Member and Member Staff Support

1. ISD will install the redistricting application on the computers designated by the President Pro Tempore and the Speaker of the House.
2. ISD will provide technical training on the redistricting application.
3. ISD will provide technical support to members and member staff who have the redistricting application installed on their computers.
4. ISD staff does not provide plan design and legal advice to members and member staff; that assistance is provided by the Legislative Analysis Division.
5. ISD will provide one or more small redistricting workrooms that can be reserved by members and member staff.
   a. An ISD staff member will be available to provide technical assistance in operating software and hardware.
   b. Appointments must be scheduled in advance.
   c. Rooms may be reserved for periods of up to four hours.
   d. An individual may reserve only one time slot at a time. That appointment must be used or cancelled before another is scheduled.
   e. ISD will maintain a reserve waiting list of members who want to reserve a time slot. If an appointment is cancelled, or a member fails to keep an appointment, ISD will notify the first member on that list of the availability.
6. Members and member staff will be responsible for generating their own maps, reports, and datasets. ISD will generate these materials only when users, due to limitations of software or hardware, cannot generate them.
7. Requests on behalf of members must come from members or legislative staff directly. They will otherwise be considered public access requests.

Support of Central Legislative Staff

1. ISD will provide hardware, software, training, and technical support to assigned central staff.
2. Central staff will be responsible for generating their own maps, reports, and datasets.
3. A plotter will be available where central staff can direct large format maps.
4. A color copier will be made available were central staff can copy maps.
5. The materials production role of ISD will be limited to specialized items that cannot be generated within the divisions due to software limitations.

Public Access

1. ISD will provide a public access room where the general public can build their own district plans.
2. Public access hours will be between 8:00 a.m. and 5:00 p.m. Monday through Friday.
3. An ISD staff member will be available to provide technical assistance in operating software and hardware only.
4. Appointments must be scheduled in advance.
5. Workstations may be reserved for periods of up to three hours.
6. An individual may reserve only one time slot at a time. That appointment must be used or cancelled before another is scheduled.
7. All plans created on the public access workstations will be considered public information. Any plans created on the workstations will be archived on legislative data network storage devices.
8. A color printer will be available in the public access room for users to produce hard copies of their plans and associated reports. Custom and large-format maps of publicly created plans will be treated like any other external map request to ISD, and copying costs apply.
9. A directory on the local machine will be provided for storage of district plans, reports, etc. Users are encouraged to bring a flash drive, so that upon completion of the session, the public user can save any plans created. Following a session, the local output directory will be purged in preparation for the next session. If a public user wishes to continue work on a plan created in an earlier session, it is the responsibility of the public user to bring any previously saved work to the session, as ISD will not be responsible for managing public user files.
10. All media received from external sources will be subject to a virus scan. Detection of a virus will warrant rejection of the submitted item.

Confidentiality of Plans

1. To get information on a non-public plan, individuals must contact either the plan author or a system user to which the author has granted access, to determine if that information may be released in accordance with Article 17 of Chapter 120 of the General Statutes or other applicable law.
2. Plan authors may request materials from ISD that cannot be generated by the plan author due to hardware or software limitations. Such requests must be made in writing by the plan author (e-mail is acceptable).
3. Access to ISD printer areas and the legislative print shop is restricted to central legislative staff to ensure plan confidentiality.

Plan Imports

1. Plan files from external sources can be imported, provided they are submitted in a delimited text format, each line consisting of a block key followed by a district number. Block keys must be in the format *state-county-tract-block* (e.g. 370156501002100).
2. All media received from external sources will be subject to a virus scan. Detection of a virus will warrant rejection of the submitted item.