For more information

A booklet outling more detail regarding service developments, prioritisation, timescales, and technology transformation projects is available.

For further information contact:
Fay Sutton,
Change & Engagement Lead

fay.sutton@cityoflondon.gov.uk
Telephone: 0207 332 3640

New Projects

The IS team are here to help you get the most from technology to improve and modernise your service.

All new projects must be discussed with your Business Partner. A business case will need to be developed to ensure the your project aligns with departmental business plans and the wider corporate roadmap.

In cases where the project is works across or involves different departments or business areas or has a potential corporate, strategic impact, the project will be reviewed by the Corporate Programme Delivery Unit (CPDU) and submitted to Summit Group for approval.

All projects will have to be funded appropriately including ongoing revenue costs.

IS :
The Way We Work

Quick Guide

This is your handy guide to accessing IS services, who to contact and where to go for further support and guidance.

What we offer

Working With Us

Business Partnering: Working with you

We can...

- **Resolve** your IT issues through the IS servicdesk
- Offer product, service and training information via the self service **Customer Portal**
- Assist you in achieving your business plans through modern effective technology and project support
- Protect your IT assets via Industry standard security accreditation (ISO27001)
- Assist you in **managing your information and data effectively**
- Work effectively in the office or remotely

Contact:

📞 **0207 332 1001**

✉ **helpdesk@cityoflondon.gov.uk**

🖱 **http://ict**

8am-6pm, Monday- Friday

Contact the helpdesk if you

- Have Issues with your PC, laptop, telephony, mobile device or application;
- Need to request a new account or system access;
- Track progress on a current call

You will be emailed a **call ref number**

What happens next

Each call is allocated a **priority rating**

- Critical systems are allocated priority 1 (or P1) **resolved in 2 hours**
- Priority 2 resolution in **2 - 4 hours**
- Priority 3 resolution in **8 hours**
- Priority 4 resolution **16 hours.**

Critical Systems allocated as Priority 1 are dealt with 24/7, 7 days a week.

More about priority ratings on Colnet

Out of office support for these incidents only is

020 3103 5301

Every department is allocated a Business Partner, skilled in change managment and how technology can help you improve your service. They can work with you on your technology projects to assist you in meeting your busines objectives. They are your **single point of contact** for your department and can help you with:

- Developing new projects
- Points of escalation
- Updates on how planned IS changes affect you and what you have to do
- Review IS service levels
- Recommend upgrades and improvements to your systems and applications
- Assist with purchasing new technology

Your account manager can be found on the intranet at:

colnet/departments/chamberlains/IS