads to less security. A password, known only to the operator is memorised and rarely if never forgotten, a frequently changed password is often written down as an aide memoir (I've seen some written on the underside keyboards at places I've worked). Again, this may be a requirement, but it certainly adds complication.</p>	<p>No? Issues with security requirements – a common Cllr comment.</p>	<p><i>Chromebooks are light, portable devices.</i></p> <p><i>Whilst there is no delete key Alt & Backspace performs the delete operation (as per a MacBook). Also Alt & Search (magnifying glass) toggles CAPS LOCK on/off.</i></p> <p><i>The touch pad can be less responsive within a Citrix session. As per the comment an external mouse can resolve these issues.</i></p> <p><i>An upgrade to a later version of Citrix XenApp is required to enable Chromebook printing; this assumes that there is a need to continue to support remote printing.</i></p> <p><i>Local (offline) copies of Microsoft applications are not available on Chromebooks. This solution is online only, without an internet connection no HDC mailbox access is possible (as per laptops previously issued).</i></p>

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		<p>I'd get more use from my Chromebook if it had MSWord loaded. I currently use the Chromebook solely for reading emails and use my private account and pc for anything more complex. If it can be loaded as a stand alone platform, then yes please. If it's only going to be Citrix based then no thanks. Looking for Wi-Fi access every time I want to type something would be unworkable.</p> <p>I hope the above helps.</p>		
Matthew Hammond	Councillor	<p>Automated response to my e-mail request for feedback:</p> <p><i>"Thankyou for your email, due to availability and restrictions of I.T I am unable to access my emails on a regular basis. If you have any direct information for me please email me using personal_adress@isp.domain"</i></p> <p>Feedback reminder sent 19/01/2016.</p> <p>Last successful authentication listed as 14/09/2015.</p>	TBC	
Michael Rickman	Councillor	<p>Connectivity issues resolved 14/12/15.</p> <p>Feedback reminder sent 19/01/2016.</p> <p>Last successful authentication listed as 27/01/2016.</p>	TBC	
Richard Hadkiss	Councillor	<p>Thank you for this opportunity,</p> <p>Personally I believe these Chromebooks are an excellent innovation and have found the equipment to be very useful.</p> <p>I would very much like to continue with this equipment should this be available.</p>	Yes	
Richard Tomlin	Councillor	<p>I have found the Chromebook hardware itself usable, no problems although the touch pad could be a little better. It works fine considering the cost.</p> <p>I find the connection and logins very frustrating and slow,</p>	No – doesn't favour multiple device usage.	<p><i>Similar feedback recorded above. An external mouse could resolve touchpad issues?</i></p>

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		<p>messages I have been told to ignore, multiple logins etc. This doesn't endear me to login frequently and check my HDC mail this way. Mine would not connect to the citrix server today.</p> <p>One thought I have, is do we really need Citrix and a full Office suite for council web site browsing and basic e-mail? Can we not get certificate VPNs or Good.com as used by some global highly secure organisations?</p> <p>Whilst I appreciate the benefits remote support can bring, is it only really required due to the complexity of logging in? i.e. I don't have any on any of my tablets and you probably wouldn't need it on a Chromebook without the layers of login.</p> <p>Instead of Hangouts, can we not use Skype? I was hoping this or another device would be open enough for me to use it for all connections. I don't really want to carry separate dedicated devices for work, HDC, Parish and personal.</p> <p>I will bring my Chromebook back tonight bearing in mind the comments about allowing other councillors an opportunity to use one. Sorry I can't be a bit more positive. Compared to a PC, based on my experience it is fine for this use, it's the general connection I still have a frustration with.</p> <p>I would be interested in understanding what all Leicestershire districts do to allow their councillors mail and intranet access. I understand that some guidance on access is subject to interpretation and some other districts may interpret it differently to us.</p>		<p><i>Whilst not specific to Chromebooks this is a valid point. The answer is probably not if e-mail and website access are the only things Cllrs need to access. Evaluation of Cllr use of an upgraded HDC mobile phone infrastructure is a recommendation of the report.</i></p> <p><i>There isn't currently a native Skype app for Chromebooks. The web version could be used but wouldn't provide the same level of functionality as Hangouts. The Hangouts App, like the Chromebooks themselves, can be configured and managed via Google consoles, simplifying support.</i></p> <p><i>Whilst not specific to Chromebooks comments concerning security in place are noted. To simplify the solution and minimise costs councillors use the same infrastructure as flexible working officers. Separate solutions unique to councillors would require additional resource and incur cost. Text about what other LAs provide has been included in previous similar reports and will be included in this report.</i></p>
Sindy Modha	Councillor	<p>Yes I did speak to Cllr Hallam last week and I notified him that I don't really use the Chromebook.</p> <p>I shall return this this evening for someone else to have a go.</p>	No – prefers to use own equipment.	<p><i>An alternative option to a Chromebook is for councillors to use a single nominated device of their own for which a current, supported Citrix client is available.</i></p>

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		<p>I much prefer using my acer and my home desktop to log on to the system.</p> <p>I think that the CB is just one too many for my liking.</p>		
Stephen Bilbie	Councillor	<p>Feedback reminder sent 19/01/2016.</p> <p>Last successful authentication listed as 27/01/2016.</p>	TBC	
Danny Hallam (3G SIM enabled)	Officer	<p>With regards to my experience and feedback to using the Chromebook, since being set up with using this device I have found it extremely useful and beneficial to my role and the work I undertake day to day. In previous times when undertaking my role with out the Chromebook or any other additional device I had found some of the way I worked to be very inefficient and showed to be a lot more time consuming in that I wasn't able to gain instant access to my desktop, with me having to spend a fair amount of time out of the office travelling around the county it has been very helpful to not have to keep travelling back to the office each time I want to access my desktop. This way I can now plan and structure my days a lot more efficiently and ensure that I can still undertake my work even when I'm not in the office which is a huge advantage to my role.</p> <p>Additionally <i>with the use of the 3G I'm able to work a lot more effectively</i> whilst undertaking work on the move which has enabled me to become a lot more mobile and flexible within my role, the Chromebook itself is <i>very easy to use</i> and is a <i>very good size</i> to be able to transport around with me whilst on the move. The Chromebook has up to now been <i>very reliable</i> and <i>runs at a good connection speed</i>, when working from home it has proved to be very effective and has enabled me to do my job better than before. It has been extremely useful to be able to access my desktop from home and to be able to undertake my work from different locations.</p> <p>The only thing I would add from my own experience is</p>	Yes	<p><i>Mobile data is an option on some Chromebooks.</i></p>

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		regarding the size of the Chromebook, I find if I spend too long working from the device that <i>I tend to start getting headaches due to me having to focus on the smaller screen.</i> Therefore I would recommend other individuals who might consider using a Chromebook for their work to take regular breaks in order to manage this if they experience something similar.		<i>Screen not big enough for extended usage? 14" was the largest size available at the time – still the case? Extended usage on any mobile device might be problematic? One option might be to connect to an external screen using the HDMI connection and screen mirroring? Separate keyboard and mouse might be worthwhile for extended use in one location too?</i>
Elaine Chapman	Phase 2 nd – Councillor	Expressed an interest in using a Chromebook but device collection still to be confirmed.	N/A	
Mark Graves	Phase 2 nd – Councillor	Two negative points so far: 1) It can't connect to my brand new wifi printer (HP 8620 ink jet) 2) After discussing with Gary on the IT help desk, there is no apparent facility to write notes / documents whilst NOT connected to wifi. This is quite important, as the device would appear next to useless when not on wifi	TBC	<i>Both issues have been previously highlighted. Printing support requires an upgrade to our Citrix infrastructure. Chromebooks are an online device only requiring an internet connection.</i>
Ruth Meddows-Smith	Phase 2 nd - Officer	Feedback requested on 14/01/2016.	TBC	