POLICY & RESOURCES COMMITTEE AGENDA ITEM 11: ICT REVIEW

1. Item for consideration

The Malmesbury Town Council IT infrastructure has not been reviewed or refreshed for some considerable time, and as a consequence, may no longer be making best use of modern technology and practices. There are also some clear deficiencies in the service provision, such as the lack of official email addresses for Councillors.

A process to refresh the Town Council IT was started in the first quarter of 2020 with several suppliers invited to submit costed proposals. This process was terminated when the UK entered the first Covid19 lockdown.

Current progress of the UK vaccine program suggests normal Council working practices will be able to resume in line with Government roadmap steps. The lifting of lockdown restrictions will allow the IT refresh process to resume.

To support this process, a cardinal point specification the Council IT infrastructure has been prepared and is included here at appendix A. The purpose of the specification is to communicate MTC IT requirements to potential suppliers, and then as a marking scheme to allow consistent assessment of submitted proposals. As far as possible, the specification is defined at a functional rather than a technical level, so that suppliers are free to propose solutions that are not constrained by our non-expert technical preconceptions.

3. Proposal

A. That a timetable for a supplier selection process be determined by the Acting Town Clerk.
B. That a competition to refresh the MTC IT be advertised, with potential suppliers invited to submit expressions of interest.
C. That the specification at Appendix A be adopted as the means of scoping supplier proposals and for marking the proposals during a selection process.
D. That the specification is used to record the current level of IT services as a baseline for the selection process.
E. That current IT costs are analysed and recorded, and budgets for initial capital expenditure and ongoing annual operational expenditure for a new solution be prepared for approval at the next P&R meeting.

4. Financial Implications

The cost of a new solution is likely to be higher than current spend on IT, and this would need to be justified through a demonstrable improvement in delivered services.

Steve D'Arcy

4 April 2021

Appendix A - IT Infrastructure for Malmesbury Town Council

Cardinal Point Specification

This specification covers the entire IT services requirement for MTC, including existing infrastructure.

The compliance column will be used to assess proposals and will be marked as Full/Partial/None. Separate notes will be kept supporting the assessment.

Email	Compliance
All Council staff (permanent + Councillors) to have an official Malmesbury.gov.uk domain mailboxes.	
Email to be accessed from a mail client on a device (e.g., Outlook on a PC or phone), or via a web interface.	
User mailboxes can be easily added and removed to accommodate staff/councillor changes.	

Documents and Data	Compliance
Controlled access on a user-by-user basis to a central repository for all Council documents and information	
Modern search facility across all documents (filter by location, date etc.)	
Access should be possible from any machine. Browser access is preferred.	
Storage system should provide an archiving capability.	
Storage system must be GDPR compliant (assuming correct operation procedures in place).	
Secure backup and disaster recovery capability for all documents and data.	

Applications	Compliance
All users to have access to the same standard of MS Office applications (Word, Excel, PowerPoint).	
Access to Council finance package for named Council staff.	
Access to Council EPOS System for named Council staff.	
Other software (graphics editing etc.) provided to staff on a case-by-case basis.	

Security	Compliance
Enforced password policy for access to all MTC data and systems.	
Anti-virus/Firewall protection on all MTC devices	
Firewall protection for Town Hall network	
Anti-virus protection on all MTC email accounts	
Application audit and control for MTC devices (optional?)	

Support

	Compliance
Support desk for day-to-day queries and requests, including password resets.	
Response time SLA for defined ticket severity levels	
Screen sharing support for MTC owned machines.	
New user configuration.	
New user familiarisation document/presentation (not 1-1 training though).	
Routine software upgrade and patching for all devices/applications in line with supplier recommendations.	
Advice for non-MTC owned infrastructure (e.g., Councillor personal PCs) but no direct intervention required.	

Town Hall/Permanent staff equipment

	Compliance
Broadband router/firewall	
Network switches	
Wi-Fi hot spots to achieve required coverage for Business, EPOS and Guest Wi-Fi networks.	
Structured cabling for desktop machines, EPOS system and Wi-Fi Aps (plus other ethernet points TBD – E.g., EPOS in the Wesleyan Hall)	
Server for legacy applications if required (consider physical/virtual options)	
Single machine for each office based permanent Town Hall staff member.	
Desktop machines for Town Hall staff not requiring external access.	
Laptop machines for Town Hall staff who will require external access.	
Uninterruptible power supply to allow controlled shut down of critical systems only.	
Telephone system (I need more info to spec. this).	
Mobile phones for Town Hall staff on a need-only basis	
Conferencing facility (Malting Hall)	
Large display. Needs to be adequate for viewing documents from the opposite end of the room.	
Permanent camera and microphones. Expansion microphone for large meetings.	
Connection from any laptop (MTC and Guest) with standard software (e.g., Windows Miracast)	
Backup HDMI cable (normally stowed) for incompatible wireless devices (and for maximum simplicity)	

Website

	Compliance
Current website is hosted by Mindvision. No change is envisaged at this time.	N/A