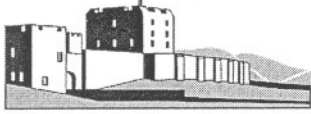


**Corporate Resources
Overview & Scrutiny**

**CARLISLE
CITY COUNCIL**



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Committee Report

Public

Date of Meeting: 13 May 2004

Title: Broadband for Members

Report of: HEAD OF CUSTOMER AND INFORMATION SERVICES

Report reference: CIS 01-05

Summary:

The paper reports on the provision of a home broadband service to Members.

Recommendations:

It is recommended that Members note the report.

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BROADBAND FOR MEMBERS

1. INTRODUCTION

- 1.1 Currently Members are entitled to receive from the Council, facilities for home computing. As part of that provision, connection to an Internet service is provided. This is delivered through a dial-up modem to the Council's network service. This provides a secure gateway to the Internet, providing anti-virus, anti-spam and general protection against inappropriate use.
- 1.2 The dial-up service is delivered at a 56kB rate and connects to the Council's 4Mb internet connection.
- 1.3 Until now this has proved adequate for most purposes. However, over time this connection speed has started to become limiting as on-line services require and assume users have access to broadband. Connection via broadband service has started to become the norm for increasing numbers of users. Where the service is physically possible, with its faster connection rate and always on capability, it has started to become the service of first choice.
- 1.4 To upgrade Members to such a service would require several steps:-
 - 1.4.1 Geographical Location. Broadband is not always where Members are located. In these locations it will not be physically possible to connect Members via broadband.
 - 1.4.2 The Council's own internet connection needs to be of sufficient capacity to support the additional traffic. This capacity is sufficient for the current requirement but would require subscribing to a higher level of service.
 - 1.4.3 The method of home connection to the corporate service relies on secure specialist network equipment located at the Civic Centre. Unfortunately, this will only operate on dial-up services. This would need to be replaced to support a home broadband service for Members.
 - 1.4.4 There would also need to be a general upgrade to Members home IT equipment to install ADSL modems to connect to the corporate facility.

- 1.5 There is a further issue that would need to be resolved. Subscriber broadband services cost more than subscriber dial up services. Member allowances cover the cost for a dial up service. These would have to be upgraded to cover the additional cost.

- 1.6 In general, upgrading Members to a broadband service would require a complete upgrade to the Council's dial up service. This would need to form part of a fully worked budget bid for the coming year.

JOHN NUTLEY

HEAD OF CUSTOMER AND INFORMATION SERVICES