



Survey Summary

Defence practitioners' access and use of technology

National Digital Practitioners' Working Group

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Next Steps

- We want defence practitioners to have an opportunity to challenge our findings.
- The presentation will be published on Inside HMCTS blog.
- We will close the survey a week after the findings are published on Inside HMCTS blog, to give practitioners a further opportunity to respond.
- The comments section of the blog will remain open for practitioners who miss the cut off date for the survey.



We think the results are representative of those working within the defence criminal law marketplace.

Are we correct?



Who responded?

- 108 responses
- Many respondents work across multiple roles, each role type had a response associated with it.
- 2/3 of the responses identified with the role types lawyer and administrator. We think these user groups are most likely to be impacted by additional levels of security.
- 90% work in more than one location, 75% frequently, confirming the Common Platform needs to be accessible from any location, on the users device of choice.
- 50% of businesses are either 1 - 25 or 25 - 151 people
- 60% responses were from people who make decisions within organisations in relation to technology.



Personal devices

- Majority of users have access to multiple devices.
- Smart phones, laptops and tablets being the most popular 80% and over for each
- Operating systems in the main are IOS, Android and Windows. Only 2 Blackberry users.
- 74% said they would be happy to install an app on their personal device.
- 60% said they are happy for staff to install an app on their personal device
- Although one respondent stated “Unfair to use personal phone for business purposes”.



Business devices

- 60% laptop / 40% desktop – can we make the assumption 100% of users have access to technology and the device is dependent on the frequency of out of office work?
- 53% provide a smart phone / 21% provide a mobile phone
- IOS, Android and Windows are the operating systems used. No Blackberrys provided to staff
- 75% said happy for staff to install app on work device



Personal Devices

- 79% have both a smart phone and laptop
- Majority IOS, Android, Windows , with a single Blackberry user
- 55% said they would install an app on personal device, with 18% unsure.

Business Devices

- 15% have a smart phone
- 47% aren't provided any digital equipment by their organisation, when this is further analysed the majority of those that aren't provided with a device are barristers.



Assisted Digital Needs

- Over 90 % of users have access to internet connectivity, either at home or within the office.
- For those working at Court, there is access to Professional Court User Wi-Fi, which can be accessed, providing the user has a CJS Secure E-mail account.
- 6% of our users would be unable to buy and install an app

We will produce clear information for our users to support them installing and using the mobile phone application.



Conclusion

The majority of our users:-

- have access to technology
- have connectivity to the internet
- willing to install an app on their personal / business device
- able to install an app on their device

Need to decide whether there is value in building a solution to integrate with Blackberrys.

Need to communicate what does this application mean for those that were unsure about using it and the answer in relation to Blackberrys.



THANK YOU

To everyone who took part in this piece of research and to those that have agreed to be part of future research activities.