Members’ IT and IT support

In May 2018, all newly-elected Members of the Council will be set up from the outset in the Microsoft Office 365 (O365) environment, and re-elected Members will be migrated to this environment as soon as possible after the election.

O365 will allow you to access files, emails and the Council’s Intranet on any device – laptop, mobile or tablet - without the need for logging in to a ‘desktop environment’. As a result, it will no longer be necessary or possible to forward emails to private addresses as this function will be turned off for all councillors at the point of migration. To assist with this change, Officers will be asked to ensure that all correspondence with Members is made via their official council (.gov.) accounts.

Use of these official email accounts is far more secure than private addresses and is a key requirement in ensuring that the council and Members individually comply with data protection regulations and best practice. Your Council email address will not change during the transition process.

If you are a returning Member then please consider rationalising your email archiving and storage, deleting as many unwanted messages as possible. This is established good practice and may help smooth the process of your migration to O365 later in May, as importing email history into the new environment is likely to be complicated.

All Members will be provided with a council-owned iPad configured to run O365, and all your familiar Microsoft Office applications (Outlook, Word, Excel) will be available within a secure environment. You will also have access to secure “OneDrive” cloud storage.

The iPad remains Council property and will come with conditions of acceptable use, that you will be required to sign up to. The Council’s IT staff will also help ensure that you can access your private email accounts on your new council iPad if you wish – although this will be outside of the O365 secure environment.

As O365 is hosted in the ‘cloud’, you will be able to access your emails, files, etc. across the Internet from any device, not just the iPad. Support will be provided to all members via the IT Service Desk which will include support to the new iPad.

Support can be accessed via the IT Service Desk. The best way for Members to contact the IT Service Desk is by telephone. The number, available between 8am and 6pm Monday to Friday is:

020 8871 7000

If you call the IT Service Desk, please explain very early on that you are a Member of the Council. This will help the Service Desk analyst manage your call appropriately.
In some instances, particularly hardware faults or where third parties (e.g. Internet Service Providers) are involved, there may be a limit to what Council IT officers can do. They cannot carry out repairs to privately-owned IT equipment as this may invalidate warranties. Any changes required to the configuration to solve a problem or add functionality would be completed at your own risk.