# INTRODUCTION

## Welcome to the ICT Critical User Service

The aim of this service is to help Critical Users become more self-sufficient, to support and maximise the councils' investment in new technologies and also provide a 'rapid response' capability where necessary.

In Summary:

1. The Critical User Service is an enhancement to the current ICT Service – all existing methods of communicating with ICT remain in place (Service Now App or Tel: 01452 42(5999)) to provide ICT support Mon – Fri 8am – 6pm supplemented by new capabilities – this includes the introduction of new digital methods of obtaining ICT support **outside of normal working hours** such as the self-service password reset tool.

2. All support calls raised with the ICT Service Desk by (or on behalf of) defined Critical Users will be prioritised and logged recognising your status - an enhanced 'rapid response' capability will be provided by all available ICT resources including access to two dedicated on-site resources (Critical User Engineers) based in Shire Hall.

3. The Critical User Engineers are available to provide a rapid response where necessary and are contactable Monday to Friday within council core working hours via the dedicated communication methods shown below:

   **01452 425252 or criticaluser@gloucestershire.gov.uk**

   Support calls raised via these routes will automatically be directed to the first available Critical User Engineer (subject to availability) - both engineers will be able to pick up calls and emails promptly even when away from their desks – if neither engineer is available your call will still be picked up and logged by the ICT Service desk as normal.  The Critical User Engineers are:
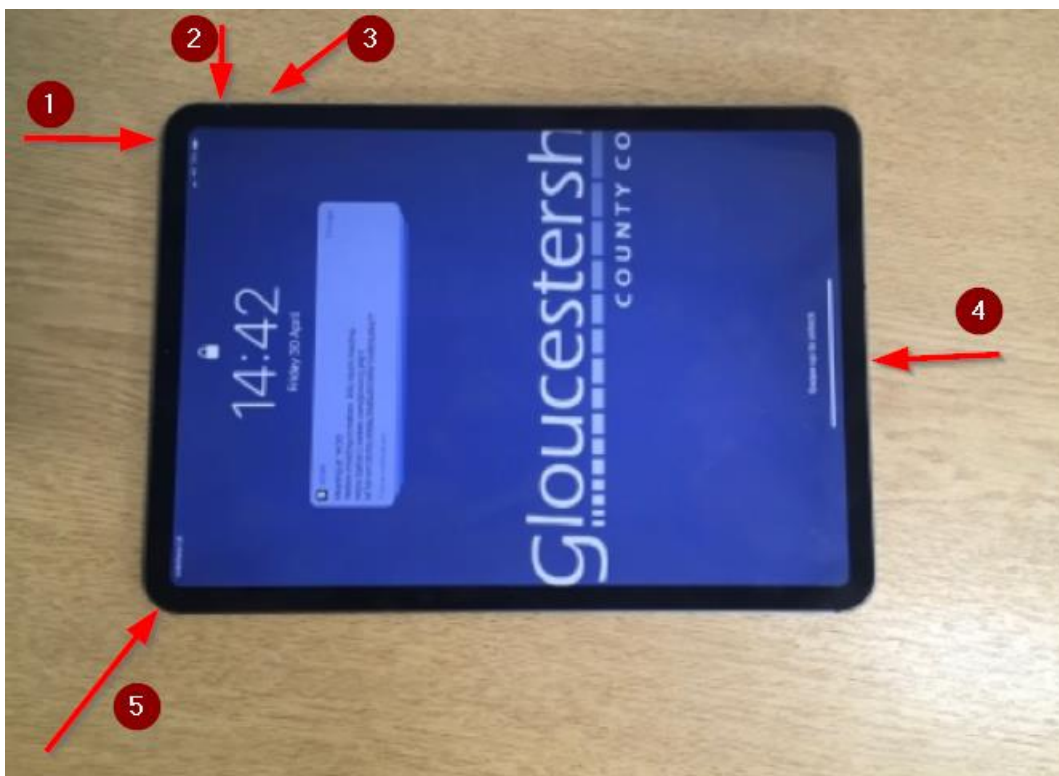
   o   Dave Letman: david.letman@gloucestershire.gov.uk
   o   David Tinsley: david.tinsley@gloucestershire.gov.uk

   The benefits of this service to Critical Users will be to help maximise their use of technology at the council, helping you become more self-sufficient and able to explore new ways to optimise your productivity.
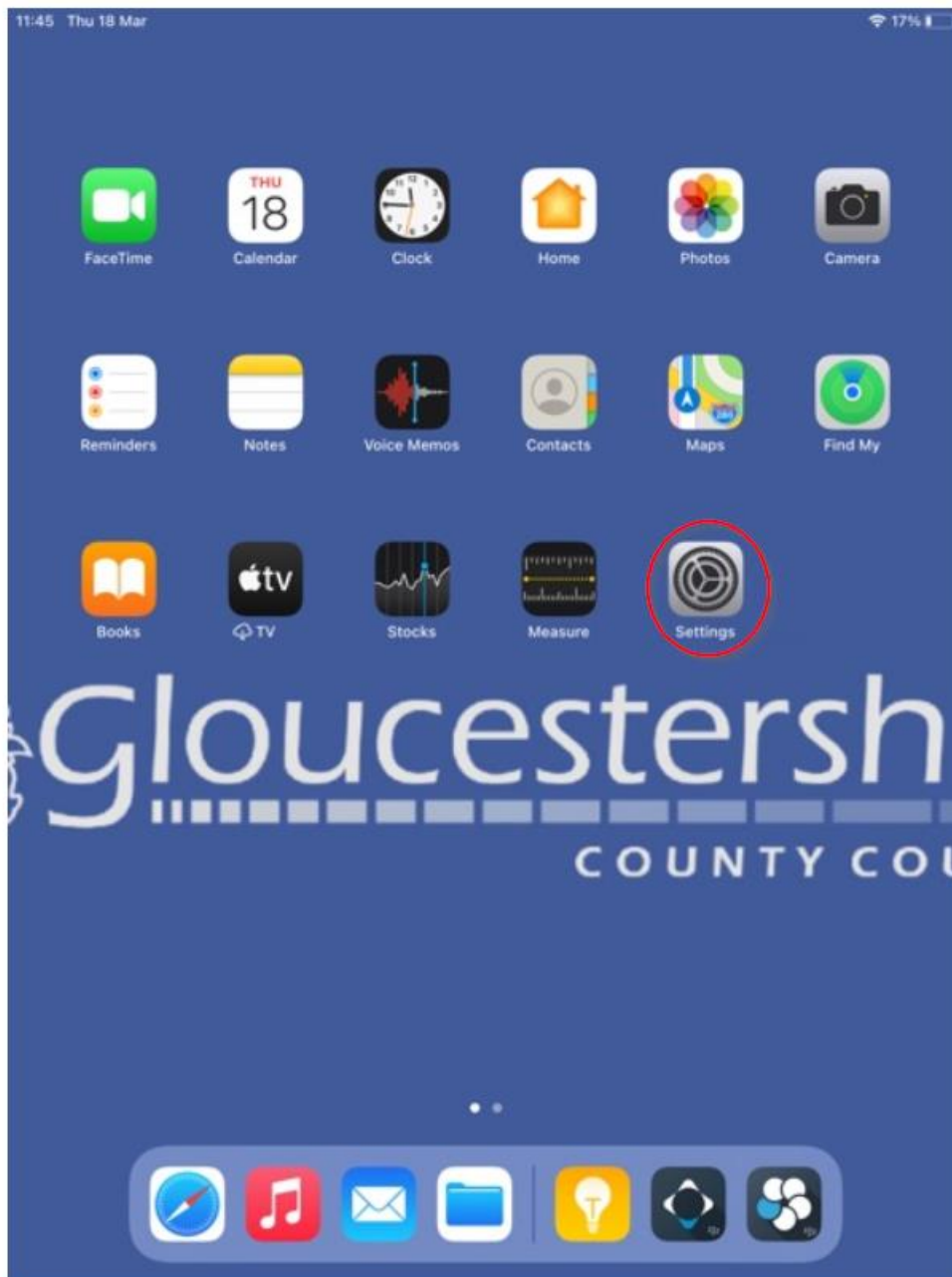
**Module 1**

Overview of iPad

iPad Hardware – the iPad has a (1)"power off\on"  (2)& (3)"Volume up\down" buttons, (4)"Power Point"and (5) "Camera"

Once logged onto your iPad you will be presented with the following screens. In this module we will do a quick overview of the apps that are configured on your iPad and what extra apps you can be install. The below screen shots show your "Core" apps, circled. These apps are your "essentials",

**Work Apps** – This folder contains GCC approved software which a user can download and use.

**UEM Client** – This is the "client" app which allows your BlackBerry apps to run on your iPad.  You do not need to open this app.

**Work Tasks** – This will allow you to set up tasks, reminder.  I don't know anyone that uses this.

**Access** - This allows you to open up attachments, click on links within your email and browse the internet.

**Work** – This is your email app and will be your most used tool.  We will go deeper into this app later.

**Teams, Jabber, Webex Meet** – These are your audio video meeting apps

**Mod.gov** – This is where your papers, Committee meetings, agenda etc are held.

**DoJo** – Information Security Documentation

**FastPass** – After you have registered\configured the app you will be able to change your password if forgotten.

**Settings** – This is where you can set brightness, password, finger prints access, install updates etc.

**Module 2**

Overview of Apps

**Work Apps**

This folder is where all GCC approved apps that you can use are held.  If you want another app added you will have to go through DSU and put a case together giving reasons why you want it.  This request will then go through IM and Security Depts for testing.  Once passed a Change Request will need to be raised followed by budgeting\license costs.  Please note this is not something that you request and it is install the next day\week.  Quick Demo.

**UEM Client.**

This app is what makes your BlackBerry apps on your iPad run.  You should not open this app unless requested by the IT Support Team when they are carrying out investigations into any issues you are having.
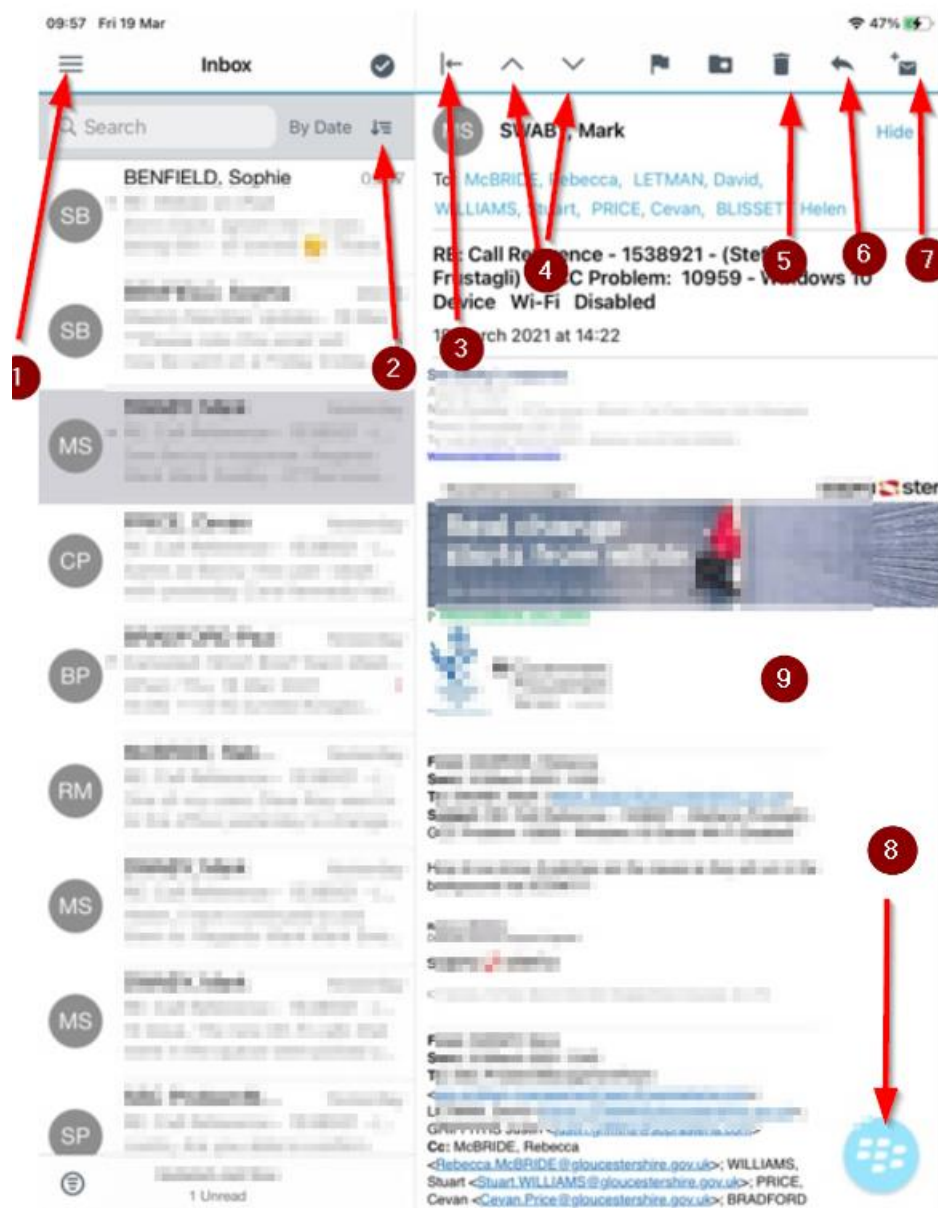
**Work Tasks.**

This app will allow you to create Tasks\Reminders for future dates.  Quick Demo

**Access.**

This app will allow you to connect to links sent in your email and also allow you to brows the Internet. This app is very "clunky". Quick Demo.
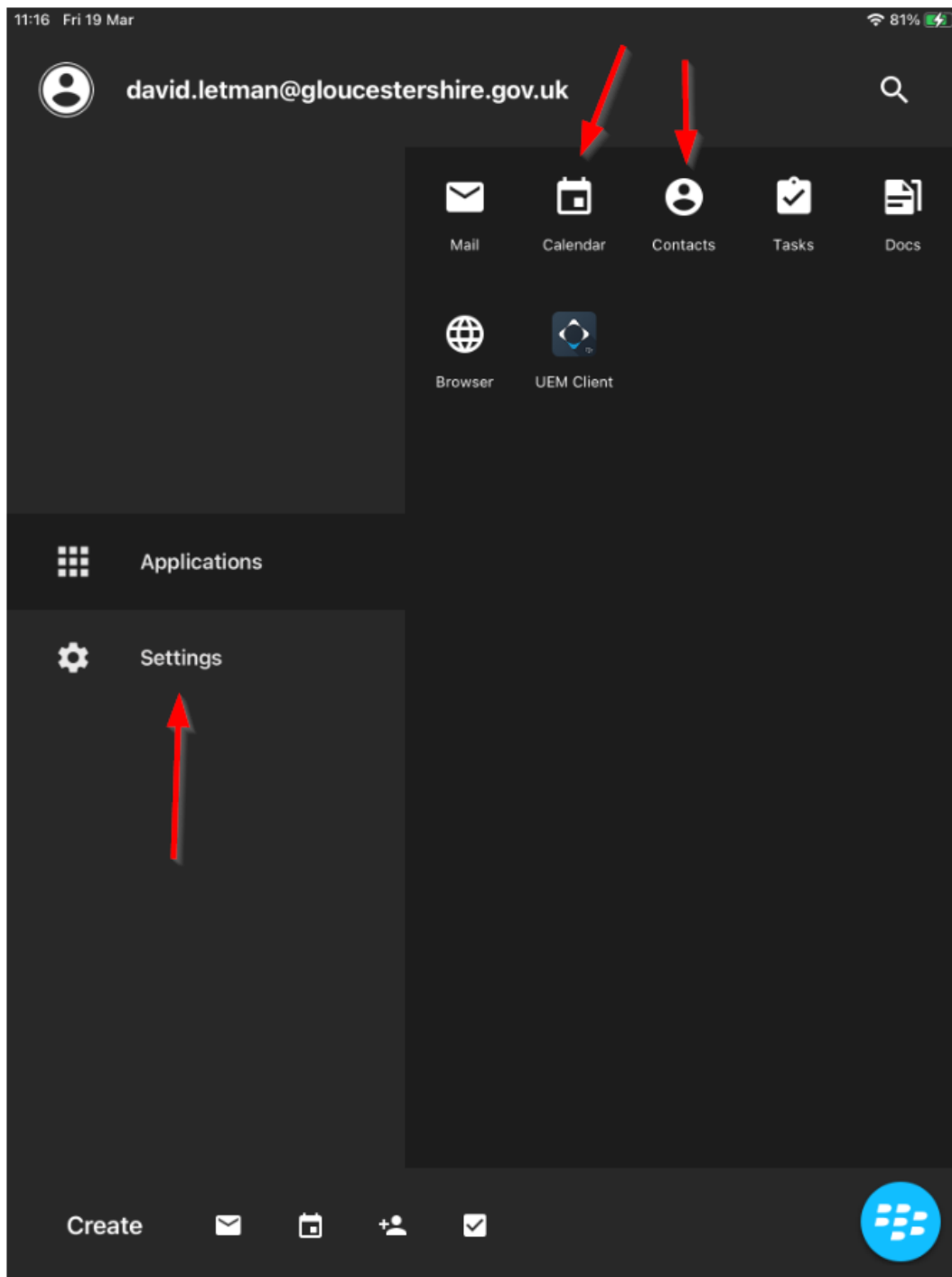
**Work.**

This app allows you to email and will be your most used app.  Once logged in you will see the following tile:

1 – Gives you access to other mail folder – Out, sent etc.
2 – Sets mail to latest or oldest.
3 – Allows the mail you are reading to expand to the full page.
4 – Open mail in the reading pane
5 – Deletes highlighted mail
6 – Reply or forward select mail
7 – Send a new mail.

8 – By tapping on this you will get into the Applications and settings tile where you get access to Contacts, Calender etc and also settings:



By tapping on "Settings" you can personalise your BlackBerry mail profile. For example, you can add a signature block to any of your outgoing emails:

Settings>Mail>Signature.
Set signature block as follows:


Cllr……….

Division………

If you are contacting me as a local constituent please be aware I may need to share your personal information when contacting County Council Officers or other agencies relevant to your query.
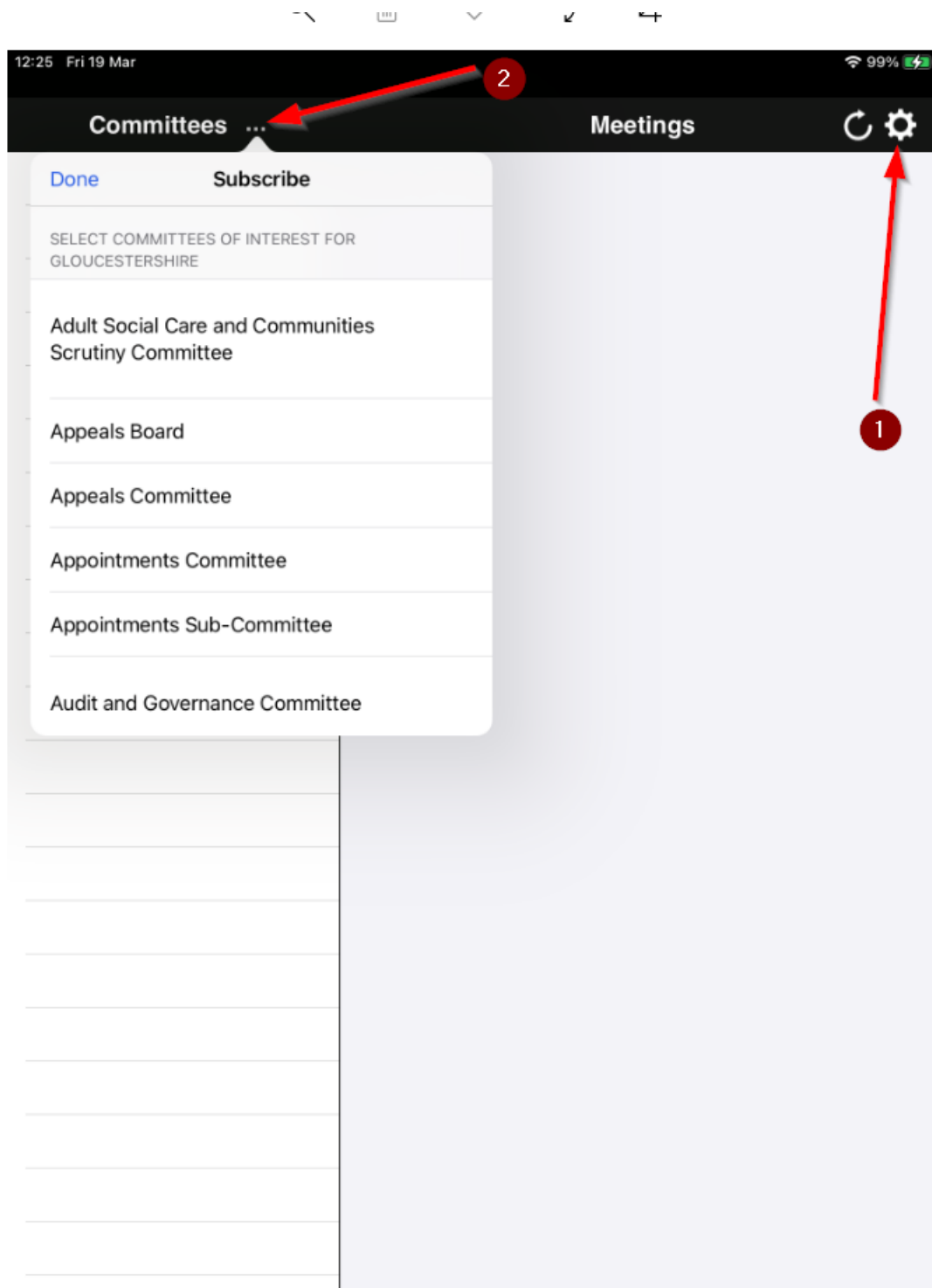
For more information on how I and the County Council use personal data visit [www.gloucestershire.gov.uk/privacynotices](www.gloucestershire.gov.uk/privacynotices)

Give Demo.


**Webex, Teams, Jabber Meetings.**
These are yourvideo meeting apps.
Give demo.

**Mod.gov**.
This is where Committee papers, Committee meetings, agenda etc are held.  Tap on the Mod.gov icon and the following tile will appear:

1 – Tap on the "Cog" symbol, tap on "Publishers" and scroll down to find "Gloucestershire" and tap.
2 – tap on the three "…" then select the committees you are interested in.

Give demo.


**Dojo**

Dojo is an electronic training tool that will walk you through, in bite size chunks, training modules on IT security how to protect yourself against cyber attack, hackers, physical hardware security etc.

Give demo.

**FastPass.**

The FastPast Password Manager Service is designed to allow users change login password problems without having to contact the Services Desk.  To get access to this tool you will first have to enroll. The enrolment process involves selecting 6 questions of your choice and giving answers.  This is a one-off process and you will not have to enroll again – unless you forget the answers to your questions.  Once enrolled you will then have the opportunity to change\unlock your password.

Give demo

**Settings.**

Tap on the "Settings" icon and you have access to your iPad settings including Display and Brightness, Touch\Face ID and passcode, Software updates, WiFi, etc.  Please NOTE – while in "Settings" you are NOT to register your iPad with Apple or set the "Auto-Lock Time" on the iPad to "Never"

Give demo

**Do's and Don'ts**

Do report any suspicious emails
Do not reply, click on links or open attachments to suspicious emails
Password Security – If after 3 failed attempts of using a password please contact us so we can talk you through how to resolve the issue
Do not keep trying to guess your password – you will disable the iPad and all data will be deleted as a security policy.  A visit to site will then be required.
Do not allow none GCC staff access to your iPad or allow them to setup apps.
Do contact us if you have any security worries at all.
Do not add the iPad to your Apple Account.