

TEIGNBRIDGE DISTRICT COUNCIL

OVERVIEW & SCRUTINY COMMITTEE

17 DECEMBER 2019

PART I

Report Title	Members IT Provision
Purpose of Report	This report sets out the options for Members IT Provision going forward
Recommendation(s)	Overview and Scrutiny Committee recommends to Executive the way forward for the provision for Members IT - see section 7 of the report.
Financial Implications	Members have been provided with secure IT devices to carry out their approved duties at a cost of £26,377. The additional unbudgeted cost to enable access on multiple personal devices is an estimated £17,796 to June 2022. Clare Moors, Accountant Email: clare.moors@teignbridge.gov.uk
Legal Implications	There are no Legal Implications other than those referred to at Paragraph 6.3 Paul Woodhead Legal services Team Leader and deputy Monitoring officer Email: paul.woodhead@teignbridge.gov.uk
Risk Assessment	Mitigations to cover Data Protection, IT and cyber security risks have been considered and are covered in section 6.3. A Data Protection Impact Assessment has been undertaken in accordance with the Data Protection Act 2018. Democratic Services Team Leader sarah.selway@teignbridge.gov.uk
Environmental/ Climate Change Implications	There are no direct carbon/environmental implications arising from the recommendation to this report. Democratic Services Team Leader sarah.selway@teignbridge.gov.uk
Report Author	Democratic Services Team Leader & Deputy Monitoring Officer Email: sarah.selway@teignbridge.gov.uk IT Director Strata Service Solutions Email: Laurence.whitlock@strata.solutions
Portfolio Holder	Portfolio Holder for Communities & IT
Appendices / Background Papers	Appendix A – Full Council report - 14 January 2019 Appendix A Appendix B – Acceptable Use Agreement

1. BACKGROUND

- 1.1 Full Council 14 January 2019 considered the Scheme of Members Allowances and Members IT which included the recommendation that members moved from a shared Office 365 environment to an AirWatch managed iPad solution in May 2019 to provide sole access of their Council emails and ModernGov platform (used to access all Committee agendas, reports and minutes). The selected iPads have Wifi access and are Sim enabled should members wish to purchase their own Sim card, the devices can also be tethered to another Sim enabled device (such as a mobile phone) to allow access where there is no Wifi available.
- 1.2 When members collected their devices they signed an agreement to say that:-
- Appropriate care will be taken with the equipment
 - The equipment should not be left unattended in public areas or a vehicle overnight
 - The equipment should be made available for recall/checks at any time
 - Any loss or damage should be reported immediately
 - This equipment should be used for business purposes only and not shared or used by any other person
 - Report loss of damage to Democratic Services
 - When no longer an elected member the device should be returned when requested by Democratic Services, no later than 5 days after change in status
- 1.3 These iPad devices are currently covered under the Council's insurance for IT equipment should the devices be damaged with an excess of £250 per claim (conditions will apply)
- 1.4 Once the iPad rollout was completed some members provided feedback outlining that the iPads were 'too limiting' and were not practical for them to carry out their role as a councillor efficiently. On receipt of this feedback, Strata Services Solutions engaged with the Council and with the Portfolio Holder for Communities & IT to design and trial an enhanced solution that works to address a number of the issues that have been raised and importantly supports the security and data protection the Council is responsible for.

2. PROPOSED DESIGN

- 2.1 Strata in conjunction with a third Party, have designed a new secure Microsoft Office 365 Solution which will enable members to access their email via a web portal, or through downloaded apps on either Windows, Android or Apple IOS devices. This will enable users to access their Council email and calendar on a personal device or on multiple personal devices. Users will not be limited to just using their Council provided iPad, however your attention is drawn to the Support section of this document.
- 2.2 Should members wish to take forward this option, the new system would be available to any member who would like to take advantage of this enhanced functionality. Any member who wishes to and is content with the current iPad delivery model can remain on the existing environment as the two platforms are fully integrated and synchronised.

3. TESTING

- 3.1 Testing of the new enhanced platform was performed by a number of identified East Devon District Council members and the Council's Portfolio Holder for Communities & IT. The feedback from this trial was positive and the new platform does now offer a greater degree of flexibility. East Devon District Council have now rolled out the enhanced platform to members 50 % of whom have taken advantage of the enhanced functionality.

4. SUPPORT

- 4.1 Should members take the decision to move to the new O365 Platform they should be aware that Strata will not provide support to personally owned devices, even if used in their capacity as a councillor, as the iPad is the Council's corporately supplied and supported device. There will be training documentation and detailed instructions and guidance on accessing the new O365 platform.

5. BACKUP

- 5.1 Emails stored in O365 (new enhanced platform) are not backed up in the same manner as email stored on premise (current iPad delivery model). In O365, deleted email can be restored for 14 days by the user. After this period, there is a further option to restore the complete mailbox to a point in time up to 30 prior days. After this type of restore any emails received after the restore point will be lost. This is no different to the old O365 environment councillors were using previously. Any requirement for a more robust backup will require further investment, which has not been considered.

6. ACCEPTABLE USE AGREEMENT

- 6.1 An Acceptable Use Agreement (Appendix B) has been draw up which outlines the use of the Members iPads and their data control. This agreement also includes details of the enhanced platform should Members wish to take this option forward.

7. IMPLICATIONS, RISK MANAGEMENT & CLIMATE CHANGE IMPACT

7.1 Financial

The capital cost of the current implementation of the iPads, cases and keyboards has been to date £26,377. Strata have applied no margin or uplift to cover their costs of procurement or the devices or the build of the current environment.

There will be cost implications should members wish to offer the option of the new O365 Environment to members as follows:-

- The Council would need to add EMS (Enterprise Mobile Security) Licencing to its current O365 Licencing, with a cost of £42 per user per year, which would be an annual cost. The charge is only applicable to members wishing to take advantage of the features available with the new environment – for 19/20 potential maximum cost per annum - £1,974 (47 X £42). This licence will be renewed in March 2021 for a further three years but as yet the cost of the licences upon renewal is unknown

- A third party consultancy is required to set up with new environment – one off cost of £1800 – this would be shared with East Devon District Council 50/50 - cost to Teignbridge: £900
- Delivering email to personal devices opens a potential risk to the secure network (section on risk below), there is a requirement for Strata to purchase an additional email filtering module, this will give Strata the ability to scan and filter email that is sent internally. The cost of this new Mimecast module is £18,000 for the period until June 2022, – this would be shared with East Devon District Council 50/50 - cost to Teignbridge District Council would be as follows:-

	2019/20	2020/21	2021/2 2	2022/23
Licences - max 47 users	1,974	1,974	1,974	1,974
Set up cost	900	-	-	-
Mimecast contract to Jun 2022	-	3,375	4,500	1,125
TOTAL	2,874	5,349	6,474	3,099

7.2 Legal

There are no legal implications.

7.3 Risks

The Council is required to maintain the security of the Council data and IT systems. Where data is held outside of the confines of the Strata (Council) network, this increases the risk of security threats, in particular Cyber related. As part of a government programme to allow access from the Council to some key central government services and to provide a level of assurance in the security management of each organisation, the IT systems have to be annually accredited to the PSN (Public Sector Network) Code of Connection (CoCo). This stipulates criteria that the Council must adhere to from an implementation and security point of view and any solution deployed must adhere to the strict guidelines, especially where the devices are not provided and managed by the Council.

There is also the need to meet Data Protection requirements, where both the Council and Councillors have responsibilities in their roles of Data Controllers to ensure that the data being held is managed/processed responsibly and in accordance with the General Data Protection Regulations / Data Protection Act 2018, and expectations of their data subjects.

The solution presented meets both of these requirements by filtering any emails that come to/from Councillors' personal devices and also segregates the Council emails into a separate email system on the devices, both assisting the user in understanding the type of emails and also providing a way of deleting these emails remotely in the event that the device be compromised, lost or stolen.

The email filtering is provided by both the existing external Mimecast filtering and the additional Internal Email Protect Mimecast add-on. The cost of the emailing filtering add-on would be subject to a new contract from 2021.

The device management is provided as part of the Microsoft Enterprise Mobile Security add-on to the existing O365 licence and secures the emails on the private devices and provides functionality to remotely delete the emails off the device whilst leaving them on the O365 cloud based system and is compatible with Windows/Apple/Android devices. For clarity, it will not give Strata, or the Council, access or control to any other aspect or data on a personal device.

7.4 Environmental/Climate Change Impact

There are no direct carbon/environmental implications arising from the recommendation to this report.

8. OPTIONS

Members need to consider the options available for their IT provision:-

Option (1) continue with the iPads as currently supported by Strata.

Option (2) Overview & Scrutiny Committee recommends to Executive that Council approve: -

Members continue with the iPads as currently supported by Strata & Members are given the option of moving to the Enhanced O365 platform which has been developed and that a revenue budget is allocated for this platform of £6,474.

9. CONCLUSION

The platform proposed offers members an additional option to their IT provision that addresses some member's requirement for a greater degree of flexibility with remote access. The enhanced solution is now being used by Members at East Devon District Council and feedback has been positive. If Members recommend option (2) this would create a budget pressure which would need to be considered as part of the budget process.