

Employee Wellbeing Survey – June 2020

Appendix B – quotes from employees on IT Issues

EHDC IT services are slow and at certain times of the day is slower than normal. I cannot print documents unless I email to my phone or ask my husband to print from his local authority email address.

At times the IT has been a little challenging and frustrating - and the IT team have been stretched so response hasn't always been the quickest but overall I think the team have done well in the circumstances!

We have not been given work telephones to enable us to call residents back should we need to.

The only problem I am having is the very poor IT connection which is not at my end and out-dated software.

IT can also be a concern as we are all totally reliant on this working at all times

- IT downtime' can bring its own 'anxiety'.

There are times when the IT system freezes when using Zoom or Teams or the broadband services becomes really slow.

System slowness.

VM SOFTWARE ISSUES

I use a MacBook to work from and have to work off of an older version of VMware. The older version seem to have some bugs (crashing, freezing) and I'm not sure if these are resolved in updated versions? It would be good if the latest version(s) of VMware were supported across all operating systems.

Sometimes the ongoing IT issues can be frustrating when trying to work on the set tasks for the day , I understand that these will be resolved sometime in the future.

I ticked "limited IT" as I really need a bigger screen; I am using my old laptop which mostly does the job, but the screen is too small when I am assessing large and complex plans.

The biggest challenge has been regular issues with IT - systems not working, rebooting without notice etc.

Low IT memory meaning the system continually crashes if too many documents are open. Slow internet connections where I live leading to up to 9 seconds delays between typing and it appearing on the screen. I need two much bigger screen (equivalent of A2 size) to comprehend applications.

Often kicked out of EHDC desktop and trouble logging back in.

Not what I would call a significant challenge but Zoom doesn't always work very well, cuts in & out. I think it may be because of the internet having to run through the Dongle as I don't have Wi-Fi at home.

My home working environment is generally fine, however it is difficult with only one screen to look at plans etc.

Additionally IT sometimes stops working which causes delay to my day particularly when I am trying to meet committee deadlines.

Quite often the system throws me out for no apparent reason.

Issues with the computers and the cost of printing from home.

I would imagine that everyone is having to deal with a downgrade in IT hardware at the minute - whilst I am in the lucky position of having good personal IT I imagine others are not so lucky. Currently I am operating off a 14 inch laptop and a personal mobile. In an ideal world I would have a monitor, work laptop and work mobile - the latter two would of course allow us all to dock into monitors in the office as well and be fully flexible without any disruption. The main issue though is the operating system; my personal laptop allows me to use Office 365 but because we use a hosted desktop this is unusable in a work sense and the hosted desktop is not easily compatible with high res laptops or indeed great on anything apart from in the office.

I do think there are some issues with IT which make home working less smooth than it could be.

(1) VM ware seems to vary from day as to how often it chucks you out - seems to be a bit better lately but can be a pain to log on sometimes.

2) Biggest concern is the telephone system. I am simply not convinced that the answerphone system/divert is directing every call to my work mobile. It is set up to do so, but I know that not every call is captured and in particular voice mails are lost.

3) The ability to know who is phoning you would be helpful rather than just the switchboard number. Lately I do seem to get the actual phone number showing up on the phone when someone phones the direct line, but this is not consistent.

4) Zoom is very good. However, I think we need access to MS Teams as well as this is used by many other councils and it is frustrating only to have guest access.

5) In relation to Zoom it would be helpful if more officers could have easy access to the corporate account to enable the set up of longer meetings rather than the 40 minutes personal meeting limit.

IT issues are also causing a significant amount of lost time through experiences including: inability to log on; memory low warnings which ask me to close programs that I need to be working with; desktop crashes & boot outs, causing wasted time & having to search for the programs/documents I was previously using when an older version of the desktop is installed.

My laptop is very old, and the screen is very small. This can make viewing difficult, and tasks more time consuming as I have to move around the screen to be able to see all of it.

V m ware not working due to windows 10 upgrade being needed in wallfields.

My tablet is small and the hard to use for long periods.

Also my laptop is one of the old ones that was due to be changed last year. It seems to take many attempts to log on the system and with the lack of Microsoft updates and the new security package coming up as not installed on some occasions I wonder if it is truly secure.