

IT Support

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Introduction

As part of the Parish Council's recent Data Mapping Exercise the issue of IT and Data Security was highlighted as a risk to the Parish Council. Principle F of the General Data Protection Requirements (GDPR) states that Data should be processed in a manner that ensures appropriate security and protection.

There is an obligation to notify the Information Commissioner of a personal data breach within 72 hours.

The penalties for not complying the General Data Protection Requirements are from £500,000 in the UK to the greater of £17 million or 4% of global Annual turnover

Background

The Parish Council IT systems are currently managed by the Clerk who does not have sufficient experience to maintain them necessarily to a high enough standard to comply with the requirements for General Data Protection Regulations.

The Parish Council's Acer Laptop was purchased on 6th September 2014, it is run on windows 10 and office 365 Personal. The Assets register lists the useful life as three years which has been exceeded. The current Anti-virus programme is Malwarebytes and Bullguard. The Printer is Brother Inkjet AIO and was purchased 24th November 2011 and the Assets register lists the useful life as three years; the printer is currently complying with this requirement.

Councillors are not currently provided with any IT and it is not known to what extent Councillors have maintain their anti-virus etc on their personal equipment.

The Clerk and all councillors have been provided with a parish council email address.

Personal Data is any information about a living person which can identify them. This is not just someone's name and address but any information which can identify them (directly or indirectly) for example a phone number or email address is personal data.

If a member of the public makes a Subject Access Request the Parish Council must supply them with all Data subject to the request within ONE month. This means ALL data not

just the data held by the Clerk. Currently there is no way for the Clerk to know what data is held by the Parish Councillors and therefore the Parish Council are not able to comply with the requirements of this Act.

Discussion

Cllr. Stant and the Clerk have had discussions with several IT service companies who have all suggested similar packages to ensure that Parish Council complies with the requirements of GDPR.

The IT support companies are recommending that the Parish Council use Office 365 for email and communications and SharePoint is used for data storage and access. All quotes cover the Clerk and five Councillors.

Quotes

Cloudy IT - Key Features of the service provided:

- Office 365 for email & communications
- Sharepoint site used for data storage and access
- Advance security and reporting via Microsoft EMS
- GDPR compliance tool and E-Discovery setup
- 5 hours paid support

Quantity	Item	Unit Price	Total Price
Monthly Items			
1	Websecure Business	7.90	7.90
1	Small Business Premium Office 365	9.90	9.90
5	Small Business Essentials Office 365	4.50	22.50
6	Enterprise Mobility + Security E3	7.20	43.20
1	Datasafe Cloud	4.20	4.20
	Monthly Total		£87.70
One Time Items			
1	Office 365 Migration <ul style="list-style-type: none"> • Migrate Mailboxes • Migrate Data • Set up Sharepoint Libraries • Set up 2 step Authority • Bit locker encryption of PC 	450.00	450.00
1	5 hours prepaid support - 2 years contract	250.00	250.00
1	Training	225.00	225.00

	<ul style="list-style-type: none"> • Set up groups • Management of sharepoint • Mailbox/calendar sharing 		
1	Councillor onsite/remote Set up 2 step auth Set up access Training	450.00	450.00
	One-Time Total		1375.00
	Subtotal		1462.70
	VAT		292.54
	Total		1775.24

Annual Ongoing Cost £1052.40

Based in Buckingham

Focus IT

Quantity	Item	Unit Price	Total Price
Monthly Items			
6	Microsoft Office 365 Business Premium <ul style="list-style-type: none"> • 50GB Microsoft Mailbox • Shared calendar • Microsoft Office 2016 (includes onedrive) 	9.40	56.40
1	Unlimited Remote IT Support	200.00	200.00
	Monthly Total		256.40
One Time Items			
6	Microsoft Windows 10 Professional <ul style="list-style-type: none"> • Includes BitLocker 	110.00	660.00
2	Professional Services <ul style="list-style-type: none"> • Migrate emails to Office 365 • Install Windows 10 Professional • Configure Folder Structure & Permissions within one drive 	600.00	1200.00
	One-Time Total		1860.00
	Total		2116.40

Annual Ongoing Cost £1538.40

Based in Southwick

Pronetic - opted not to provide a quote

Based in Westergate

Horizon Digital

Quantity	Item	Unit Price	Total Price
Annual Items			
1	Office 365 Premium		110.00
5	Office 365 Business Essentials		225.00
1	Panda Adaptive Defence 360		35.00
	Annual Total		370.00
Monthly Items			
1	Ongoing support including telephone, remote access and onsite (for Clerk only)	55.00	660.00
	Monthly Total		660.00
One Time Items			
1	Set Up Office 365 <ul style="list-style-type: none"> • Migrate current email (clerk only) • Multi factor authentication • Set up Sharepoint 	200.00	200.00
1	Lenovo Thinkpad Business grade Notebook <ul style="list-style-type: none"> • 15.6" screen • Intel core i3 processor • 4 GB ram • 128 GB SSD • Windows 10 Pro 	528.47	528.47
	One-Time Total		728.47
	Total		2143.47

Annual Ongoing Cost £1030.00

Based in Bognor

Conclusion

Councillors need to review the options available and at the meeting the Parish Council are required to instruct the Clerk to engage an IT company to ensure the Parish Council complies with the requirements of the Act at the earliest opportunity.