

**Member Support Desk Calls 1 January 2006 – 28 March 2006**

**IT Working Group, item 7**

<b>Committee:</b>	<b>IT Working Group</b>	<b>Agenda Item</b>
<b>Date:</b>	<b>4 April 2006</b>	<b>7</b>
<b>Title:</b>	<b>Member Support Desk Calls 1 January 2006 – 28 March 2006</b>	
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**Summary**

1. For the period 1 January – 28 March 2006 there were 28 calls logged with the Support Desk on behalf of Members. Details of these calls are attached at Appendix One.
2. There is currently only one Member Support Desk call outstanding for; Cllr Thawley – Using his personal PDA to access Council information. This has potential uses for other Members and staff, and is therefore is being researched fully as a corporate solution rather than an individual one.
3. For the period 1 April 2005 – 28 March 2006 there were 112 calls logged with the Support Desk on behalf of Members. This forms part of the 5,009 total calls logged with the Support Desk in that period. This figure can then be further broken down by quarter as follows:

Quarter	No. of calls
1	1,580
2	1,291
3	1,063
4	1,075

4. For the vast majority of users, Citrix had been phased out by the end of the second quarter. The impact of Citrix on both staff and the Support Desk is evident by the fact that support calls are now 33% lower than at the start of the period.

**Recommendations**

None

**Background Papers**

None

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#### Appendix One

Member	Date	Problem	Resolution	Within SLA Target
Cllr A Dean	13/01/2006	Wanted Adobe Acrobat Reader installed in his IPAQ	Installed	Yes
Cllr A Dean	15/01/2006	PC in Members Room running very slowly	Added extra RAM and rebuilt pc now running fine	Yes
Cllr A Dean	16/01/2006	Citrix Not working	Power failure over the weekend caused the problems - resolved by Monday morning	Yes
Cllr A Dean	01/02/2006	Citrix Access problem	Locked card	Yes
Cllr A Dean	09/03/2006	Problem logging in to MSAM	Caused by 3rd party changing Firewall	Yes
Cllr Bayley	13/01/2006	New laptop has some teething issues	Installed printer drivers remotely and then visited to resolve floppy drive	Yes
Cllr Cant	08/02/2006	Needs new toner for printer	Provided	Yes
Cllr Cheetham	24/01/2006	Outlook locked	Reset session	Yes
Cllr Hibbs	16/01/2006	Citrix Not working	Power failure over the weekend caused the problems - resolved by Monday morning	Yes
Cllr Hicks	16/01/2006	Citrix Not working	Power failure over the weekend caused the problems - resolved by Monday morning	Yes
Cllr Hicks	06/02/2006	Outlook locked	Reset session	Yes
Cllr Hughes	21/02/2006	Outlook locked	Reset session	Yes
Cllr Loughlin	12/01/2006	Outlook problems	Trying to access the system the wrong way	Yes
Cllr Miller	17/02/2006	Needed assistance using the UDC website	Assisted	Yes
Cllr Miller	01/03/2006	Needed assistance viewing a Planning application	Shown how to use the system	Yes
Cllr Miller	10/03/2006	Virus detected on laptop	Cleaned laptop and returned	Yes
Cllr Murphy	22/02/2006	Request to clear out his UDC mailbox as he has mail autoforwarded	Done	Yes
Cllr Pedder	10/03/2006	Needed help logging on to the Members Room pc	Done	Yes
Cllr Pedder	10/03/2006	Connector for printer in Members Room has been forced into game port on PC, bending the pins	Pins straightened and printing tested okay	Yes

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Cllr Row	18/01/2006	Problems connecting to MSAM	RSA card locked - reset now okay	Yes
Cllr Row	19/01/2006	Problems printing and needs new toner	Rebooted laptop and pc all now okay. Toner left in Members Room as agreed	Yes
Cllr Row	25/01/2006	Problems connecting to MSAM	Talked through rebooting router. Working okay once done	Yes
Cllr Savage	16/01/2006	Citrix Not working	Power failure over the weekend caused the problems - resolved by Monday morning	Yes
Cllr Savage	28/02/2006	Unable to open Outlook	Old Session reset	Yes
Cllr Savage	22/03/2006	unable to open excel files form outlook through citrix	Redirected to a different Citrix Server whilst problem fixed	Yes
Cllr Tealby-Watson	23/01/2006	autoforward has been lost	Reset, tested and now working	Yes
Cllr Thawley	10/03/2006	Wants to use his PDA on our network		
Cllr Wilcock	26/01/2006	Problems synchronising	Need to remove synchronise forms to resolve this. Now working	Yes