

**SALISBURY DISTRICT COUNCIL**

**SPECIAL DELEGATION PROCEDURE**

COMMITTEE CONCERNED: Cabinet

FROM: L R Wright                      SERVICE UNIT:                      ICT Services

DATE: 21 September 2006

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**ICT Technical Support for Councillors**

It has been determined that the existing internal ICT Technical Support Team are unable to provide the necessary level of technical support to enable Councillors to continue to use their SDC supplied home PC's with the minimum of inconvenience. There are a number of requests for assistance from Councillors still outstanding at the present time, and at least 6 Councillors machines have now failed, with the result that they are currently unable to use email, word processing facilities, etc.

This situation has arisen due to unexpectedly heavy demand for assistance from Councillors, which it was hoped could have been accommodated within the existing resources of the ICT Technical Support Team.

To rectify this situation as swiftly as possible, it is recommended that relevant standing orders be waived, allowing the Head of ICT Services to immediately engage additional technical support only, on a temporary call-off basis, as may be determined dependant on need. In accordance with Cabinet's decision in July 2006, the situation regarding Councillors ICT support and training will be regularised from May 2007, at which time it is intended that a formal contractual arrangement will commence, with a review being taken after a further 6 months.

It is considered that the cost of additional technical support up until May 2007, can be met from within existing ICT budgets.

For further information please contact the Head of ICT Services, Mr Les Wright, on (01722) 434259 or [lwright@salisbury.gov.uk](mailto:lwright@salisbury.gov.uk)

Please tick relevant box)

IMPLICATIONS	OFFICER	COMMENTS (incl)	NONE	NOT APPLICABLE
Legal	J Crawford	OK provided the call off is for a fixed duration, expenditure during its lifetime will not exceed £30000 and the council is not committed to using the call off exclusively or at all		
Financial	A Osborne	Contained within existing budgets		
Personnel		Any call-off contract arising from approval of this special delegation should be formulated and used in such a way that there is no likelihood of claims for continuous employment arising as a result of a provider's previous employment with the council		
Environmental				√

Co-ordinated with \_\_\_\_\_ Officer (s) \_\_\_\_\_ Unit (s) \_\_\_\_\_

**APPROVED:**

Leader/ Deputy Leader: ..... Portfolio Holder/Deputy: .....

Copy to: Chairman and Vice Chairman of Resources OSP