

**MONMOUTHSHIRE COUNTY COUNCIL  
REPORT**

<p><b>SUBJECT: MEMBERS IT</b> <b>MEETING: DEMOCRATIC SERVICES COMMITTEE</b> <b>DATE: 10<sup>th</sup> February 2020</b> <b>DIVISION/WARDS AFFECTED: N/A</b></p>
--

**1. PURPOSE:**

To support the discussion with regard to Members IT issues, added to the agenda at the request of members and the Audit Committee.

**2. KEY ISSUES:**

Following on from complaints from elected members regarding IT issues, the attached summary at Appendix A highlights the frequency and topic of issues logged with SRS since the 1<sup>st</sup> October 2019. The list has been anonymised and where there are multiple calls, these have been for the same councillor.

In summary;

- 27 of 43 members logged no complaints of IT issues during that period.
- 40 calls logged with SRS during the period
- 26 of 39 were locked account calls
- 10 calls related to password changes/reset. Unable to verify if genuine password change or a fix for locked accounts.
- 2 calls regarding issues with checkpoint mobile.
- 2 calls for other specific issues.

**3. REASONS:**

To assist the committee with the ICT discussion.

**4. RESOURCE IMPLICATIONS:**

None

**5. SUSTAINABLE DEVELOPMENT AND EQUALITY IMPLICATIONS:**

None

**6. SAFEGUARDING AND CORPORATE PARENTING IMPLICATIONS:**

None

**7. AUTHOR:**

John Pearson, Local Democracy Manager  
Email: johnpearson@monmouthshire.gov.uk

## Appendix A – List of Councillor Call Logs with SRS since 1/10/19

Name	Calls since 01/10/2019
	4 calls logged Call 439621 on 01/10/19 – Password Reset Call 442348 on 09/10/19 – Account Locked Call 446948 on 24/10/19 – Surface Pro Issue Call 446949 on 24/10/19 – Account Locked
	3 calls logged Call 28195 on 16/01/20 – Password Reset Call 28207 on 16/01/20 – Password Reset Call 28993 on 21/01/20 – Password Reset
	Call 25792 on 07/01/20 – Account Locked Call 448600 on 01/11/19 – Account locked
	Call 28548 on 17/01/20 – Email issue on ipad
	2 calls logged Call 456132 on 27/11/19 – Password reset Call 456133 on 27/11/19 – Account locked
	10 calls logged Call 444630 on 16/10/19 – Account locked Call 26403 on 09/01/20 – Account locked Call 26752 on 10/01/20 – Account locked Call 27203 on 14/01/20 – Account locked Call 28495 on 17/01/20 – Account locked Call 28604 on 20/01/20 – Account locked Call 29179 on 21/01/20 – Account locked Call 29557 on 22/01/20 – Outlook Issue – account locked Call 29820 on 23/01/20 – Account locked Call 30152 on 24/01/20 – Account locked
	Call 28041 on 16/01/20 – Password reset
	Call 20197 on 12/01/20 – Account locked
	Call 20648 on 05/12/20 – Account locked
	2 calls logged Call 448601 on 01/11/19 – Password reset Call 448614 on 19/11/19 – Checkpoint issue
	6 calls logged Call 20217 on 04/12/19 – Account locked Call 23305 on 17/12/19 – Account locked Call 24407 on 27/12/19 – Account locked Call 24617 on 31/12/19 – Account locked

Call 25043 on 03/01/20 – Account locked  
Call 457587 on 15/01/20 – Account locked  
Call 27284 on 14/01/20 – Account locked

2 calls logged

Call 455188 on 25/11/19 – Password reset  
Call 455478 on 02/12/19 – Checkpoint issue

Call 21895 on 11/12/19 – Password reset

3 calls logged

Call 454268 on 20/11/19 – Password reset  
Call 29923 on 23/01/20 – Account locked  
Call 30257 on 24/01/20 – Account locked