

ICT Provision During Homeworking

Those of you working from home will have seen some severe performance issues. We have at least 6 times more people connecting from home than we have ever had before. Significant work has been carried out by Wipro over the last few days to enable this, but still more capacity is being worked on at the moment.

UNTIL FURTHER NOTICE:

- Staff using systems relating to critical welfare services and support systems – CareFirst and Revs & Bens and related systems including Integra – have **priority access at all times**;
- Other staff working on critical “people” welfare services should **connect in the morning only** if possible, up until 1pm
- Staff working on “place” related services and systems should **connect in the afternoon only** if possible, from 1pm
- **Teaching staff** should avoid using Council computers and should access Google systems using home devices or Chromebooks
- Staff only accessing Outlook email, and who have registered with Microsoft Authenticator, should connect using their home device where possible;
- If you only need to check email on a Council device, work offline and only connect occasionally to send or download;
- If you are working with a system that can operate offline – download what you need and work offline;
- If you have a BT MeetMe telephone conferencing account, use that for team meetings, as it won’t touch our network;

If in any doubt about whether you are carrying out a critical function – please connect through your line management.

If you have technical problems – please call the Wipro Service Desk on 01463 253150