

JOINT ICT COMMITTEE

MINUTES OF MEETING HELD ON MONDAY, 6 FEBRUARY 2023

Present:

Councillor Garry Purdy – DDDC (Vice-Chair) (in the Chair)

Councillor Ray Heffer - BDC

Councillor Chris Furness - DDDC

Councillor David Hughes - DDDC

Councillor Jeff Lilley

Councillor Jeremy Kenyon

Also Present:

Nicki Astle

Assistant Director of ICT

J McLaughlin

Director of Corporate & Customer Services - DDDC

A Maher

Interim Governance Manager

A Bond

Governance Officer

JIC/1 Apologies for Absence

8/22-

23

Apologies for absence were received from Jayne Dethick, Karen Hanson and Councillor S Fritchley (BDC).

JIC/1 Declarations of Interest

9/22-

23

There were no interests declared at this meeting.

JIC/2 Notes of Last Meeting

0/22-

23

RESOLVED – That the notes of the Joint ICT Committee, held on Monday 14 November 2022 be approved as a true and accurate record.

JIC/2 Quarterly Report on the Joint ICT Service (Quarter 3 - October to December 2022)

1/22-

23

Joint ICT Committee received the report for quarter three on the Joint ICT Service.

Members noted that the total number of outstanding calls had remained high over the past year and that additional resources may be required to manage this increased demand.

Committee heard that there had not been any priority one outages throughout the quarter and that there had been 18 priority two outages.

Members were informed that NEDDC telephony migration to 'SIP' (internet telephone) would provide savings on call costs but would incur some consultancy costs to migrate. Migration of PSN DNS services from three separate connections into one shared connection in February 2023 would save £2000 per authority per year.

Committee received the security report, as contained within the report, and heard that there had been a total of nine security incidents at NEDDC, six at DDDC and four at BDC. It was noted that more sophisticated attacks were being picked up but that this was impacting on resources.

Members gave thanks to the Joint ICT Service for their superb work on the new website for DDDC.

Members discussed the report at length and noted that at this time, Microsoft SharePoint would not be rolled out. Members of the Committee also enquired into what had caused the outages at DDDC and heard that it had been caused by the exchange database. It was also noted that extra staff had been recruited in order to assist with the extra workload as a result of the Microsoft 365 project.

Members discussed the role of the Committee and its function and focus. It was considered that further discussions on this should be held at the next annual meeting.

RESOLVED – That the service report be noted.

JIC/2 **MS 365 Update**

**2/22-
23**

Members received an update on the progress of the Microsoft 365 update. They heard that major outages had minimised the available resources and caused delays on the progress for DDDC. The rollout for staff at NEDDC and BDC should be completed by the end of February.

Members heard that the new systems would be ready for Members after the main induction process following on from the elections in May.

Committee discussed the phased nature of the update to Microsoft 365, the importance of good audio quality for telephony and resilience in the face of cyber-attacks. Members were made aware that appropriate resilience policies were in place but that it would not always be possible to restore all data.

Committee also raised concerns over the reliance on large technology companies.

JIC/2 **Urgent Business**

**3/22-
23**

It was agreed that the next meeting of the Joint ICT Committee would be held at the Offices at DDDC.