

**STRATA JOINT EXECUTIVE COMMITTEE**

**25 SEPTEMBER 2018**

**QUESTION FROM COUNCILLOR CLARANCE**

*Will the Executive confirm please the IT managers intentions that council members from the three authorities will receive a measure of IT support, with laptops or whatever equipment they may choose to use, to for fill their roles as councillors, on the understanding that they may not be helped immediately if more pressing crisis matters are on-going; also if such councillors IT equipment is simply too old to receive attention that a measure of help will be forthcoming with purchasing and setting up of new equipment to allow a councillor to for fill his/her role?*

The Strata IT Director reported that the Strata Joint Executive Committee on 11 June 2018 had commissioned a report on the perceived training needs of both Councillors and officers of the authorities. It was hoped that the Strata Joint Executive Committee would support a request in Part II of the agenda for the development of this service to enhance the support to both councillors and officers in relation to how to maximise the IT deployed.

It was also hoped this new service would be operational in advance of the May 2019 elections so that the deployment of any tablet devices could be complemented by a good level of handover instruction and support.

In the meantime, should a councillor need support on their IT, the advice is to log a service call with the Strata service desk, and they will use 'reasonable efforts' to perform a diagnosis of the issue and to facilitate a fix. Should a fix not be possible, i.e. it is a hardware failure, then Strata will advise the councillor of a suitable course of action to resolve the problem.