

# Councillor Resources and Facilities Guidelines – Information Technology

## 1. Overview

- 1.1. The type and range of equipment provided to Councillors is based on the individual business needs specified by Councillors, as long as it is generally consistent with the Policy and these Guidelines.
- 1.2. The business needs of a Councillor should be set out in writing and subject to endorsement by the CEO.
- 1.3. The type and range of equipment provided to Councillors is designed to allow the conduct of Council business anywhere at any time.
- 1.4. The hardware and software provided to Councillors will be in accordance with modern corporate business standards and will utilise the common Microsoft Windows operating system, Microsoft Office desktop applications and cloud based mail and data storage systems.
- 1.5. Councillors will have the discretion of choosing all or some of the hardware and software they are entitled to under this Policy and Guidelines.

## 2. Councillor Private Cloud

- 2.1. Councillors will be provided with a private and secure cloud platform that will host email accounts, shared and private document storage services.

## 3. Internet and Remote Access

- 3.1 Internet connections will be provided to Councillors' to enable access to Councillors private cloud e-mail services as well as the internet generally. For home office use the connection can be fixed line and/or wireless depending on an assessment of price and performance and based on the Councillor's requirements for remote mobile internet access. For mobile devices the connection will be via the mobile device connection/plan.
- 3.2 A Councillor may request that they provide their own Internet connection to enable access to Councillors private cloud e-mail services as well as the internet generally. This Internet connection can be a pre-existing service or a new service. Where a Councillor provides their own Internet connection and they wish to seek a reimbursement for the costs associated with Council Business related use, they must advise the Council of the monthly reimbursement they will be requesting for the current Council term. Any reimbursement must be consistent with Council Policy and Guidelines and specifically the Councillor Support and Reimbursement of Expenses Guidelines. The monthly reimbursement can be reviewed by the Councillor yearly.

- 3.3 Access to applications and services from home or other remote site(s) is via a web browser or desktop application as configured on the device. Councillors will be provided with instructions on how to access these facilities. This access requires security measures as part of the corporate standard.
- 3.4 Access to e-mail and calendar information is available by the use of a corporate standard Mobility device (Smartphone or Internet enabled computer), which allows for real time synchronisation and mobile access to email and electronic calendars.
- 3.5 Support for the home fixed Internet Connection services will be via designated support services from the Internet Service Provider (ISP). In the event of a problem with the Council provided service, Councillors should contact the chosen IT Support partner.
- 3.6 The internet service is provided by an Internet Service Provider (ISP) and Councillors are individually responsible for compliance with the service terms and conditions of the ISP. These are available online from the relevant ISP.
- 3.7 Where the internet use is part of a Plan that has data download caps with additional costs and penalties for exceeding the cap, the additional costs are to be met by the Councillor.
- 3.8 If a Councillor would like to use portion of the Council provided internet connection for personal use, they can elect to upgrade the connection to a higher capacity plan. The additional costs of any upgrade, as well as the costs of any private use of the connection will be borne by the Councillor.

## **4. Provisioning of Computer**

- 4.1 A corporate standard laptop computer will be provided to each Councillor sufficient to conduct Council business remotely. The latest corporate standard laptop model at the time of commission will be used.
- 4.2 The computer is configured with a standard Microsoft Windows based operating environment and will include the latest version of the Microsoft Office application suite and virus and firewall software.
- 4.3 The Virus pattern files will automatically update as required, no manual updates will be required however if there are concerns regarding new viruses a manual update option will be available.
- 4.4 The computer will have the ability to be used remotely with an embedded 4G mobile connection to enable anywhere/anytime access to the internet and councillors email and data.

## **5. Computer Set-up – Application and Data**

- 5.1 Council will only provide one standard “image” for Councillor Laptops..
- 5.2 Any relevant standard corporate software will be installed on Councillor Laptops that may be required for councillors to conduct their business.
- 5.3 A data backup facility and data storage device for the laptop will be provided on request. It will be the Councillor’s responsibility to ensure that regular data backups are performed on their laptop and that their data is stored appropriately.

## **6. Provision of a Mobile Device**

- 6.1 Councillors will be provided with a mobile device that provides internet connectivity, mobile phone call and email/calendar capabilities. A range of different mobile devices may be chosen from our third party IT support vendor to suit each councillor's usage requirements.
- 6.3 Councillors will have the option of 'upgrading' Council equipment that is over and above the corporate standard, provided that any costs associated with the 'upgrade' or any additional costs associated with the use of such equipment for private or non-Council business related purposes are reimbursed to Council.
- 6.4 The mobile devices provided are issued with a PIN code, this PIN code should not be removed and allows the chosen support partner to "remotely wipe" the device if lost or stolen.
- 6.5 Any costs incurred in replacing or repairing IT devices will also be recorded as an expense. If an item of equipment is lost or damaged, contact the chosen IT Support partner to arrange for the device to be replaced or repaired.

## **7. Provision of Printer/Fax/Scanner**

- 7.1 Councillors will be provided with a Printer/Fax/Scan device.
- 7.2 The technical specification will be in accordance with the corporate standard and be sufficient for Councillors to print as well as send/receive faxes.

## **8. IT support provided for hardware and software**

- 8.1 Support for councillor equipment will be via our chosen third-party IT Support partner. The support offered will cover issues related to Laptop/Mobile device/Printer/Fax hardware/software faults, configuration problems or issues with ISP internet connections.
- 8.2 Support will be available 24 x 7 via the chosen third party IT Support vendor.
- 8.3 Laptops/Mobile Devices experiencing configuration issues, viral infection, and any other major technical faults may need to be 'rebuilt'.. Data stored on the Laptop will be lost if not backed up prior to the re-building process.
- 8.4 The IT Department will endeavour to backup any local Laptop/Mobile Device data in the event of a rebuild but will not be responsible for any data that is lost during this process.
- 8.5 Councillors should report any faulty lost or stolen equipment to the Director Corporate Services as soon as possible.
- 8.6 Training on the use of the IT equipment provided is available to Councillors upon receipt of equipment and can be booked. Other IT Training can be arranged as required.

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