

P. LOAN OF EQUIPMENT - SPECIFICATION SCHEDULE

TECHNOLOGY OFFERING

The Enterprise Technology Unit provides elected members with a device catalogue to support their councillor duties, as listed below.

1. Hosted email account – ald.[surname]@hobartcity.com.au or cr.[surname]@hobartcity.com.au

2. Microsoft Surface LTE (current generation - specifications available upon request)
 - LTE/4G Data Service
 - Included accessories:
 - Keyboard Type Cover
 - Stylus
 - Wireless Mouse
 - Included software:
 - Microsoft Windows
 - Microsoft Office
 - Antivirus Protection
 - Adobe Reader
 - Google Chrome
 - TeamViewer (enables remote support)

3. Mobile Phone
 - Available options
 - iPhone (current model)
 - Included accessories:
 - Apple silicone case
 - One additional charging cable

4. HP Officejet Printer (current available model)
 - All-in-one unit that provides printing and scanning functionality.

Equipment will be replaced in line with the Council's standard replacement schedules.

Retiring Aldermen/Councillors may make application to the General Manager to purchase equipment which has been issued to them as an Alderman/Councillor, subject to their agreement to pay the market/valuation price, as determined by the General Manager.

SUPPORT

The Enterprise Technology Unit provides technical support to the Council in the performance of their elected member duties. Aldermen/Councillors are asked to address their queries and requests through the channels listed below for technology related issues.

Business Hours (Monday to Friday 8am – 5pm)

Enterprise Technology Unit: Floor 2, Annex to the Town Hall, 50 Macquarie St, Hobart TAS 7000

Email: helpdesk@hobartcity.com.au

Phone: 6238 2784

When wishing to speak to a technician in person, if possible, please call ahead to help ensure the technician or equipment will be available upon your arrival, so your request can be actioned with minimal delay.

Technical services provided:

- Support & troubleshooting of items included in the Aldermanic Technology and Telecommunication services offering
- Requests for new or replacement items included in the Aldermanic Technology Offering
- Replacement consumables for council issued printers
- General operational technical support and advice *
- Reporting of lost, stolen or damaged devices
- Questions or feedback about ICT support and services

* Enterprise Technology may not be able to provide advice or support of technologies that are not included in the Aldermanic Technology Offering.

After Hours

(Outside business hours and public holidays)

Phone: (03) 8508 7664

Technical services provided:

- Report failure of major Enterprise Technology IT Services
- Report the loss or theft of IT equipment provided by Enterprise Technology
- Report cyber security incidents

Reception will take your details and a summary of the problem. A technician will then contact you within 30 minutes.