West Berkshire Council

Draft MEMBERS ICT PROTOCOL

2011

CHANGE HISTORY

Version	Date	Description	Reviewer
V1	June 2006	First Draft	Jo Watt
V2	August 2006	As amended by ICT	Jackie Jordan
V3	16 August 06	As amended by Members Services	Jo Watt
V4	20 January 07	Further amendments by ICT Service and Member Services	Jackie Jordan Andy Day Jo Watt
V4.1	25 January 07	Amended to add Equality statement in application form	Jackie Jordan
V4.2	7 February 07	Amended specification of printer from HP 1600 to HP 2605 (duplex)	Jackie Jordan
V4.3	21 March 07	Minor amendments throughout – Memory stick added to hardware on offer; changes to Training offered on 12/5/07, Router Model amended to WAG200G (earlier version no longer available)	Jackie Jordan
V5	30 March 07	Final changes made – prices/ordering procedure for consumables updated	Jackie Jordan
V6	18 April 11	As amended by ICT	Andy Best Sally Hiscock Moira Fraser Jo Watt

IMPORTANT NOTE

Reference to the West Berkshire Council ICT Policy is made throughout this Protocol. This policy is regularly updated – the latest version is always accessible from the login page of the WBC Intranet

CONTENTS

Appendices

1   Purpose of Document

This document constitutes a protocol to be used for the use of ICT equipment supplied to and systems used by Members and should be read in conjunction with the West Berkshire Council ICT Policy for Members and Officers. The protocol is included in the Council's Constitution and the requirements of the Code of Conduct will apply to the protocol.

2   Background

ICT equipment was first provided to Members at West Berkshire District Council in 2002 in order to support them in carrying out their role as District Councillors. In 2006 Members use of their ICT equipment was reviewed in the light of the expansion of Broadband connectivity in the district as well as opportunities provided by the Council's new infrastructure/external portal. The protocol was further reviewed and ratified by the Member Development Group in preparation for the May 2007 elections. It is anticipated that the flexibility being offered under the existing protocol will meet Members' varying ICT needs in the execution of their Council-related activities.

3   ICT Equipment and Software/Work style Options

Wireless connectivity zones exist within Market Street in the Members Suite (which includes the Members Board Room), Council Chamber and the two Committee Rooms; at West Point in the top floor meeting rooms and at West Street House on the first floor. We are planning to extend these zones over time.

A full description of the hardware and software on offer for individual member use is listed in Appendices A & B of this protocol

Appendix C gives the hardware options for Members and associated support and training that relate to Members ICT at West Berkshire Council.

4   Funding

The Members Basic Allowance of £6,148.95 includes a sum of £200 for the provision of Broadband connectivity. In addition, each Member is entitled to receive IT consumables (supplied by the Council) up to a monetary ceiling of £200 per annum (1st April to 31st March). Any expenditure over £200 will be funded personally by the Member concerned. Officers from Policy and Communication will notify Members when they have exceeded their allowance and arrange for this payment to be made.

As with all Member allowances, the ICT allowance is subject to regular review by the Independent Remuneration Panel.

5 Use of Council ICT Equipment

Members opting to use Council hardware should be aware of the following:

- Laptops will only be issued for Member use at home when a broadband connection exists.

- Appropriate business/private use of the Council ICT equipment is perfectly acceptable providing that the primary use of the equipment remains for Council business.

- As custodian of the hardware, Members are held responsible for the use to which the equipment is put.

- The Council's ICT department will provide a laptop with a "standard Member build". If any problems occur as a result of Members making any unauthorised changes to the equipment or software supplied by the Council, ICT will rebuild the laptop to the base build supplied originally.   It is an individual Member's responsibility to ensure that they take regular back-ups of any applications or data they may have stored on the hard drive and to reinstate them as necessary.

- All the standard software on the laptop as supplied is appropriately licensed and ICT hold these licences. Should you add any further software, it is your responsibility to ensure that it is appropriately licensed.

- Computer viruses present a very real threat to all ICT systems. Member laptops have been loaded with anti-virus software to protect both the computer and its data and also the Council's integrated corporate network from destructive software. The Council's current anti-virus software, McAfee, has an automatic update feature that enables it to update itself from the internet. Members are requested to connect to the internet from their laptops at least once a week to enable these updates to take place.

- Council equipment is not externally insured by the Council. It is therefore a Member responsibility to ensure that the equipment, i.e. laptop and printer they receive is added to their household contents insurance policy. This should not result in an additional premium. In the event of loss or damage to the equipment, it would normally be expected that any cost would be indemnified by the person in possession of the equipment. Failure to do so will result in costs being incurred by the Council.

- If required, the Council's ICT Service will arrange a home visit to install a WBC-approved wireless router to enable Members to access the Council network from their laptop at home without interfering with their *personal* ICT equipment.

- Members in receipt of a Council laptop will also be able to use their laptops to access the Council network from various "wireless-enabled" locations in the Council's Market Street Offices.

- Should a member to whom equipment has been supplied cease to hold office, for whatever reason, all of the equipment supplied must be returned to the Member Services Officer within two weeks – all data on the machine will be deleted and the equipment will be re-issued.

6   Access to/use of WBC ICT Systems/Infrastructure

Whether or not a Council laptop is in use, all Members are – in the interests of good communications - encouraged to access the Council's systems via the internet, using a secure access token (Safeword) which will be issued to them on their appointment. These systems can be accessed using an Internet Browser from any PC that has an internet connection and, although the Council's ICT Services are unable to give any guarantees, these are generally available 24 x 7:

6.1   Email

Once elected all members will be provided with a *westberks.gov.uk* email address. This is available using **Outlook Web Access** accessible from its own internet address or from the WBC Citrix Portal.

Because it is important that email communications relating to Council business are made from a Council email address, it is expected that Members will opt to access this email account directly which is more secure than forwarding or re-directing mail to another address. Members will have the benefit of the full WBC Email Address Book from their Outlook Web Access account.

It is expected that Members will check their West Berkshire email accounts at least daily. Officers of the Council will assume this to be a reliable method of communication to all Members.

6.2   From WBC Citrix Desktop

Standard Desktop Applications: Microsoft Word, Excel, Powerpoint, Outlook, Internet Explorer, Adobe Reader.

File Stores: Personal, Group share, All member share. These file stores are backed up each night.

Council Intranet.   Dedicated Member home page and News items, WBC People finder, individual Service pages/data published to Members and useful internet links.

7   Security Requirements

7.1   Passwords

Members should be aware that the ID/password that is issued to enable them to connect to the West Berkshire portal/email is for their sole use. They must keep their password secret. They must not under any condition divulge it or share it with anyone nor should they write it down unless it is stored under lock and key where it is not available to anyone else. (*User id and password are our first 'line of defence' and must be protected and used by authorised individuals only in order to maintain our security*). Members should not save/store their passwords in any automated logon process. Members are required to change their password at 3 monthly intervals or more frequently if there is evidence of system or password compromise. Members should not use the same password for West Berkshire Council and other uses. Members can opt to change their password at any time from their Citrix desktop (see Help Guide).

7.2   Access

Members are required to ensure that no one is able to access their account when they are not in attendance and that they must either have a password protected screensaver that operates within five minutes of no activity or which they activate when they leave the workstation temporarily unattended. Alternatively Members should ensure that when they have finished working in a WBC system that they terminate the active computer session by appropriately logging off.

7.3   Data Protection

The WBC intranet will give Members access to sensitive and personal information. Members should ensure that this information is only used in the course of Council business and must not be disclosed to a third party without authority of the data owners. (*Such data includes names, positions, telephone numbers, vehicle registration numbers – some Council employees perform duties which could put them at considerable risk from certain members of the public and it is therefore important that all our personal data is protected carefully.*) Failure to treat sensitive and personal information could lead to a complaint being made against a Member for breaching the Council's Code of Conduct.

7.4   Security Breaches or Incidents

Members should report actual or suspected breaches of security to the IT Helpdesk. (*Such incidents could be a non-authorised person using their account or obtaining their password, theft of equipment etc*)

8   Privacy/ICT Policy

It is standard Council policy that all use of email and Internet may be monitored and inappropriate content might be brought to the attention of the specialist supervising these services. Any "inappropriate" use made of Council equipment/systems is considered to have been made with the knowledge of the custodian of the equipment/network account holder.

By use of a Council email address, Members are accepting that their e-mail, attachments and, if using a Council hardware, Internet access may be monitored for any use which is in breach of the standards of conduct for email and internet use set out in the Council's ICT Policy. Any such breach could result in a referral to the Council's Standards Committee. The strictest confidentiality is observed in respect of such monitoring, and any inappropriate use generally is only known to the ICT Operations Manager and the Head of ICT. However, the Chief Executive, in consultation with the Monitoring Officer and/or Section 151 Officer would determine whether the Member concerned should be reported to the Police and/or the Council's Standards Committee.

9 ICT Support

9.1 Reporting a Problem

ICT support to Members is provided by the ICT Customer Support Team. The Council's IT Help Desk contact number (01635 519440) is staffed during normal working hours and should be used for urgent problems. Outside of normal working hours, an email can be addressed to ITHelpDesk@westberks.gov.uk. These messages will normally be dealt with as soon as possible on the next working day. When logging a Help Desk call it is useful if a contact telephone number is given. In the first instance, Members might prefer to contact their Group Executive, or a Policy and Communication contact who will either be able to help with the query or contact the IT Help Desk on your behalf.

9.2 Resolving a Problem

Specific support arrangements are outlined in Appendix C.

Most problems should be resolvable through verbal advice/remote management technology provided during a telephone conversation. If the problem cannot be resolved in this way, Members may need to arrange for equipment to be delivered to the ICT Helpdesk (Ground Floor, Council Offices, Market Street) to be investigated or repaired and then arrange for collection afterwards. Any faults will be dealt with either by correcting them on the existing equipment or by the provision of replacement equipment. In the latter case, existing data held in the standard file directories set up on installation on your PC will be copied across to the replacement equipment if this is possible. Members should be aware, however, that the Customer Support Team cannot accept liability for loss of any personal data stored on the laptop; it is a Member responsibility to keep backup copies of their data.

9.3 Exclusions

Members' broadband connectivity

Members' own IT equipment

9.4 Charges

Support to Members in accordance with this protocol is provided at no cost to Members. However, it may be necessary to levy a charge where costs are incurred and it is considered that a Member has been negligent in the use of the equipment and/or has not adhered to the conditions outlined in this protocol.

10 Training

Illustrated Help Guides are provided on the *ICT Support – for Members* page on the Intranet (http://www.westberks.gov.uk/index.aspx?articleid=9529)

Specific Training Sessions for Members are offered and Members are encouraged to attend for these so that best use can be made of the facilities offered.

Those Members who are less confident in using ICT are encouraged to attend further training sessions and can take advice from the ICT Training Unit on the most appropriate courses from the published schedule, a copy of which is available on the Intranet.

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11 Contacts:

Fault reporting & support	IT Help Desk	01635 519440	ITHelpDesk@westberks.gov.uk
ICT Customer Service Manager	Andy Best	01635 519329	abest@westberks.gov.uk
Desktop Support Analyst	Toby Roberts	01635 519440	troberts@westberks.gov.uk
Training	John Bate	01635 519099	jnbate@westberks.gov.uk
Policy & Communication (Democratic Services)	Jo Watt	01635 519242	jwatt@westberks.gov.uk
Liberal Democrat Group Executive	Susan Chivers	01635 519097	schivers@westberks.gov.uk
Conservative Group Executive	Robin Steel	01635 519644	rsteel@westberks.gov.uk

Please note that independent Members and Members from other groups should initially contact Jo Watt Members Services Officer.

Hardware

	SafeWord Secure Access Token

Dell Latitude D620 Laptop c/w USB Memory Key

	Intel Core Duo T2300E (1.66 GHz) with integrated intel GMA 950 1.0GB 667 MHz DDR2 SDRAM Memory (2 x 512MB) 40GB serial ATA Hard Drive 5400 RPM DVD/RW Integrated Wireless 3G Broadband capability Mouse 65W standard D/Family AC Adapter power supply Palmrest with touchpad 14.1" WXGA LCD Screen (1280 x 800 resolution) UltraLight Nylon Carry Case **Dimensions** Weight from 2.00kg[6] . Width 337mm, Depth 238mm, Height 32mm Laptops will also be supplied with a : Blockmaster's Safestick 2Gb USB Memory Key

Broadband Wireless Router

	Linksys or equivalent

Hewlett Packard Laserjet P1102w Duplex Printer & accessories
(consumable prices are correct at time of writing)

	Specification: Print speed up to 18 ppm, 266 MHz processor, 8 MB memory, standard input capacity of 150-sheets. Print quality: Up to 600 x 600 dpi. *Media types supported:* Paper (laser, plain, photo, rough, vellum), envelopes, labels, cardstock, transparencies, postcards *What's in the Box:* HP LaserJet Pro P1102w Printer, power cable, CD (includes user's guide and printer software), getting started guide, HP LaserJet Introductory Print Cartridge (black) **Dimensions:** Width 349 mm, Depth 410 mm, Height 228 mm **Consumables:** A4 Paper: 5 ream box - £12 Black Cartridge (HP Black LaserJet CE285A) - £46.88 *Order*: By email to jwatt@westberks.gov.uk. *Collect*: Policy & Communication Service, Ground Floor, Market Street Consumables for the previous model of printer (HP LaserJet 2605dn) continue to be available: Black Cartridge (HP Color LaserJet Q6000A) - £48.80, Colour Cartridges (HP Color LaserJet Q6001A (Cyan), 2A (Yellow), 3A (Magenta) - £61.40.

Appendix B – Standard Software provided with Latitude D620

Software
Microsoft Windows XP Operating System
Microsoft Office 2003 (Word, Excel, Powerpoint, Publisher, Outlook)
Internet Explorer
Adobe Acrobat Reader
McAfee Anti-virus software
PDF Creator
Microsoft Visio Viewer
Roxio DVD burning software

MEMBERS ICT WORK STYLE OPTIONS
AND TRAINING FORM
(For completion by all Members)

FULL NAME: ………………………………….
(in BLOCK CAPITALS PLEASE)

CONTACT TEL NO: ………………………………….

(On completion, please hand to the ICT Representative at the Count Day on Friday 6th May 2011)

MEMBER MANDATORY REQUIREMENTS, EQUIPMENT OPTIONS AND ASSOCIATED TRAINING

All Members will be supplied with the following as a minimum:

Description	Initial ICT Customer Support	Ongoing ICT Customer Support	Member Responsibility and/or Prerequisite	
Active Directory User Account/Password Email Account Citrix Desktop access Account *(It is assumed that all Members requiring only this support have access to a PC which has internet access)*	For all newly elected Members: Provision of • *ICT Support – for Members* Intranet page http://www.westberks.gov.uk/index.aspx?articleid=9529: 　o Members ICT Protocol 　o WBC ICT Policy 　o User Help Manuals 　o Training Schedule • User ID/Password • Personal Secure Safeword Token	• Response to HD calls relating to WBC user account or email account access and/or advice within 1 working day. • Telephone support in first instance. Home visit only if deemed necessary by HD Analyst	• Sign for Token • Read the ICT Protocol. • Complete Appendix C of Protocol and return to ICT representative at Count (6th May) • Check Council email account at least daily. • Attend training as required.	MANDATORY FOR ALL ELECTED MEMBERS

ADDITIONAL ICT OPTIONS

All members will require access to a computer connected to the internet. Please confirm whether you require the Council to supply you with any of the following to enable this:

Equipment	Description	Ongoing ICT Customer Support	Member Responsibility and/or Prerequisite	Tick if Required
Laptop	Dell Latitude D620 Laptop with encrypted Hard Drive and Member build.	• Response to HD calls relating to hardware faults within 1 working day – telephone assistance in first instance. • Home visit only if deemed necessary by HD Analyst	• Help Calls to be logged with IT HelpDesk or through Committee Support. • If required, Laptop to be delivered/collected from ICT at Market Street.	
Wireless Router	Home address must have broadband installed If connectivity is not currently Wireless, we can supply a Wireless router to enable this, if one cannot be supplied by your Internet Service Provider.	• Install wireless router at home visit by arrangement. • Test satisfactory.	• Response to HD calls within 1 working day – telephone support in first instance. • Home visit for wireless issues only if deemed necessary by HD Analyst. • Please note: *the Council provide an allowance for Member broadband) – all successful candidates will be expected to arrange a broadband service to enable them to conduct Council related activities electronically*	
Printer	HP Desktop LaserJet (P1102w) black and white printer with duplex printing functionality	• Response to HD within 1 working day. Telephone support in first instance. • Home visit only if deemed necessary by HD Analyst	• Help Calls to be logged with IT HelpDesk or Committee Support. • If required, hardware to be delivered/collected from ICT at Market Street. • See Protocol re consumables	
Encrypted USB Stick	To allow documents to be transported securely			
Home Visit to help with set up of above equipment	If you require help in setting up your new equipment, we are able to arrange a home visit			

PICK UP YOUR HARDWARE AND TAKE ADVANTAGE OF INTRODUCTORY TRAINING:

Timing	Title	Outline		Tick as required
For those who require training please attend this at **2:00 pm** for one of the afternoon sessions or at **5:00 pm** for the evening session	Introductory ICT Sessions for Members	I do not need to attend the training, I will just be picking up my hardware.		**Hardware Only**
		Training has been arranged in the members Board Room for: **2:00 – 4:30 pm Tuesday 10th May** **5:00 – 7:30 pm Wednesday 11 May** **and** 2:00 – 4:30 pm Thursday 12 May**. Each Session will last approx 2.5 hrs.** **WBC Hardware - Overview** • Connecting mouse/Switching on / Battery or Power/Keyboard use • Logging in and accessing applications offline • Using Internet Explorer to access internet • Connecting/disconnecting printer – printing: all/selection/pages • Logging off and shutting down • Using SafeStick to store and retrieve files **Accessing Email only** • Using Internet Explorer to access Email • Logging in using Secure Access Token • Sending and receiving mails with or without attachments • Using Outlook Calendar for appointments **Accessing everything through the Citrix Portal** • Using Internet Explorer to access WBC Citrix Desktop • Logging into Citrix using Secure Access Token • Accessing applications from the Citrix Desktop (Email/Intranet/Office) • Saving files to/accessing files from file stores	**Duration: 1 hr** **Duration: 45 mins** **Duration: 45 mins**	**Training will start promptly at** 2:00 pm **for an afternoon session and** 5:00 pm **for the evening session. Each session will last approx 2.5 hrs.**

I am unable to attend on 10th, 11th or 12th May: I only need to pick up equipment: I need to pick up equipment and attend demo ☐ ☐		Additional *Hands-on* Training Courses for specific applications are available to Members – see IT Training Application Form on the ICT Support – for Members page (http://www.westberks.gov.uk/index.aspx?articleid=9529). If you feel you have training needs that are not met by the courses on offer, please consult the IT Training Team for advice.

SPECIAL REQUIREMENTS:
Please add here details of any special requirements you may have and we will do our best to accommodate them eg are you dyslexic or arthritic and need special settings on your laptop or specialist hardware or software installed to assist you in the longer term.   If you prefer to discuss your needs directly with someone, please ring the ICT Training Team (John Bate or Kerry Taylor direct on 01635 519372):