modern • gov

Issue Manager Course

How to use Issue Manager to manage
plans, agendas and minutes

Contents

- Overview of modern.gov
- Forward Planning Tutorial
- Agenda and Minutes Tutorial
- Issue Manager in Detail

What does modern.gov do?

- Manages database of political information
- Manages the forward plan document
- Builds agenda and minutes documents
- Publishes documents to the web
- Manages call-in process

System Components

Single Server Solution

Data Store ↔ Web Server

← Public, Officers & Members via Web Browsers

↕

Issue Manager Windows application

↑

Democratic Services

modern.gov Forward Planning Tutorial

- Understanding Issues
- Create a new plan
- Add an Issue
- Merge plan document
- Publish

What is an Issue ?

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- … a topic of debate

- … the means of tracking discussions across the council

- … the items in a Forward Plan

What Makes Up an Issue?

- Title and description
- Reports
- Decision makers
- Agenda items
- Decisions
- Call-In history

Lifecycle of an Issue

- **Outstanding** Issues
  - Still being discussed

- **Completed** Issues
  - Decisions have been made

Issue 'Importance Types'

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- **Key Issue**
  - appears in Plans
- **PFP**
  - Policy Framework Proposals
- **Normal**
  - usually Executive (delegated) Decisions
- **Low**
  - created automatically when you work directly with agendas

What is a Plan?

- A list of Key Issues and PFPs
- Window on all outstanding Key Issues
- An Issue can appear in many plans
- Produced by a Committee or group
- Valid for limited date period
- New plans usually carry forward outstanding Issues

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Step 1 – Add a Plan

1. Menu: Manage / Plans or F9

2. Select Producer

3. Press *Find*

4. Press *Add Plan*

Step 3 – Edit Plan Items

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1. Select plan and press *Edit Plan Items*

Step 5 – Edit Issue

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1. Enter *Title, Wards*

2. Press *Add* for decision maker

Step 7 – Create Plan Document

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1. Press *Merge*

2. Press *Start Merge*

Step 8 – Plan Document

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1. Close Document

Step 9 – Publish Plan

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1. Press *Publish*

1. Press *Start Publish*

modern.gov Step 10 – Browse Web

1. Browse Plans

modern.gov Agenda and Minutes Tutorial

- Create a meeting
- Edit agenda
- Add agenda item
- Merge the agenda document
- Publish agenda
- Create minutes
- Publish minutes

Step 1 - Add a Meeting

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1. Select Committee

2. Press *Find*

3. Press *Add…*

Step 2 – Save the Meeting

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1. Input date / time

2. Press *OK*

Step 3 – Edit Agenda

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1. Press *View Agenda*

Step 4 – Add Agenda Item

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2. Use up button to select outstanding items

1. Press *Add..*

Step 5 – Edit Agenda Item

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1. Enter Title

2. Press *Edit Text*

3. Enter short text message
4. Press *End Edit*
5. Press *OK*

modern.gov **Step 6 - Merging the Agenda**

Slide 7 – Agenda Document
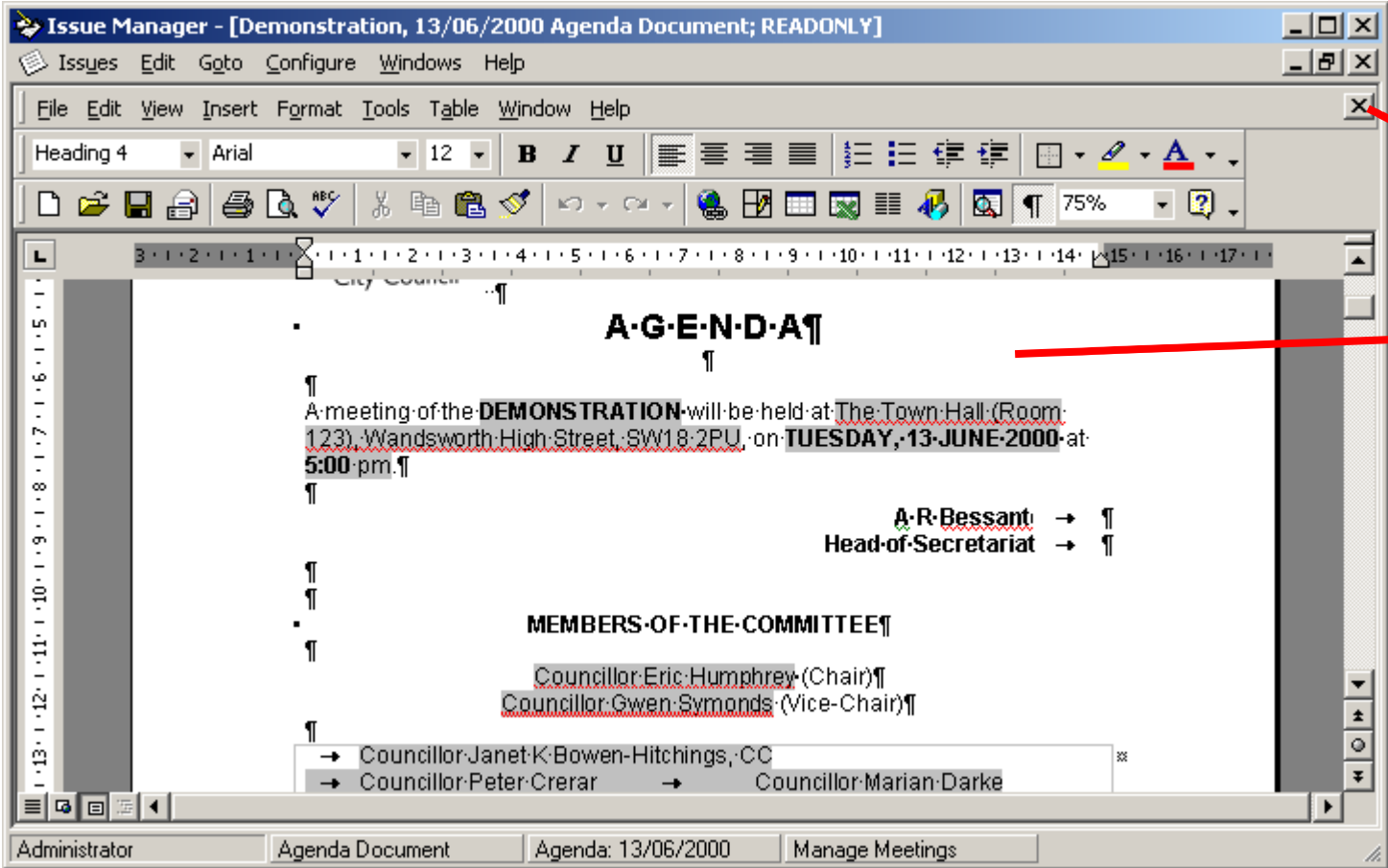
modern.gov

2. Close Document

1. Add text to the front sheet.

Step 8 – Publish the Agenda
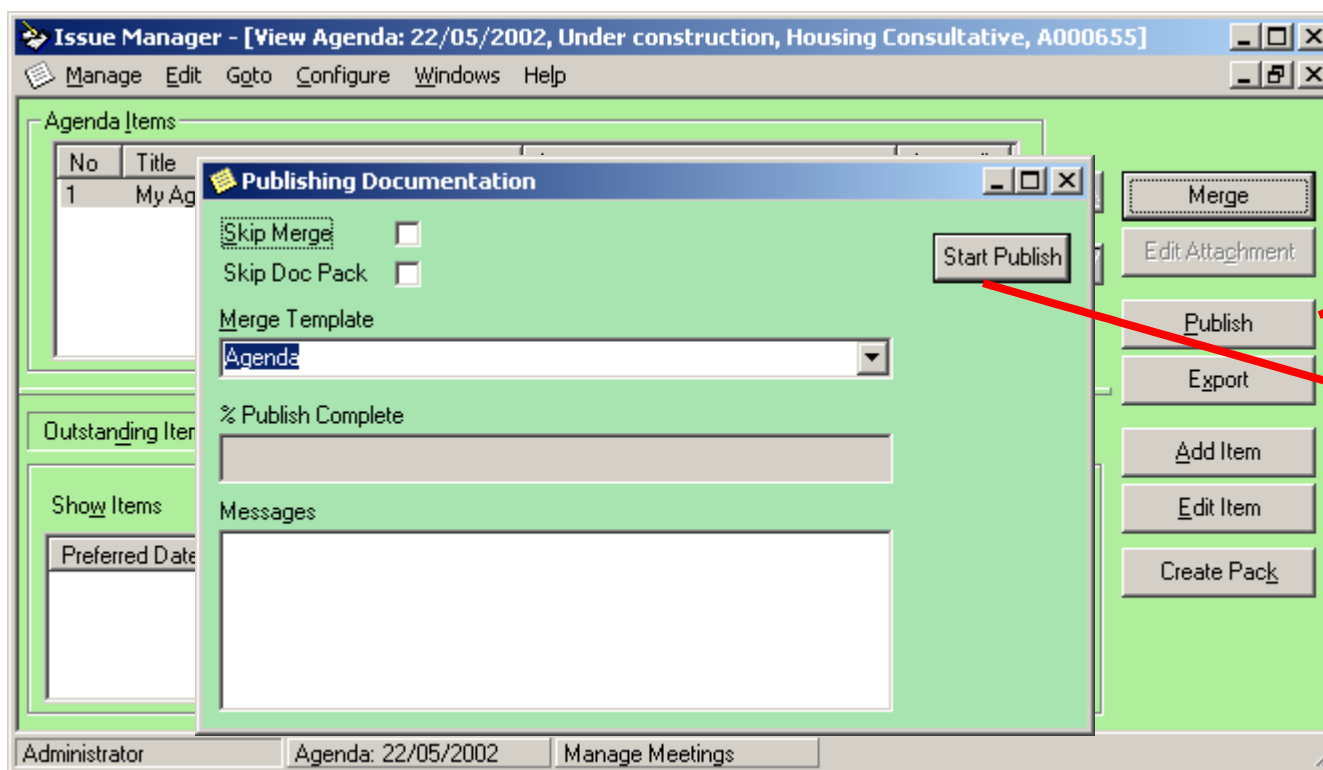
modern.gov

1. Press *Publish*

2. Press *Start Publish*

3. When complete press *Close*

Step 9 – Browse Internet

1. Browse
2. Select Committee
3. Select meeting

Step 10 – Create Minutes

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1. Menu *Goto / minutes*

4. Press *Publish*

2. Edit text

3. Tick *Decision* box to flag a decision

Issue Manager In Detail

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- Basic layout of application
- Screens in detail

Application Layout

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Close individual window

Right-click here for menu options

'Novice' Buttons can be turned hidden for more space

Current user

Quick-switch windows

Menu Overview

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Issue Manager - [Manage Meetings]

Manage   Edit   Goto   Configure   Windows   Help

Manage	
Manage Issues	F6
Manage Meetings	F7
Manage Plans	F9
Manage Diary	F11
New Agenda Item	F8
Print Screen	
Exit	

rl+C
rl+V

Finder screens

Call-In History

Delete Item

Edit Document
Publish
Export
Appendix Numbering
Change Item Level

Context-sensitive edit options

Meeting	Alt+Y
Agenda	Alt+G
Minutes	Alt+M
Decisions Sheet	Alt+D
Documents	Alt+W
Agenda Item	Alt+N
Issue Details	Alt+Z
Issue History	Alt+S
Decision Details	Alt-H
Follow-On Items	Alt+F

Context-sensitive navigation

Users
Committees
Departments, Posts, Groups
Issue Types
Wards
Library Categories
Political Parties
Print Locations
Colour Scheme
Change Own Password
✔ In-place Word editing
Show Word Caption
Minimal Button Mode
✔ Status Bar
Show Expired Committees

System Configuration

Menu Overview (contd)

Issue Manager - [Manage Meetings]

Manage   Edit   Goto   Configure   Windows   Help

Cascade
Tile
Refresh Window   F5
Active Windows   ▶

What's New in this version?
How do I...
Tutorial
About
Release Notes

Tips – Pop-ups

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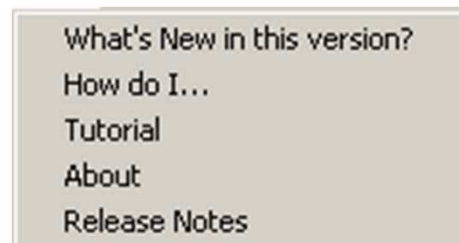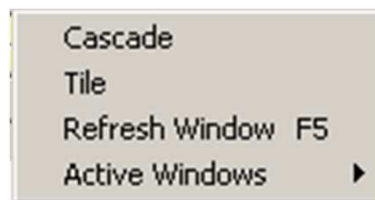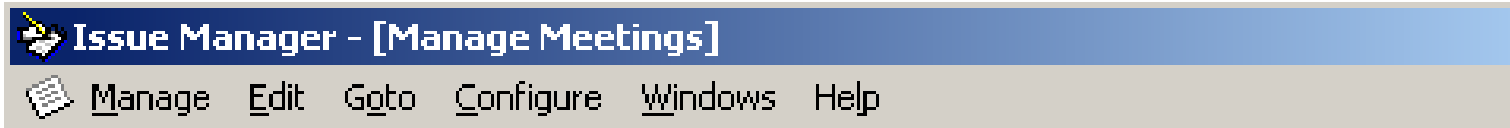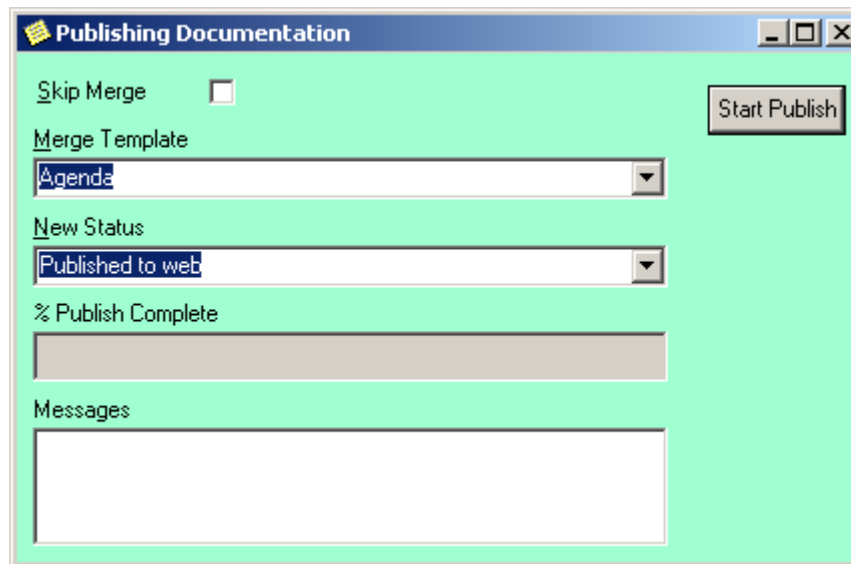
Drag corner
To resize

- Most pop-up (dialog) boxes are resizable
- Escape or Alt-F4 to cancel and close
- Use Alt + key to 'press' buttons with underscore

Tips – Main Windows
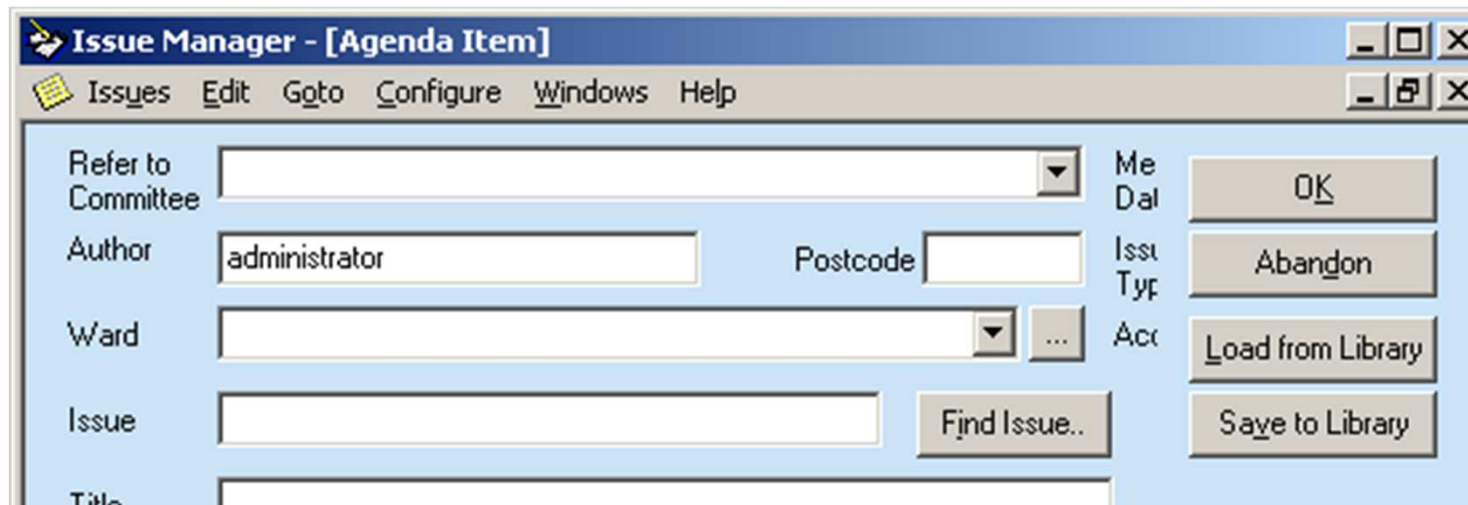
- All Main windows are boxes are resizable
- Fields get hidden when the window is too small
- Main windows save updates by default
- Alt-F4 closes a window

Tips – List Views

Click title to sort by column

Drag divider to resize column

Matching Meetings: 2

Date	Agenda Status	Decisions Status	Minutes Status
13/10/2000	To be republished	Under construction	Does not exist
14/12/2000	Published to web	Under constructi	

View Agenda
View Minutes
View Decisions
View Documents

Add Agenda Item
Edit Meeting
Reschedule Meeting
Delete Meeting

Add Meeting

Right click in list for pop-up menu

Essential aside - Colours

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- Menu "Configure / Colour Scheme"

modern.gov Meeting

Date the only field you MUST fill in

Default security for each agenda item

Issue Manager - [Edit Meeting 20/11/2001]

Manage   Edit   Goto   Configure   Windows   Help

Date	20/11/2001 12:00 ▼		ID	M0515	OK
Location	The Town Hall (Room 123), Wandsworth High Street, SW18 2PU				Delete
Contact	Mrs W Windmill, 0181 547 5020 / Fax 0181 547 5032				Finalise
	email: mtreveil@dircon.co.uk				
Access	Public Access ▼				Add Attendee

Attendees

Name	Role	Attendance	Paper Copy ?	Email ?
Administrator	Guest	Expected	Yes	Yes
Councillor Janet K Bowen-...	Councillor	Expected	No	No
Councillor Peter Crerar	Councillor	Expected	No	No
Councillor Marian Darke	Councillor	Expected	No	No
Councillor Rolson Davies	Councillor	Expected	No	No
Councillor David Edwards	Councillor	Expected	No	No
Councillor Rory Faulkner	Councillor	Expected	No	No
Councillor David Fraser	Councillor	Expected	No	No
Councillor Julie Haines	Councillor	Expected	No	No
Councillor Chrissie Hitchcock	Councillor	Expected	No	No
Councillor Eric Humphrey	Monitor	Copy docmts only	No	No
Councillor Shiraz Mirza	Councillor	Expected	No	No

Edit Attendee

Delete Attendee

Administrator | Meeting: 20/11/2001 | Minutes: 20/11/2001 | Agenda: 20/11/2001 | Manage Meetings

Members inherited from committee definition

Add Meeting

- **Details default from its committee**
- **All details modifiable**
- **All details can be merged into front sheet of agenda/minutes**

Meeting Access Security

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- Public
  - All documentation is available on the Intranet and Internet
- Intranet
  - Details of the meeting are published to the Intranet only
- Attendees – All documents
  - Only the meeting attendees can access the meeting.
- Attendees – Reports only
  - Only the meeting attendees can access the reports. The agenda item titles, text and minutes are public.
- Private
  - No details of the meeting are published
- Attendees and Ward -
  - As attendee, but give ward members access too

Attendees

- Defaults to members of Committee
- Can add or remove any user or Group
- Can define non-council attendees
- Set roles for attendees so front sheet can be merged with names
- *Monitor* role for those with access but not attending

Attendance

- Initially set to *Expected*
- Change attendance as more is learnt:
  - *Present, as Expected*
  - *Not present*
  - *Apologies*
- Multi-select attendees, right click to set attendance

Exercise – Create Meeting

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- Create a new meeting for your Committee
- Specify:
  - Date / time
  - Intranet access
- Add a member of the public to the attendees list
- Mark two attendees as having given apologies

Agenda

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Add/remove outstanding items

Drag to change window sizes

View item text

Items not yet in an agenda

Reorder items

Filter the outstanding items

Issue Manager - [View Agenda: 02/08/2001, To be republished, Demonstration & Scrutiny A000148]

Manage Edit Goto Configure Windows Help

Agenda Items

No	Title	Access	Append
1	Minutes	Inherited (Public Access)	A
2	Annual Report on Equal Opportunities	Inherited (Public Access)	B
3	1A Linstead way (Cont'd)	Inherited (Public Access)	C
4	Preparations for Year 2000	Inherited (Public Access)	
5	Staffing Levels	Inherited (Public Access)	D

Merge

Edit Attachment

Publish

Export

Outstanding Items   Agenda Item Details

Show Items   This committee only

Preferred Date	Create Date	Title	Committee	
	12/03/2002	Health and Insurance of Chief Officers	Demonstration & S...	
26/11/2002	22/05/2002	Use of Software	Demonstration & S...	
26/11/2002	22/05/2002	Report on use of computers	Demonstration & S...	

Add Item

Edit Item

Create Pack

Administrator   Agenda: 02/08/2001   Minutes: 02/08/2001   Manage Meetings

Managing Agenda Items

- Add outstanding items from bottom window using arrow buttons

- Press *Add Item* for new Agenda Item

- *Edit Item* or double click to edit

- Delete an item via right click menu

- Press *Agenda Item Details* to edit summary text while still viewing agenda

Export

- Export copies all files of an agenda into a directory of your choice

- Export if you want to e-mail a draft for review

Word Editing

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- Double click to edit item text or press Edit Text
- Full copy of Word 2000
- Auto saves
- Press End Edit to finish
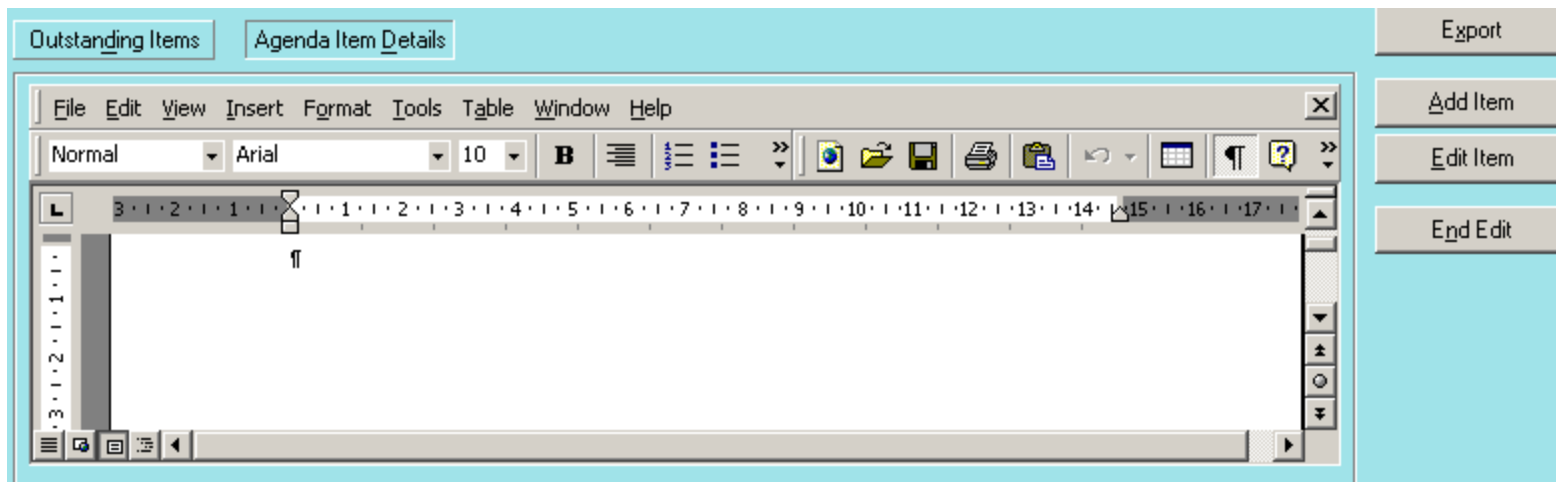
Tips - Word Editing

- Don't add new styles
- OK to use:
    - Bold, italics, underline etc
    - Bullet/numbering buttons
- Avoid:
    - Margin settings
    - Aligning with tabs and spaces
    - Copying in new styles from other documents

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Why is Formatting Important?

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- Your text will appear:
  - Merged into a template to form an agenda document
  - Display as HTML on the web
- Agenda items from different agendas will be shown on the same web page
- Consistency is vital for professional results

Adding Agenda Items

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Pencil-in meeting
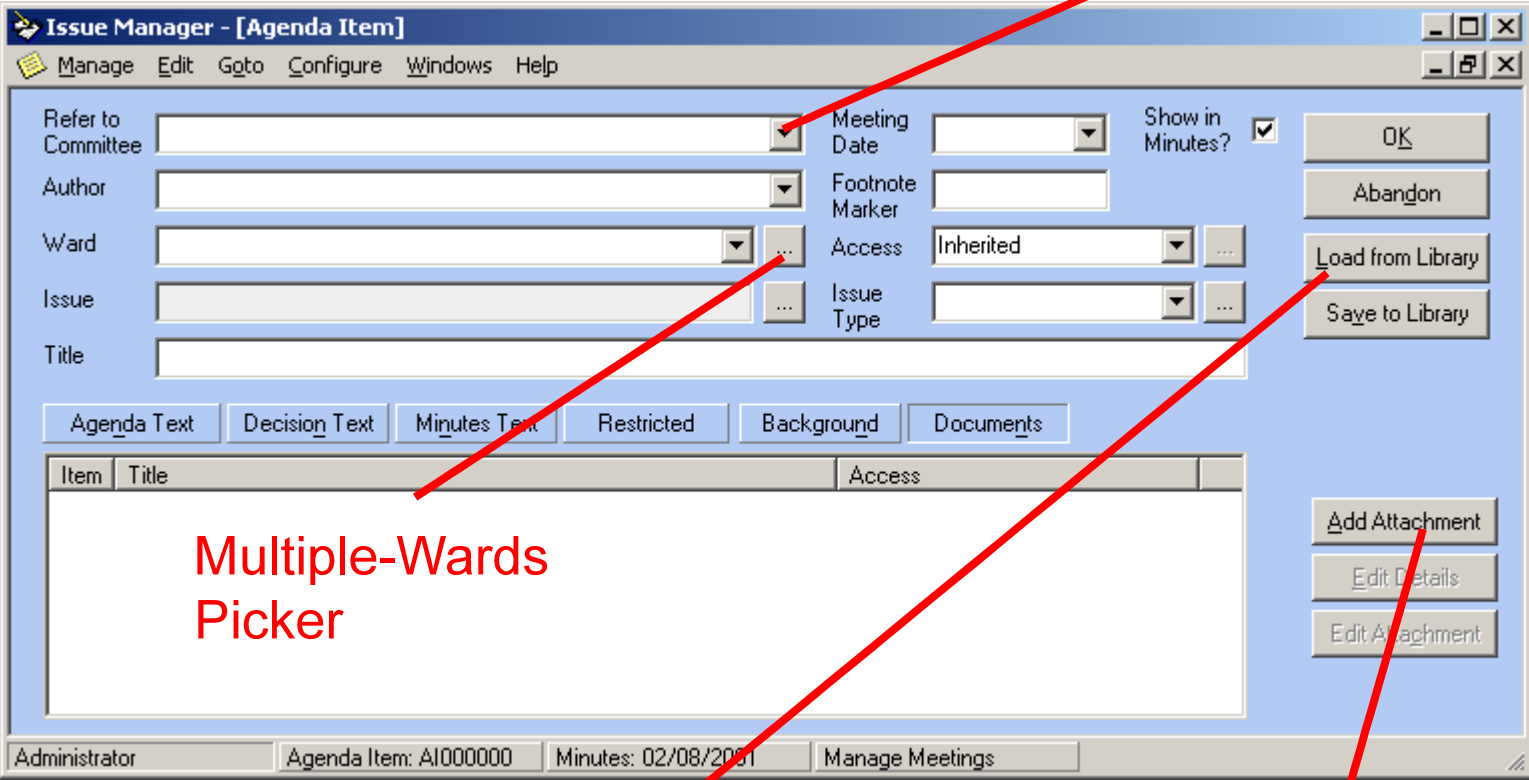
Multiple-Wards Picker

Load from standard item

Click to add reports

Issue Manager - [Agenda Item]

Manage   Edit   Goto   Configure   Windows   Help

Refer to Committee	
Author	
Ward	...
Issue	...
Title	

Meeting Date

Footnote Marker

Access   Inherited   ...

Issue Type   ...

Show in Minutes?   ☑

OK

Abandon

Load from Library

Save to Library

Agenda Text   Decision Text   Minutes Text   Restricted   Background   Documents

Item	Title	Access

Add Attachment

Edit Details

Edit Attachment

Administrator   Agenda Item: AI000000   Minutes: 02/08/2001   Manage Meetings

Adding Attachments

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Title defaults from file name

Your reference

Find report file in a directory

Drop-down option for "previous minutes"

Attaching Reports

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- Can attach any number of documents to one agenda item
- Give each a unique title!
- Best formats:
  - Word (any version)
  - Excel
  - PowerPoint
  - Acrobat (PDF) for scanned data/docs
  - HTML

Appendix Numbering

- Appendix numbers can be set-up for each agenda item with one or more attachment

- *Edit / Appendix Number* menu option from agenda, decision sheet and minutes screens

- Attached reports can be automatically updated with the appendix number

Appendix Numbering Options
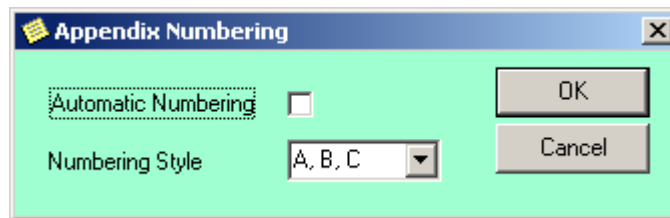
- Automatic number by default
- Switches to manual numbering when agenda is first published
- Styles: 1,2,3 or A,B,C

Custom Appendix References

| Agenda Text | Decision Text | Minutes Text |

Appendix Reference

Pages 21 to 53

OK

Cancel

Attached Do...

Appendix

Item | Title

ference

Edit Text

Add Attachment

Edit Details

Edit Attachment
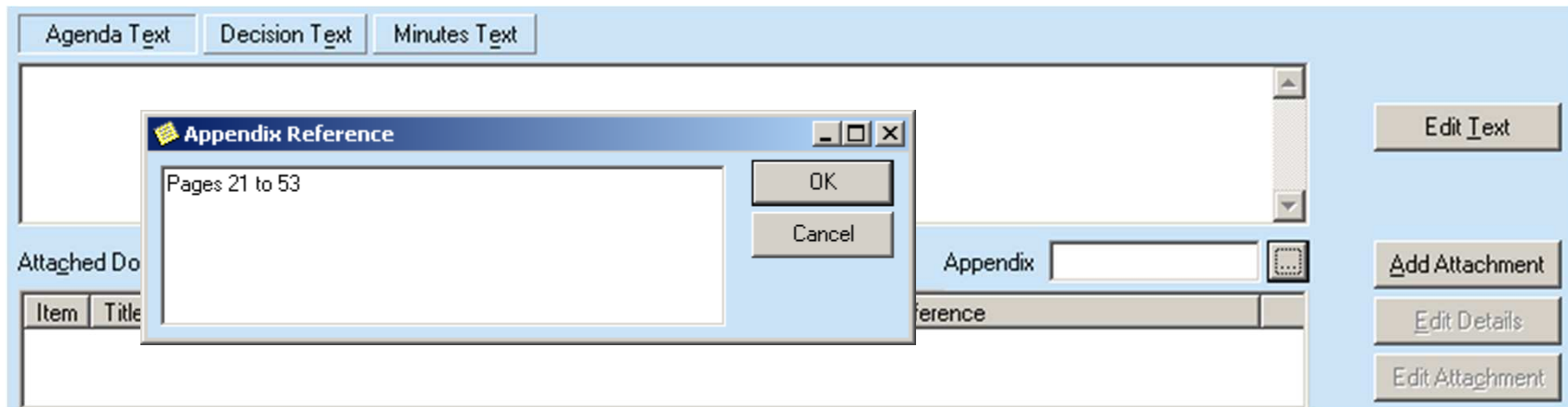
- Option from Agenda Item window when auto-numbering is off.
- Any string up to 200 characters long

Load from Library

Load Agenda Item From Library

Category: Demonstration

Agenda Items
- 1A Linstead way Contd
- 1A Linstead way Contd xx
- Annual Report on Equal Opportunities
- Capital Schemes Policies Key Issues Progress Report
- Data Protection Act
- Ernest Bevin College Disposal of Pavillon Land
- Government Review of Registration of Births Marriages and Deaths.
- Health and Insurance of Chief Officers and Headteachers
- Item for which the Press and the Public may be Excluded
- Land Adjacent to Dryburgh Road SW15
- Litigation and Social Services Legal Work Competitive tenders Contd.
- Minutes
- Preparations for Year 2000
- Review of Electoral Arrangements
- Staffing Levels

Load
Cancel
Delete

- Library holds commonly occurring agenda items
- Saves typing, improves consistency
- Add items into library using *Save to Library*
- Anyone can save or delete items in library

Agenda Item Security
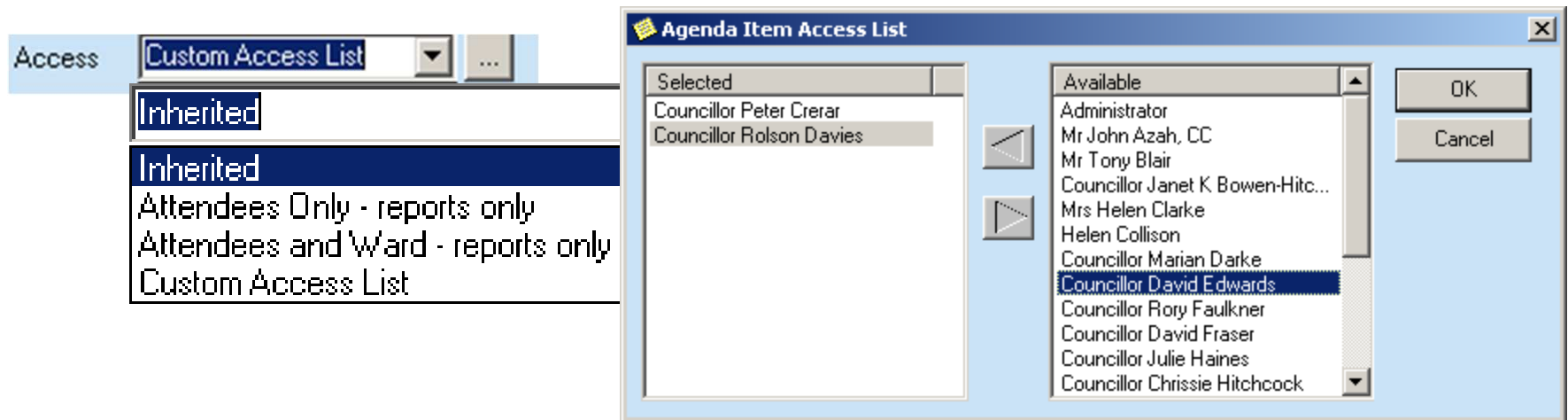
- Security applies to attached reports only
- Setting inherited from meeting by default
- Can override to another setting
- Can choose a custom list of users

Securing Attachments

Add Attachment

Attachment Title
`Internal Salary review`

Document Path
`c:\temp\myfile.doc`

Item Number `1`

Is in Draft form?

Include in minutes document pack?

Reference

Access `Attendees Only - reports only`

Reason Restricted `12, 13a`

Restricted Pages `2,3,7-10`

OK

Cancel

Browse Files...

Delete

Text is inserted into "By Virtue of ..." header

Option to secure only some pages, Specify pages like a print range in Word

Comments and Sub-Heading

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- Use menu *Edit / Add Comment* to add unnumbered Comments
- Comments comprise:
    - Title and / or
    - Word summary text
- Use Comments for:
    - Stage directions e.g.
      "it was agreed to change the order of items
    - Sub Headers between agenda items
- Can restart numbering at any comment

Exercise – Create Agenda

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- Create and agenda comprising:
  - Three agenda items
  - A sub heading with restart numbering
  - A comment
  - Add an AOB agenda item that is not visible in the minutes
  - Save one of your agenda items to the library

Merging Agenda Documents

- Agenda documents are created by a *Merge* process

- A copy of Word template (.dot) for the Committee is merged with the agenda item details

- You can make some hand-edits to the resulting document – but only in the correct places!

Starting a Merge

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Tick if you want
To take a new
copy of the
Template – so
Losing and hand
Edits to the doc

Quit

Merge Data into Document Template

Lose Previous Edits ☐

Start Merge

Merge Template

Agenda ▾

Skip Merge

% Merge Complete

Messages
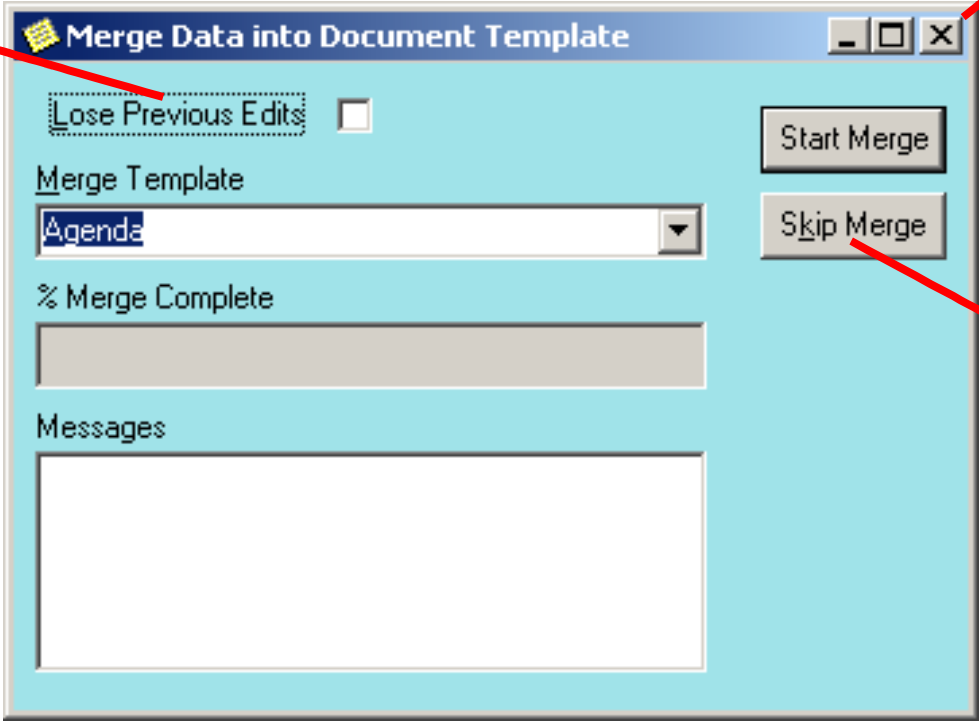
Just view
Previously
Merged
document

Sections in a Merged Doc

- Always use *View / Normal* mode to see section breaks
- Section layout:
  - Title page section, not protected
  - Agenda Item 1 section, protected
  - Agenda Item 2 section, protected
  - ....
  - Trailer section, not protected
  - Hidden layout section, protected
- You can remove protection using menu *Tools / Unprotect Document*

modern.gov Exercise – Merged Document

- Merge your agenda and view the document

- Switch to View / Normal mode

- Find the section breaks

- Add text between two agenda items

- Add text into the trailer section

- Unprotect the document

Document Packs

- A single PDF file of agenda (or minutes) and all reports

- Twin packs: Public and Private

- All page header information added automatically

- Packs are automatically published to a public folder for printing at regional offices

Creating the Document Packs

modern.gov
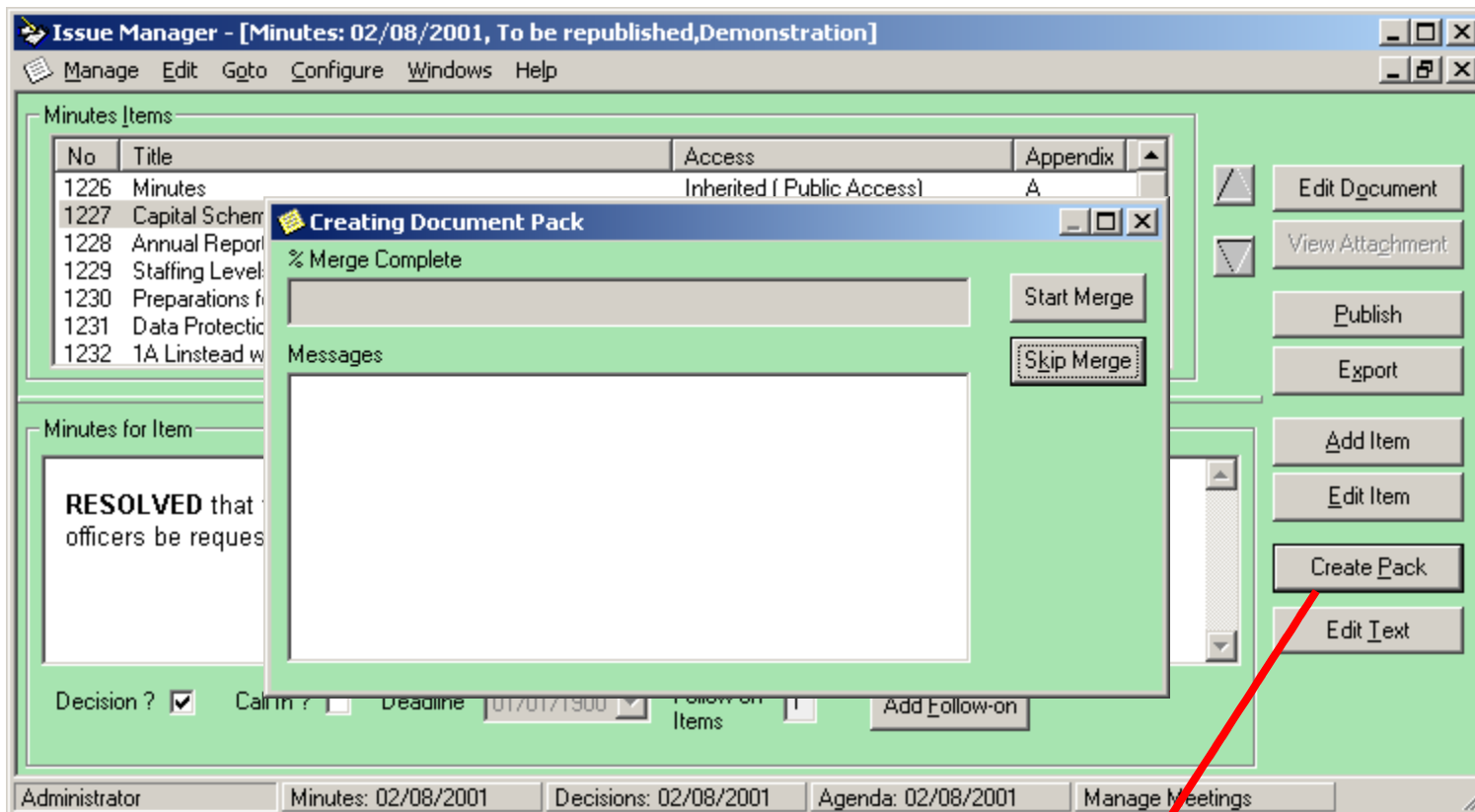
1. Press Create Pack

Publishing

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- Press *Publish button* !
- Publish will always repeat the document merge first
- Agenda is immediately available on the web
- Press *Un-Publish* to make subsequent edits
- When unpublished, documents are removed from the web

Document Pack Distribution

- On publishing, document packs are send to an email public folder
  modern.gov / docpack

- Packs can be printed for attendees from each Print Location

- An email is sent to each location listing the attendees to receive a pack

Email Notification

- Attendees can be notified once an agenda or minutes is published

- Use menu option

  Edit / Send Email Notification

Preparing Decision Sheets

- Decision sheet list all the recorded decisions for a meeting
- Used as informal pre-minutes document
- Merge document shows only items with decision text
- Decision sheets are optional

![modern.gov] # Decision Sheet Window

Add decision text either in place or via agenda item screen

Ticked automatically when text added

Tick if call-in of decision allowed

modern.gov Adding Minutes Text

Can reorder minute items

Add minutes text either in place or via agenda item screen

Minutes Features

- Can re-order items independent from agenda
- Agenda comments are not visible in minutes
- Minutes comments are not visible in agenda
- Use *Edit / Add Minute Item* to add extra items of business to minutes only
- Use *Show In Minutes* tick box on Agenda Item screen to hide agenda items from minutes e.g. AOB

Decisions

- Any minute item can be flagged as a decision

- Decision text defaults to minute item text

- Tick *Call In?* to be listed on web, and to allow call-ins via the web

- Deadline limits length of call-in period

- Can flag decisions after publishing (no republish needed)

Decision ? ☑ Call In ? ☐ Deadline 08/09/2000 ▼ Follow on Items 0 Add Follow-on

Administrator | Minutes: 02/08/2001 | Decisions: 02/08/2001 | Agenda: 02/08/2001 | Mana

Publishing Minutes

modern.gov

For minutes item numbers consecutive across meetings

For page numbers consecutive across meetings

Exercise – Minutes

- Add minutes text for your agenda items
- Add a minute item, and provide agenda item text for it
- Add a comment
- Set up a decision for call-in
- Publish

Draft Consultation

- Integrates the existing Richmond public folder consultation process

- Issue Manager can publish to public folders and read back modifications made

- Issue Manager can manage the contents of the public folders

- Users can continue to work with public folders as before
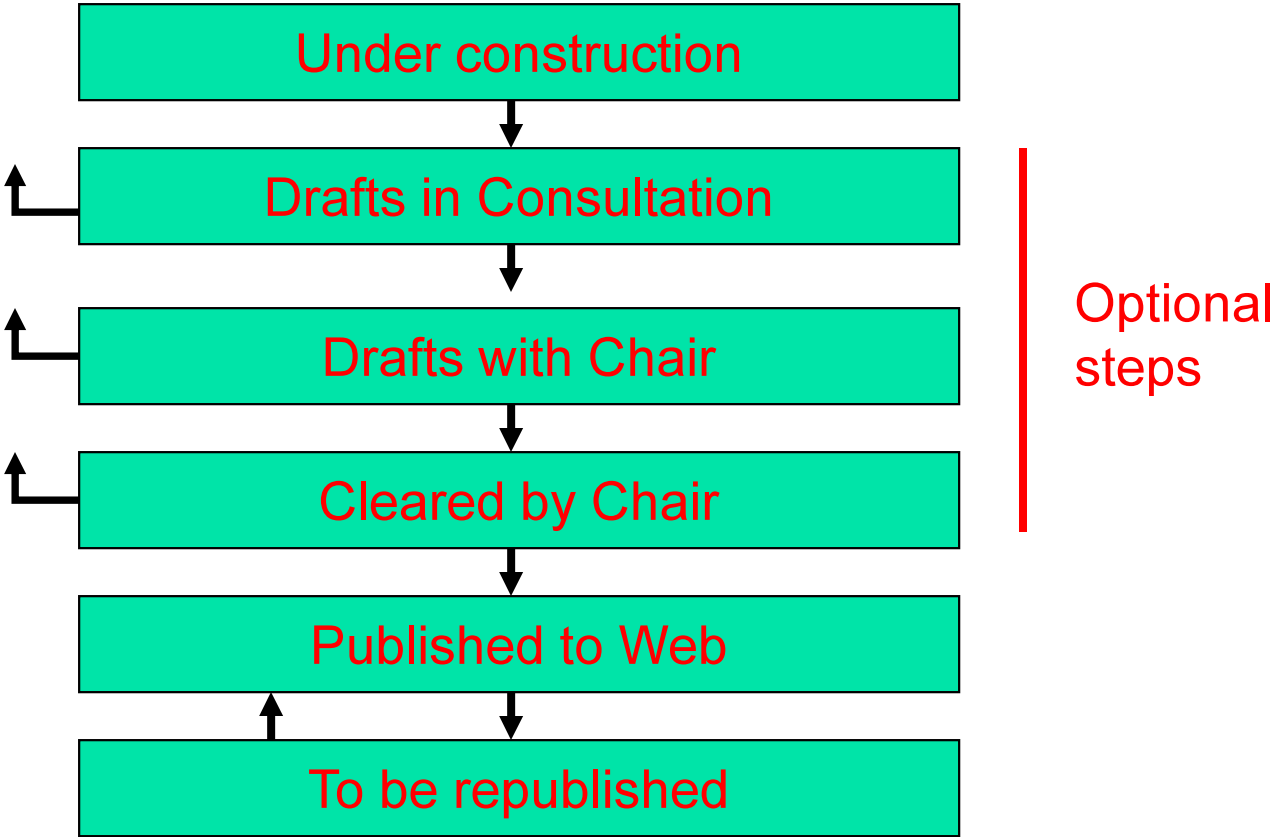
modern.gov Moving between Steps
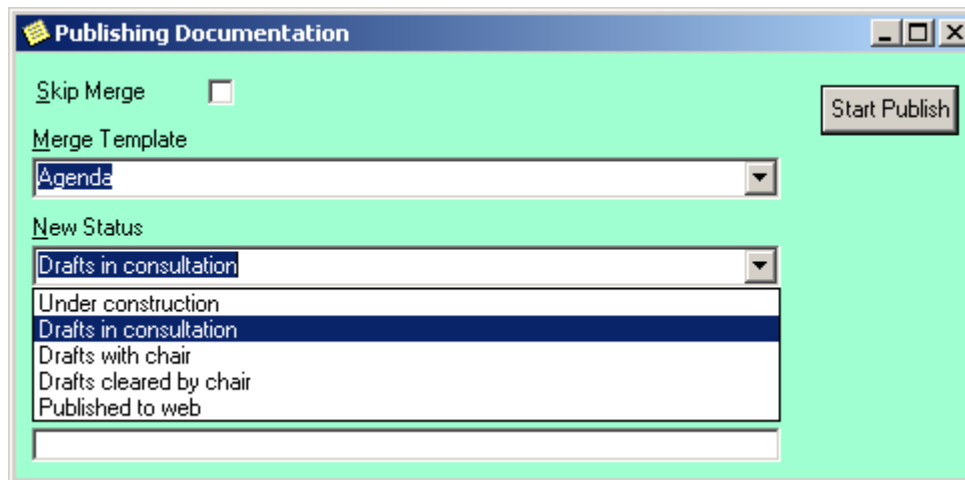
- Use the *Publish* button to move between steps
- *New Status* default to next in sequence – can set to any option

Revised Public Folder Layout

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```
Public Folders
└─ Committees
   ├─ My Committee 1
   │  ├─ CurrentCommitteeAgenda
   │  │  ├─ 01-Consultation
   │  │  │  ├─ A-Public
   │  │  │  ├─ B-Confidential
   │  │  │  └─ C-Restricted
   │  │  ├─ 02-DraftsForChair
   │  │  └─ 03-DraftsClearedByChair
   │  ├─ CurrentCommitteeDecisions
   │  └─ CurrentCommitteeMinutes
   └─ My Committee 2
```
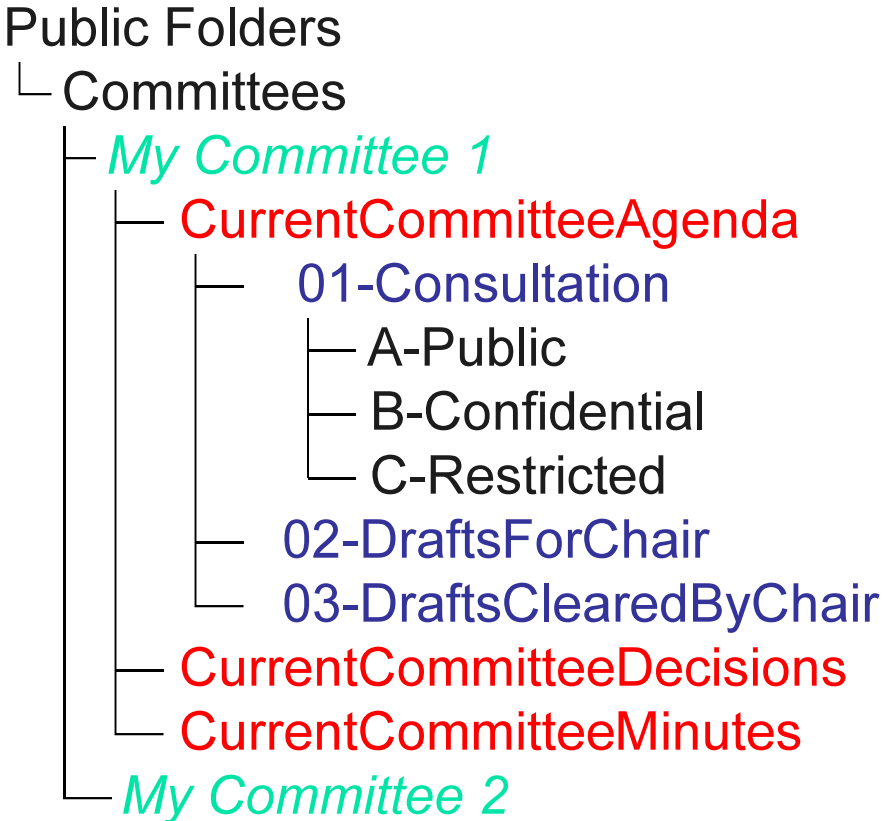
Documents Window

- Menu *Goto / Documents*

Issue Manager - [Agenda: 13/06/2000, Drafts in consultation, Demonstration, A000148]

Issues   Edit   Goto   Configure   Windows   Help

	Document Title	Status	Draft Modified?	Agenda Item Title
1	Agenda	Drafts in consultation		
2	Sample PowerPoint Attachment	Drafts in consultation		Annual Report on Equal Opportunities
3	Sample Excel Spreadsheet	Drafts in consultation		Annual Report on Equal Opportunities
4	Minutes	Drafts in consultation		Minutes
5	Surveyors Report, 1A Linstead Way	Drafts in consultation		1A Linstead way (Cont'd)
6	Capital Expenditure Status Report	Drafts in consultation		Capital Schemes, Policies, Key Issues...
7	Financial Sub Report	Drafts in consultation		Capital Schemes, Policies, Key Issues...
8	Staffing Levels 1999	Drafts in consultation		Staffing Levels
9	Sub Committee Report	Drafts in consultation		Health and Insurance of Chief Officer...
10	Report on Shortlisting Firms of Liti	Drafts with chair		Litigation and Social Services Legal ...
	Report on Childrens Homes	Drafts in consultation	Error	Not attached to Agenda

Add Document
Edit Details
Delete Document
View Document
Change Status

Administrator   Documents: 13/06/2000 / Agenda: 13/06/2000   Manage Meetings

'Orphan' document added to folders directly –
press *Edit Details* to attach to agenda item

Change status of one document

Adding Orphan Documents

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Create new agenda item or select from existing items

modern.gov | # Diary

- New events, audit trial
- Free-format Notes

Outstanding Agenda Items

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		Outstanding Items	Agenda Item Details		Add Item
					View Item

Show Items: All outstanding ▼

Preferred Date	Create Date	Title	Committee	
	21/03/2001	Annual Report on Equal Opportunities	Development Control	
	06/04/2001	Review of foot and mouth procedures	Dull and Dishwater	
08/10/2001	22/05/2001	Bedford Lay offs	Demonstration	
08/08/2001	05/02/2001	Future of lottery booths	Demonstration	

Administrator	Agenda: 13/06/2000	Manage Meetings

- Items not added into an agenda yet
- Created:
    - As Follow-on item
    - Via Outlook agenda item form
    - Via web agenda item form
    - From New Agenda Item menu

modern.gov Why Use Outstanding Items?

- Only Issue Manager users can add to an agenda !

- Safe way to keep track of work-to-do

- Web or Outlook form simplifies job of committee services

Outlook form

- Officers have access to an Outlook form to submit new agenda items
- Allows up to 5 attached reports
- Items are sent via email
- Will take up to 15 minutes to arrive in the Outstanding Items folder
- A notification message is added to the Diary

Follow-on Agenda Items

- An agenda item topic may be discussed:
  - Several times at different meetings of same committee
  - At several different committees
- One or more 'threads' of discussion can develop
- Create Follow-on agenda items to represent threads

Creating Follow-ons

- Use:
  - Menu *Goto / Follow-on Items*
  - *Add Follow-on* button on Minutes screen
- Can create an number of direct follow-ons to any agenda item
- Follow-ons can have their own follow-ons
- Follow-ons are Outstanding agenda items

Follow-on Screen

Save new follow-on

Copy details from parent

Combined minutes and agenda text

All follow-ons for the item

Double click to edit follow-on

Issue Manager - [Edit Follow-on Items: Capital Schemes, Policies, Key Issues: Progress Report]

Issues   Edit   Goto   Configure   Tools   Windows   Help

Refer to Committee

Author Username: administrator

Title: Capital Schemes, Policies, Key Issues: Review

Meeting Date

Status: New

Save

Delete

Inherit Details

Load from Library

Save to Library

Edit Text

Summary

To receive report by the Chief Executive and Director of Administration on the latest situation on the Committee's capital expenditure, the progress of approved capital schemes as at 29th October 1999, the implementation of agreed policies in relation to the Committee's functions, progress made on key issues during the first half of 1999/2000 and results of the top line indicators for the end of the first half of 1999/2000. (Copy report sent herewith – Paper No. 99/786.)

Attached Documents

Item	Title	File
1	Capital Expenditure Status Report	progress report.doc
2	Financial Sub Report	fin sub rpt.doc

Add...

Edit...

View Document

Follow On Items

Title
Capital Schemes, Policies, Key Issues: Progress Report Re-evaluation
Capital Schemes, Policies, Key Issues: Review

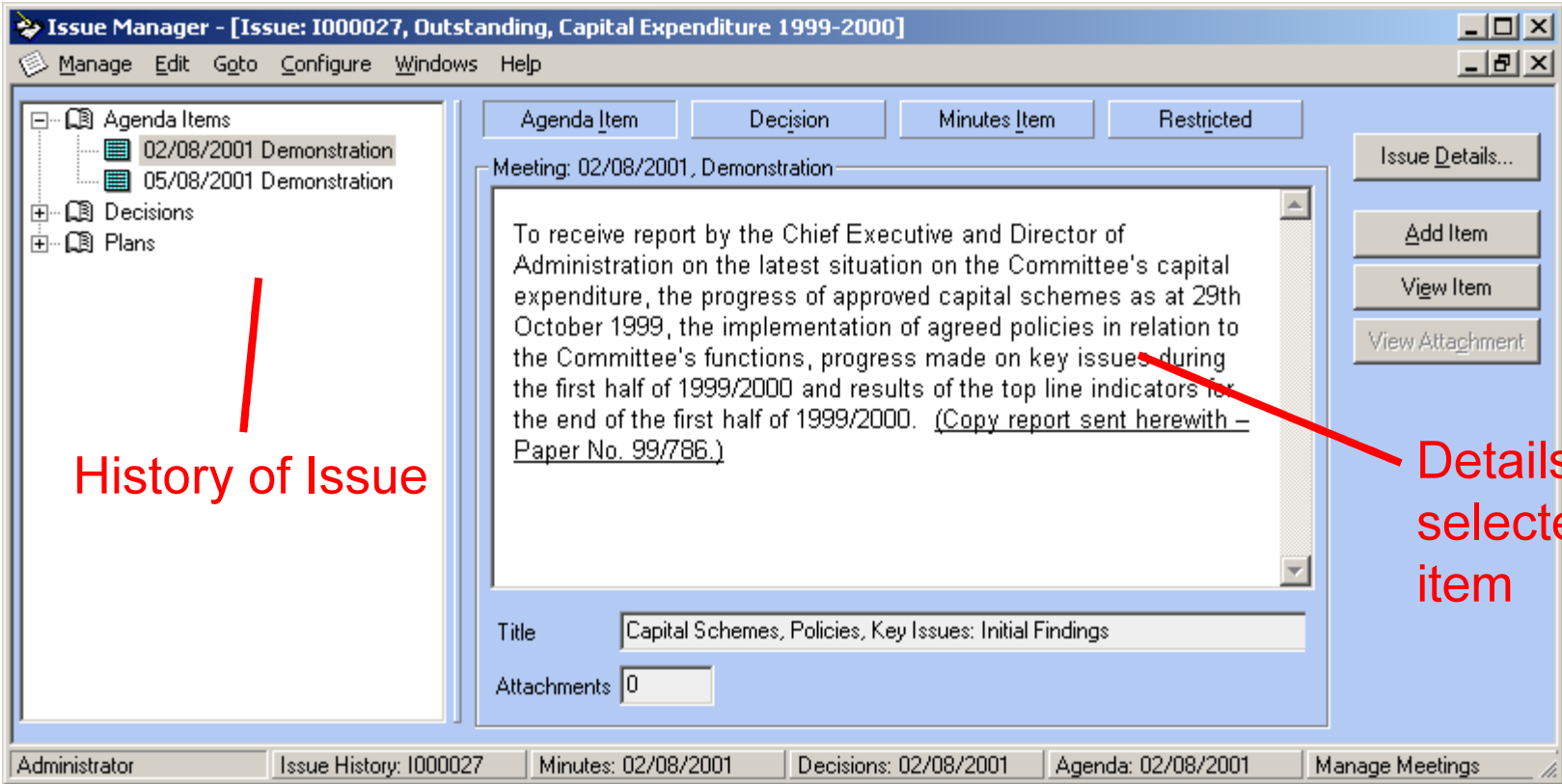Administrator   Follow-on Item   Minutes: 13/06/2000   Manage Issues   Manage Meetings

Exercise – Follow-ons

- Add three follows to one of your agenda items

- Find the follow-ons on the Outstanding Items window in the Agenda screen.

Threads and Issues

- The common link between an agenda item and its follow-ons is an Issue

- All agenda items are assigned to an Issue

- When you create an agenda item and don't assign an Issue, a new one is created for you

- By viewing the status of an Issue you can see the complete history of a debate

Issue Status

Issue Properties

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- Ward, Issue Type and Postcode are properties of an Issue, not an agenda item

Issue Fields on Agenda Item

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- Menu Goto / Issue Properties to edit

Finding Issues

- Menu *Issue / Manage Issues*
- Filter by:
  - Party
  - Status
  - Ward
  - Issue Type
  - Date create range

Exercise - Issues

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- View the Issue Status that includes the three follow-ons you created

- Add a follow-on to one of the three follow-ons