



Legislative
Computer
Services

IT SERVICE CATALOG

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About Legislative Computer Services

Description

Legislative Computer Services is one of 5 departments created to support the Legislative Branch. We provide non-partisan IT support to Legislators and Legislative support staff.

What We Provide

- Office hours of 7:30—5:30, during Session
- Secure, networked computer equipment
- Secure Data storage, backup, and recovery
- Secure email services
- General software training
- General technical support
- Video presentation capability
- Local and long distance services
- Technical support for personal IT equipment used for Legislative business
- Network services – data, voice, and video
- Wide area information network, including Internet
- Local area network services
- Wireless local area networks
- State-of-the-art data center facilities
- Offsite data center
- Disaster recovery
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Office Hours

Our office is located in 063-W on the Garden Level, in the hallway leading to the Docking Tunnel

What we provide

- Session Hours
 - 7:30—5:30, Monday—Friday
- Off Session Hours
 - 8:00—5:00, Monday—Friday
- After Hours Emergency Assistance
 - At night, the weekends, and holidays, the regular Service Desk phone (785-368-7158) is forwarded to the cell phone of the Service Technician on call. The on-call technician has volunteered and is not required to be in the Capitol. Our goal is return any message within one hour

Service Desk Assistance

Description

When you contact the Service Desk (785-368-8157), the Technicians are trained to assist you with most of your IT questions over the phone. They also have the capacity, with your permission, to remotely access your state equipment to assist or diagnose as you watch. In addition to the phone Technicians, we also have “Runner” Technicians who will come to your office, committee room, or the Chambers to help.

What we provide:

- Service desk phone assistance (785-368-7157)
- Remote access assistance to state equipment using the Altiris D-Agent Service
- Printer cartridge replacement for state issued printers
- Printer cartridge replacement for personal printers during Session only
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Secure, networked Computer Equipment

Description

We understand the connection between the Legislature and the Public. Legislators and staff need to quickly and efficiently communicate not only to constituents anywhere within the State, but also with others around the country and world. The state provides some of the IT equipment necessary to accomplish this task.

What we provide:

- Laptop computers are available to all Legislators
- Laptop computers for all Committee Assistants and some Leadership Staff
- Desktop computers for all Office Assistants
- Networked printers for all Committee and Office Assistants
- Networked scanners for PDF creation and email are available on every floor of the Capitol

Secure email service

Description

Safe, secure email is one of the most efficient and cost effective forms of mass communication. Our robust system can provide email in a number of ways.

What we provide:

- Microsoft Exchange 2010 email server, located in our secure Data Center
- Microsoft Office Outlook 2010 email client on all State equipment
- The ability to access the Exchange server from any computer using Outlook Web Access
- The ability to set-up email on most personal devices (laptops, tablets, smart phones) using Exchange or IMAP

Video presentation capability

Description

Using either VGA projectors or Plasma screen monitors, presentations are vividly displayed in any committee or conference room

What we provide

- VGA projectors that connect to laptops or desktops
- Plasma screen monitors that connect to laptops or desktops
- The ability to video conference (via Skype)

Network services – data, voice, and video

Description

In conjunction with OITS, the Kansas Wide Area Information Network (KanWin) provides secure access to state agencies, local units of government, and the Internet (the Web). This network is wired and wireless throughout the Capitol Complex; it is available in every Legislative office, Staff support offices, and both Chambers.

What we provide

- Internet access to both state equipment and personal equipment
- A secure network, including intrusion detection, prevention, and a border firewall
- There is a redundant backbone infrastructure
- A secure WLAN (Wireless Local Area Network) to access a agency-specified LAN (Local Area Network)
- Controlled wireless Internet access for guests and the public
- Redundant access controllers and access points

Data Storage Services

Description

We provide a secure, logical, and consistent method to store and archive all electronic data in our state-of-the-art data centers. This data management system moves data between devices as needed by computer programs

What we provide

- Secure data backup and recovery with an emphasis on data integrity and availability (Legislators use the V drive, Staff use the G drive)
- Utilization of data de-duplication technology to efficiently manage backup storage using a Storage Area Network (SAN)
- Storage replication technology between the local (sub-basement of the Capitol) and off-site (Wichita) data centers
- The ability, if there was a worse-case-scenario disaster, to have limited access to Legislative information within hours, and full access within a few days

General Software Training

Description

We offer guidance in the use of available software to all Legislators and staff. The material covers introductory information for the new user up to advanced information for the power user. Classes are held in our Training room on the Garden level, or arrangements can be made for one to one sessions. Throughout Session, additional tips & tricks are sent out by email.

What we provide

- Basic to advanced information concerning word processing using Microsoft Word 2010
- Basic to advanced information concerning spreadsheets using Microsoft Excel 2010
- Basic to advanced information concerning email, contacts, and calendar management using Microsoft Outlook 2010
- Basic information about creating and maintaining databases using Microsoft Access
- Basic information about creating presentations using Microsoft PowerPoint
- Basic information about creating newsletters using Microsoft Publisher
- Information concerning navigation of the Legislative Interface (KLISS)