

Reporting on future working practices



The evolution of employment and the technological implications
of change in local government

SOCITM TOP TALENT PRESENTATION

Welcome

- Elis Jones - Vale of Glamorgan Council
- Josh Hadley - Socitm
- Jeff Smith - Neath Port Talbot Council
- Dan Hunt - IP Performance
- Nita Sparkes - Neath Port Talbot Council
- Mathew Henshaw - Isle of Anglesey County Council

Retention and recruitment

Providing hybrid working where possible and advocating for the benefits of hybrid working:

- Improved work-life balance
- Increased productivity
- Improve wellbeing
- Reduced overheads
- Reduced carbon emissions

Recommendations

- Develop hybrid working toolkit/team charter
- Review contracts of current employment

Considerations

- Shared hubs
- Location of hubs
- Redesigning traditional office spaces
- ICT security policies
- Trial of a 4-day working week

Welfare



Recommendations

- Be considerate and supportive of individuals preferred working patterns, and work locations
- Provide staff with the equipment they need to work from any location
- Have policies in place and enable staff to access help and support

Considerations

- The organisation must meet staff needs for evacuation plans
- Insolation and anxiety support
- Desk/workspace assessments
- Consideration of what jobs are truly location and time dependent



Evidence on productivity impact is mixed

Factors that can improve productivity in a remote setting:

- Motivating and engaging work
- Sense of contact and closeness with colleagues
- Trust-based, output-focused assessment of productivity
- Engagement with big-picture strategy of team and organisation



Actions employers can take:

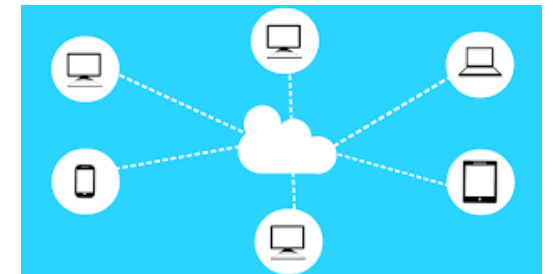
- Enhanced line manager training in non-verbal communication
- New communication routes
- Review of progression and reward structures
- Process reviews to ensure smooth transitions of information

“A key factor in getting the most from employees who are working remotely is establishing good management practices.”

Technical Infrastructure



- IT technical infrastructure introduction
- Provide secure network access
- Ensure sufficient network capacity
- Select appropriate end-user equipment and infrastructure
- Provide effective IT support
- Communications
- Consider adopting Cloud-based solutions
- Summary

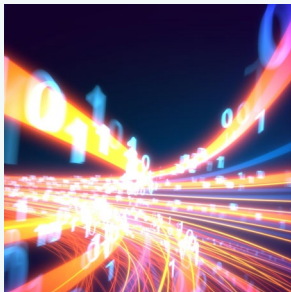


Security



The current situation:

- Anything can talk to anything
- No user context
- Underlying protocols can be manipulated
- Firewalls
- VPNs extend internal network
- Cloud-based services blur the perimeter
- Increasingly complex security stack hard to manage



Security

The solution: Zero Trust

- Ensure all resources are accessed securely regardless of location of the user or resource
- Logging and inspecting all traffic
- Enforcing the principle of least privilege

Example: Software defined perimeters

- Authentication before access is granted
- Capability to limit network connectivity and exposure
- Monitor of suspicious activity
- Separate control and data plane
- Host checking, policy-based authorisation and identity authentication
- Reduced access makes intruders easier to spot

Testing



eLearning and
policy acceptance



Phishing tests



Cyber breach
workshops



Review logs



Gather feedback

What testing can we do to make sure remote working is actually working?

Education & Awareness Campaign

- Stakeholders/engagement
- Key messages
- Communication methods
- Timing
- Feedback loop
- Training and support



Education & Awareness Campaign

- Develop clear guidelines and policies
- Data security
- Collaboration
- Performance Management
- Work-life balance
- Continuous learning





Q&A

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