JOINT ICT COMMITTEE

MINUTES OF MEETING HELD ON TUESDAY, 26 OCTOBER 2021

Present:

Councillor Jeremy Kenyon (Chair)

Councillor Steve Fritchley - BDC   Councillor Ray Heffer - BDC
Councillor Chris Furness - DDDC   Councillor David Hughes - DDDC
Councillor Garry Purdy - DDDC   Councillor Paul Parkin - NEDDC

Also Present:

N Astle   Joint ICT Service Delivery Manager
K Hanson   Executive Director of Resources - BDC
K Henriksen   Director of Resources - DDDC
A Bond   Governance Officer
A Maher   Senior Governance Officer

**JIC/1
7/21-
22**

JIC/17/21-22   Apologies for Absence

Apologies for absence had been received from Councillor Jeff Lilley (NEDDC) and Councillor David Downes (BDC).

**JIC/1
8/21-
22**

JIC/18/21-22   Declarations of Interest

Members were requested to declare the existence and nature of any disclosable pecuniary interest and/or other interest, not already on their register of interests, in any item on the agenda and withdraw from the meeting at the appropriate time.

Councillor Parkin informed Committee that he was an employee for Veeam software.

**JIC/1
9/21-
22**

JIC/19/21-22   Minutes of Last Meeting

The Minutes of the Joint ICT Committee, held on the 6 July 2021, were agreed as a true record and signed by the Chair.

**JIC/2
0/21-
22**

JIC/20/21-22   Quarterly Service Report - July 2021 to September 2021 (Quarter 2)

The Joint ICT Service Delivery Manager presented the Quarterly Service Report for Quarter 2 to Committee.

Members heard that the total number of incidents and service requests had remained stable throughout the quarter.

The number of outstanding calls was 30% higher than the previous year. This would have an impact on the SLA (Service Level Agreement) but this was being monitored.

There were no breaches to the SLA at BDC, DDDC or Rykneld. The SLA was breached at NEDDC in July and August. Increased staff were allocated to the NEDDC site to resolve requests that could not be resolved remotely. The SLA was exceeded in September.

Committee heard that there had only been one priority one outage incident in May at BDC.

Joint ICT project time had remained high over the last quarter. Percentage time spent on projects was on average above the 35% target.

Members were informed that employee and travel costs were down due to increased agile working, a vacant post for the senior application development manager and, profiling invoices at different times.

The new joint internet connection would save £4000 per year from 2022/2023 and provide increased bandwidth at a reduced cost.

NEDDC telephony migration to SIP would provide savings on call costs but would require some consultancy costs to migrate.

Enterprise vault email archive had been cancelled and migrated back into exchange. This had provided savings on software maintenance.

Members noted that the Joint ICT Service had been unable to recruit to the 0.5 Servicedesk post after two rounds of recruitment.

RESOLVED – That the service report be noted.

JIC/2
1/21-
22

Cyber Security Awareness and Resilience - Redcar and Cleveland Case Study - Presentation

The Joint ICT Service Delivery Manager delivered a presentation on cyber security that focussed on the Redcar and Cleveland case study.

Committee heard that cyber security had been reclassified as a strategic organisational risk.

The Joint ICT Service were members of the local resilience forum and the Joint Service had a secure area that could be used if access to data and computers was lost.

Committee heard that the Joint ICT Service had put in place gateway security products, firewalls, email content filtering and internet content filtering among other measures in order to reduce the risk of a cyber-attack.

Members had a wide ranging discussion following the presentation. In particular, Members enquired as to the cost of being cyber secure.

The Officer informed Members that there was a £12,000 cost per authority and that this provided an offline air gap and immutable backups for five years

of data.

Members also asked if policies and staff were tested and heard that security awareness training and phishing advice had been distributed to Officers. The Service also held disaster recovery tests on an annual basis. More work was required for staff on the playbooks and incident policies.

Committee also discussed the potential for lost data in the event of a breach and heard that backups were copied onto tape on a daily basis so the maximum delay would be one day.

JIC/2 2/21-22 **Update on Microsoft 365 Project - Verbal Update**

The Joint ICT Service Delivery Manager delivered a verbal update on the Microsoft 365 project.

Members heard that the new internet link had been installed. This would allow for additional bandwidth.

Preparation work had taken place on active directory databases. This would enable the service to synchronise accounts.

The service was currently being trialled by the Joint ICT Service.

Two factor authentication had been set up and mobile device manager had been installed and was being trialled for NEDDC and BDC.

Committee heard that the Joint Service was in the processes of completing a full data impact assessment. They would also be looking at training materials and would work with Governance on this.

Members discussed the update on Microsoft 365. In particular they questioned whether virtual meetings would move onto the Microsoft Teams platform and whether Members and Officers had the necessary equipment.
The Officer informed Members that the platform used for virtual meetings was a decision that the Governance department would need to make. There was also a replacement programme in place for equipment that was over a certain age.

Members heard that Governance would be working alongside Members over any potential issues they were having with their equipment and technology.

JIC/2 3/21-22 **Urgent Business**

The Director of Resources for DDDC informed Committee that Directors had been asked to prioritise their systems so if there was a breach, the Joint Service would have a list of priorities of which service to bring online first. They would also be investigating how to carry out essential Council services without access to IT.

Members considered that that the Redcar and Cleveland case study should be circulated to all Council staff.

JIC/2 **Date of Next Meeting**
4/21-
22   The next meeting of the joint ICT Committee will take place on Monday, 7 February 2022 at 2pm at Derbyshire Dales District Council.