

Councillors Computer Access From Home – Service Level Agreement

Introduction

The Tasman District Council computer network is accessible via the Internet for any staff member or councillor who has a login name and password. The address to log into the council network is <https://cgate.tdc.govt.nz/citrix/metaframexp/>.

This document will act as a guide for Councillors as to what services and support are offered by the Information Services section of Tasman District Council. It will also help to ensure that the process of giving Councillors access to the Council network is completed as smoothly as possible, and that the ongoing provision of this service is to both parties satisfaction.

Information available to Councillors

The following services and information will be available for Councillors.

- A council network login username and password
- A work email account for communicating with staff and outside contacts
- A calendar to schedule appointments and keep track of meetings
- Council minutes and meeting times
- Council reports and other documents
- Explore Tasman, Assets & TRMP GIS applications

Equipment and Services supplied by Councillor

Councillors are to supply their own computer, printer and fax hardware. Some Councillors have a PC dating back to the previous Council. These can continue to be used but all support and maintenance of this equipment is the Councillor's responsibility. The following can be claimed back from Council in relation to this equipment.

Personal Computer	\$ 59.95 per month
Internet	\$ 39.95 per month
Fax Machine	\$ 39.95 per month

The councillor must have the following already set up;

- A PC or Macintosh computer up-to-date within the last three years.
- A working JetStream or Internet dial-up connection (Council I.S. staff can assist with this).
- It is also recommended that current virus scanning software is installed on the PC and is updated regularly and that Firewall protection if available on the PC is enabled .

Training

Training is available on request at Tasman District Council Main Office in Richmond on the following::

- How to connect to and disconnect from the Council network
- How to read and send email

- How to use the calendar and make and accept appointments
- How to access Council minutes and agendas
- How to access the Council signout board
- How to use Explore Tasman to access property and consent information and maps
- How to access your TDC email account directly

Please call the I.S. Helpdesk on 03 5438459 for more details.

Support supplied by Council staff

Once the equipment is in place, council Information Services staff will provide the following:

- Assistance with the initial connection to the Council network
- Training as mentioned above and update training when upgrades or program changes occur.
- *Network*. Any problems with connecting to the Council network or using Council email and documents can be referred to the helpdesk (03 5438459).

Support Availability

Council helpdesk support is available Monday to Friday from 8.00AM until 5.00PM. Calls logged outside of this time can be left on the after-hours voicemail (still use 03 5438459) and will be followed up during the next working day.

What is not supported?

Councillor PC's and printers are the individual's responsibility. Council staff support is limited to the Council network and any programmes that contribute to this connection. All other programmes and functions on the PC and printer are o the individual's responsibility.

Council staff are happy to recommend suppliers of computer support services if required.

Non supported events include but are not limited to;

- Failure to connect to the Internet (this should be referred to Xtra or the Councillor's current Internet Service provider - ISP)
- Problems related to the physical malfunction of Councillor's PC, printer or Fax
- Problems related to Councillor's personal email accounts or web browsing.
- Any PC problems occurring where software has been installed or downloaded to the PC causing it to slowdown or malfunction.
- Problems associated with viruses, adware, spyware or other malicious programmes downloaded onto the computer
- Any documents created on the PC other than in the Council Citrix network connection.
- Any Internet software installed for home Internet purposes.
- Any problems associated with other people such as family members using or modifying the PC in any way that impairs it function.

Council I.S. Policy

When connected to the Council network, all Councillors agree to have read, understood and abide by the requirements of the Council I.S. Policy. This policy can be found on the Council Intranet at

http://tdctoday/Strategies_policies_and_plans/Policies/contents.htm#infoserv

Paper copies are available on request.

Most importantly, no other person should be given your network password. If you believe someone has gained access to your password, please call the helpdesk to get this changed.

Contact details

Phone: (03) 5438459
Email: help@tdc.govt.nz

If you have any questions regarding the above, please call me on (03) 544 3467 or email peter.darlington@tdc.govt.nz .

Recommendation

That this report be adopted and that it be included in Council's Policy Manual.

Peter Darlington
I.S. Manager