

Member Support Desk Calls 1 July 2005 – 30 September 2005

IT Working Group, item 9

Committee: IT Working Group

Agenda Item

Date: 3 November 2005

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Title: Member Support Desk Calls 1 July 2005 –
30 September 2005

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Summary

For the period 1 July – 30 September 2005 there were 18 calls logged with the Support Desk on behalf of Members. Details of these calls are attached at Appendix One. Due to staff shortages, it is likely that some calls, resolved on first contact, were not logged on the system.

There are currently access issues for two councillors;

Cllr Bowker – on-going software specific issues. Broadband has been ordered along with two new laptops and latest versions of software. Changes to security set-up on the firewalls to enable Cllr Bowker to access the intranet without the need to register are also being implemented.

Cllr Lelliott – uses his own pc and is having issues connecting. Have requested he uses a council laptop for a period of time to enable the exact problem to be identified.

Recommendations

None

Background Papers

None

Impact

Communication/Consultation	
Community Safety	
Equalities	
Finance	
Human Rights	
Legal implications	
Ward-specific impacts	
Workforce/Workplace	

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Appendix One

Member	Date	Problem	Resolution	Within SLA Target
Cllr A Dean	7/7/05	Stonegate access problems	Reset logon details	Yes
Cllr A Dean	24/8/05	Needed to restore an old email	Located and loaded old Archive.pst file	Yes
Cllr Bowker	19/7/05	Laptop not performing	Identified and removed virus	No
Cllr Cant	21/8/05	Printing problem	Printer set-up on Citrix server	Yes
Cllr Cant	11/9/05	Printing problem	No longer occurring when checked with user	Yes
Cllr Cheetham	19/7/05	MSAM access problems	Provided additional guidance on use of the system	Yes
Cllr Flack	14/7/05	Requesting a council laptop	To be provided as part of next consignment	Yes
Cllr Gayler	25/7/05	Stonegate access problems	Transferred to MSAM and working okay	Yes
Cllr Hicks	19/9/05	Needs advice on using Outlook in MSAM	Outlook set-up and advice given	Yes
Cllr Lelliott	10/8/05	Stonegate access problems	Set-up on MSAM and working. Subsequently re-opened as having additional problems	Yes
Cllr Loughlin	23/9/05	Lost an Outlook toolbar	Reinstated	Yes
Cllr Menell	4/7/05	Unable to connect to Stonegate	RSA token in next token mode. Reset	Yes
Cllr Morson	6/9/05	Unable to log-in to MSAM	RSA card disabled, reenabled and now logs in okay	Yes
Cllr Savage	19/7/05	Unable to connect to Stonegate	Put on MSAM and working okay	Yes
Cllr Savage	23/8/05	Unable to access Outlook	Old sessions deleted	Yes
Cllr Savage	13/9/05	Unable to log in	Server fault user now okay	Yes
Cllr Wilcock	26/9/05	Needs toner cartridge	Supplied one plus a spare	Yes
Cllr Wilcock	27/9/05	Email bounce backs from people he had not emailed	Virus removed and explained email spoofing	Yes

*Stonegate is the old way of working – now replaced by MSAM