



# **SERVICE AGREEMENT**

**BETWEEN**

**ELECTED MEMBERS**

**AND**

**INFORMATION SERVICES UNIT**

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## **1) INTRODUCTION**

This document defines discrete services that the City of Joondalup's Information Services Unit will provide to Elected Members. For each service, the scope and limitations of the service are defined.

## **2) GUIDING PRINCIPLES**

The following guiding principles have been used to develop this agreement:

- a) Elected Members need high availability and reliability of computer systems in order to conduct Council business.
- b) Information Services need to respond to requests for assistance from Elected Members in a timely, consistent and professional manner. To assist in this process, Elected Members need to clearly communicate the urgency of individual requests.
- c) Hardware, software and services provided by Information Services are done in accordance with the prevailing corporate standards and policies for information technology, procurement and administration.
- d) Support from Information Services is provided through a centralised Help Desk and not directly from individual Officers. This is to ensure all requests for assistance are correctly tracked and managed and the most appropriately skilled Officer allocated to each request.
- e) The Help Desk provides assistance and guidance to Elected Members on commonly used functions of supported software. This support is not intended to be a substitute for formal training in these software products. The Help Desk is available to coordinate formal IT training requirements for Elected Members on request.
- f) From time to time the information technology needs of Elected Members will change and this is recognised. This agreement describes the agreed process for modifying the services and facilities provided to Elected Members.
- g) Use of network facilities is subject to the Online Services Code of Practice.

## **3) PERIOD OF AGREEMENT**

The service agreement is to commence 1 October 2000 and conclude on 30 September 2001. Two months before the expiry date, the Manager Information Services will canvas Elected Members for any suggested amendments to the agreement such that a new agreement can be finalised for a further one year period. Any variations must be prepared in accordance with Clause 12 of the agreement.

#### **4) OBTAINING SUPPORT**

The City of Joondalup's Information Services Unit provides a centralised Help Desk service to all network users, including Elected Members, Directors, Managers and Staff.

Requests must be logged with the Help Desk rather than individual Officers. Once received, a request will be directed to the most appropriate Officer to action. Requests made to specific Officers may result in delays in responding to calls to Elected Members and should be avoided.

Requests can be logged via the telephone or online.

##### **a) Telephone**

Requests can be lodged by telephoning the Help Desk on 9400 4484. When unattended, voicemail messages can be registered. Voicemail messages need to include the Elected Members name, contact telephone number and a brief description of the problem.

##### **b) Online**

Requests can also be lodged online via the City of Joondalup network or the internet by forwarding an email message to:

ISHelpdesk ([ishelpdesk@joondalup.wa.gov.au](mailto:ishelpdesk@joondalup.wa.gov.au))

OR

Using the IS Helpdesk Request Icon on the computers desktop.

Help Desk services are available 8.30am to 5pm Monday through Friday excluding public holidays.

Online requests are preferred for all non-urgent problems. Voicemail and online requests may be logged at any time.

## **5) RESPONSE TIMES**

All calls are promptly recorded in the Help Desk system and an email generated advising the caller of the job number and a description of the problem. As soon as possible, the allocated Help Desk Officer will contact the Elected Member and seek to resolve the request at that point.

If the Help Desk is unable to provide the required assistance over the telephone it may be necessary for the Elected Members' notebook computer to be collected for remedial work by Information Services.

## **6) HARDWARE AND SOFTWARE SUPPORTED**

Support services are only available for Council supplied hardware and software which is used for Council related business.

### **a) Hardware**

The following hardware has been supplied to each Elected Member:

- i) Toshiba Satellite 4030 CDT Notebook computer with 64Mb of memory, 6 Gigabyte hard disk, CD-ROM player and 56.6 Kbits per second modem
- ii) Kyocera FS680 laser printer

### **b) Software**

The following software has been installed on the Toshiba Notebook computers:

- i) Microsoft Windows NT 4 Workstation
- ii) Microsoft Office 97
- iii) Microsoft Outlook and/or Microsoft Outlook Express
- iv) Internet Explorer 5
- v) Adobe Acrobat
- vi) Sophos Antivirus
- vii) Logoview and Logovote

## **7) PICKUP AND DELIVERY OF EQUIPMENT**

In many cases, computer hardware will need to be made available for the Information Services Unit to complete installation and problem resolution tasks. In some cases, the hardware may need to be returned to the supplier for repairs.

The collection and return of notebook computers and printers from Elected Members will be coordinated by the Help Desk. Wherever possible, the Help Desk will endeavour to pickup up, repair and return equipment within the same day unless other arrangements have been agreed with an Elected Member.

## **8) PREVENTATIVE MAINTENANCE**

To ensure the efficient operation of each Elected Members' notebook computer, Information Services Unit will perform periodic "Health Checks" of each computer.

Tasks performed during these Health Checks will vary, but will typically include:

- a) Updating the Sophos Antivirus software (Virus updates will also occur automatically in between Health Checks).
- b) Cleaning up of temporary files and virus fragments.
- c) Hard drive testing.
- d) Any minor repairs, re-installations or rectification of problems noted by Elected Members as required.
- e) Application of Service Packs (Software providers periodically release 'Service Packs' to rectify software defects and problems).

A written report of actions taken will be provided when the notebook computer is returned.

## **9) DIAL UP NETWORK FACILITIES AND LIMITATIONS**

### **a) Dial Up Access**

Elected Members can remotely access the City of Joondalup computer network on a "dial-up" basis using modems supplied with their notebook computer. These connections utilise the public telephone network (PSTN).

The connection to the City of Joondalup Administration Centre is through an ISDN primary rate interface capable of providing connection speeds of up to 56.6 Kbits per second.

### **b) Availability of Connections**

The dial-up modules installed at the City of Joondalup currently provide up to 32 concurrent sessions via 2 modules of 16 ports each. One of these modules is dedicated to Elected Members use and the other module is for general purpose use by the administration. This separation of facilities is to ensure that Elected Members can always gain access to the network.

In the event of failure of the first module the system will automatically provide backup access for Elected Members through the second dial up module. Access through the backup sixteen port module will be shared with other dial-up users under this scenario.

Likewise, in the event that the second dial-up module is not operational, Elected Members may need to temporarily share the first module with other users until the fault can be rectified.

Connection problems should be reported through the Help Desk.

**c) Connection Speed**

Dial-up facilities provided by the City of Joondalup support V.90 56.6 Kbits per second connections currently available on the PSTN. It should be noted that this is the maximum speed supported on the PSTN under optimum conditions. Advice from Telstra indicates data transmission rates of between 40 and 48 Kbits per second can be expected through the PSTN using V.90 56.6 Kbits communications equipment.

Many factors including the location of the subscribers connection in relation to the telecommunications service providers exchange/customer access module and the connection of the equipment and other equipment such as fax machines within the subscribers premises affect the data transmission speed of a dial-up connection. The City of Joondalup aims to source good quality equipment to achieve the best data transmission rates possible but cannot provide guarantees as to the quality of service to each individual user. Currently the maximum data transmission rate guaranteed through PSTN connections is only 2.4 Kbits per second.

In the event of an Elected Member consistently achieving connection speeds slower than 40 Kb/second or having frequent connection “drop-outs” then this should be reported to the Help Desk. Information Services staff will undertake testing to determine whether any faults exist with the Council supplied equipment through workshop testing and take steps to fix any such problems.

The resolution of problems with the PSTN and “on premise” cabling are outside the scope of the service agreement. Information Services can provide advice and report faults on the behalf of Elected Members but do not have the appropriate diagnostic tools or required Austel certification to diagnose faults on equipment and cabling other than that provided by the City of Joondalup.

**10) TRAINING**

Training for Elected Members on software installed on their notebook computers, which is currently:

- i) Microsoft Windows NT 4 Workstation
- ii) Microsoft Office 97
- iii) Microsoft Outlook and/or Microsoft Outlook Express
- iv) Internet Explorer 5
- v) Adobe Acrobat
- vi) Sophos Antivirus
- vii) Logoview and Logovote

Shall be arranged by the Help Desk on request. Training on any other software or system needed by an Elected Member to conduct Council business will also be

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arranged by the Help Desk on request, subject to the approval of the Manager Executive Services who is responsible for funding such training. This form of training will generally be performed by professional IT training organisations.

Information Services will also provide inhouse training to Elected Members on those aspects of the City of Joondalup network which are highly specific, for example dial in access. This will typically be provided as part of the induction process for newly Elected Members and when there are significant changes or upgrades to network systems.

### **11) OBLIGATIONS UNDER THE ONLINE SERVICES CODE OF PRACTICE**

The City of Joondalup has a corporate policy, the “Online Services Code of Practice”, that provides guidelines on the proper and acceptable usage of information services, using both internal and external networks. These currently include: internet access, email, facsimile and all other electronic data transfer using City of Joondalup information technology facilities.

The policy outlines acceptable use, obligations, network etiquette and internet usage. The policy may be viewed online via the Council’s Intranet.

Elected Members need to be aware that at a corporate level the City of Joondalup is continually reviewing its policies and processes in this area and that this will be reflected in periodic amendments to the Online Services Code of Practice.

Information Services will implement policies in areas such as access restrictions, content filtering, electronic mail and download privileges as outlined in the City of Joondalup Online Services Code of Practice and approved by the Chief Executive Officer.

An important consideration in this area is the need to maintain security on the City of Joondalup data communications network in order to minimise the risk of service disruption due to malicious attacks from unauthorised use, hacking, computer viruses and other potential threats.

### **12) VARIATIONS TO THE SERVICE AGREEMENT**

The Service Agreement will be administered by the Manager Information Services and no variation shall be executed without the prior approval of the Mayor, the Chief Executive Officer and the Manager Information Services.

Variations to the Service Agreement must:

- a) Be consistent with the prevailing corporate policies and standards for information technology, procurement and administration for the City of Joondalup
- b) Be firmly based on clearly identified business needs of Elected Members



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- c) Consider the impact on the Information Services Unit in supporting the varied arrangements.

### **13) ROLES AND RESPONSIBILITIES**

- a) Pursuant to the clauses and sub clauses of this Service Agreement the specific roles and responsibilities of both parties are:
  - i) Elected Members:
    - (1) Seek assistance from Information Services within the scope and processes defined in this agreement
    - (2) Seek resolution of service provision issues and problems using the agreed dispute resolution process
    - (3) Recommend changes and improvements to the agreement to the Mayor and Chief Executive Officer for consideration.
  - ii) Information Services Unit:
    - (1) Administer the Service Agreement
    - (2) Provide services within the context of the agreement
    - (3) Liaise with Elected Members on service provision issues where necessary
    - (4) Recommend changes and improvements to the agreement to the Mayor and Chief Executive Officer for consideration.

### **14) AUTHORISED REPRESENTATIVES**

Unless notified otherwise by either party to the other the Manager Information Services will be the representative for the City of Joondalup for discharging all of its functions to this Service Agreement and the Mayor will be the representative for Elected Members for discharging all of its functions to this Service Agreement.

### **15) DISPUTE RESOLUTION**

- a) Pursuant to the guiding principles stated under clause 2 it is the intention of both parties to resolve any dispute in a timely manner and affirm to follow the following mechanism should there be any dispute arise between them.
  - i) Dissatisfaction with services provided or disputes are to be reported to the Help Desk Coordinator. All such complaints and disputes are to be recorded. Where necessary the Help Desk Coordinator will confer with the Manager Information Services.
  - ii) If the Elected Member is dissatisfied with the initial response provided by the Help Desk Coordinator then the matter may be referred to the Manager Information Services for resolution.

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- iii) In the event that the matter cannot be successfully resolved by the Manager Information Services then the Elected Member may refer the matter to the Chief Executive Officer to resolve in conjunction with the Mayor.

**16) SIGNATORIES**

The services, terms and conditions of this document are agreed by the representative signatories:

**John Bombak**  
**Mayor**

**L O Delahaunty**  
**Chief Executive Officer**

**Date**