OAKLEY AND DEANE PARISH COUNCIL

MINUTES OF THE EXTRAORDINARY COUNCIL MEETING

HELD AT THE NEWFOUND PAVILION

ON THURSDAY 23 MAY 2024 AT 09.30 AM

Councillors of Oakley and Deane Parish Council were summoned to attend the Extraordinary Council Meeting at the Newfound Pavilion on Thursday 23rd 2024. Members of the press and public are also invited to attend.

The Council meeting commence at 09.30 AM. The business to be transacted at the meeting was set out in advance on Saturday 18th May '24. Councillors and the public were requested to note that this meeting was recorded by the Council and may also be subject to recording by members of the public.

Present: Cllr. Rowley (Chair), Cllr. Green, Cllr. McAllister, Cllr. Wain.

Mrs. Meyer (Deputy Clerk)

Apologies: Cllr. Bullions, Cllr. Burns, Cllr. Condliffe, Cllr. Ellison, Cllr. Hayman.

Council Meeting 09.30 AM

40/24   Microsoft 365 migration update
IT Working Group with the Clerk and Deputy Clerk has developed an IT migration document that is ready to be implemented. Costs have been previously agreed by the Parish Council point 213/23

41/24   Request approval to reduce RAGIC licenses
Current cost 12 x \$19*0.7=\$159.60. **New cost 3 x \$19*0.7 = \$25.20. \$134.40 saving per month & all agreed to reduce RAGIC licences to essential users only: Clerk, Deputy Clerk, RFO & Cllr. Rowley as lead of the IT Working Group.

42/24   Decision regarding approach and cost for Microsoft 365 training
All agreed to the cost of staff training at £275 and Councillor E-learning set up £137.50 + £1.25 per user per month. No specific Councillor training is required as further Councillor support can be provided by the IT working group.

43/24   Decision regarding approach and cost for CloudyIT support
All agreed to the cost of £18 per month for 1 staff user on going support, and a one off cost of £360 for 5 hrs of Councillor support that lasts for 2 years.

44/24   Note future phases section of IT working group recommendations document
All present noted the future phases

45/24   Confidential Matters – Officer Employment
Deputy Clerk left the room. Minutes taken by the Chair.

Next ordinary council meeting is scheduled for 20th June 2024 to be held at Newfound Pavilion.

**Please note that the above calculation is incorrect, it should be: 'New cost 3 x \$19*07=\$39.90'

CloudyIT Representative: Charlie Parker

Reviewed attached quote item by item

Items 2 + 4: Licenses as previously discussed and approved at council still accurate and required.

Item 3: Defender license offers something which is not currently done. Add-on that may be purchased later.

Item 5: Datasafe cloud. This is a Datto backup. Licensed per user and SharePoint library. 3 officers + 2 SharePoint libraries (provisionally operational and services). Not currently that the council utilises and has a solution for.

Item 6: Cloud Secure. Additional security software that will provide the ability to monitor and alert on security events such as suspicious logins, and unauthorised mailbox access.

Item 7: CloudyIT End User Support. Gone up in price since quotation provided, now £18.00 per user per month. Escalation point for officers, only one quoted, but may need three.

Item 8: Clip Training E-Learning Portal. Product from a third party that is resold. Training that is kept up to date with products in M365. No contract, can be month to month. Depending on usage could be done within a week, or longer if taken over time.

Item 9: Councillor Administration Fee. Basic administration including password resets and licensing. CloudyIT agreed at a meeting with IT WP regarding this being done in house.

Item 14: Done today!

Item 15: Council is not in a position to utilise this, but this is something to review in the future as devices currently do not support this.

Item 16: Sharepoint and teams configuration. Set teams as per working parties as they have found that works better. Committee structure can be too formal to manage collaboration so don't require teams. Sharepoint, 1 or 2 libraries, operational and services. Avoid private channels, but create separate channels with limited membership as needed. Don't adjust properties on folders within channels. E.g. personnel separate from HR. Meeting folder in operational, one for each committee, and share link in email. Try to architect system in a way that is more efficient and easy to understand and will allow new people to navigate the data. Once architected show screenshot to officers (printed) and try to bucket where data will go.

Item 17: Domain name migration. Not required at this time.

Item 18: In house migration as part of wider project.

Item 19: Discussed current data locations. From the discussion most councils do not utilise this service as additional support is required during migration - due to the work required.

Item 20 + 21: Staff training (officers). Fundamentals training recommend during first of migration, includes M365 teams, sharepoint, onedrive how to use clip training from item

8. Normally takes place the same week or week following migration. App training includes things like bookings, planner, forms etc, i.e. value add services of M365

Item 22: Councillor training. How to effectively use the new products e.g., join and create teams meetings, how to create new teams channels and chats and accessing email. This could be delivered in person by the IT WP in house to offer a more hands on and guided approach, or delivered by CloudyIT virtually who normally deliver in 2 1 hour sessions (6-7 or 6:30-7:30).

Item 23: E-learning training and management. CloudyIT recommend an IT champion to manage the adoption of M365. This cost covers the setup costs for the e-learning and includes the addition of drip learning campaigns to advise on training. Also includes the ability to manage policies including digital signatures. Pairs with item 8.

Item 24: Pre-paid support. 5 hours of councillor support, advise to use as escalation point with internal support offered by officers first. The expiry time is 2 years, reviewed annually as required. Note price increase to 360, sold in blocks of 5 hours. Pairs with item 7.

Item 25: No longer offered by CloudyIT, although they have advised they are happy to review IT WP implementation utilising Item 24.

Additional questions discussed outside quote

Teams telephony – this was on the original quote but not included on the revised quote. 12.30 per user per month. Requirements are currently undefined so the pricing can't be accurate, will vary based on configuration – may be able to operate in a different licensing model. Can arrange to speak to CloudyIT telephony specialist if we want to pursue.

Make use of multi factor authentication - auth app, can also now have push based authentication. Use generated number in push notification.

Recommend conditional access to only allow logons from the UK, requires item 6.

IT Working Party Recommendations

<u>Initial investigation work already done</u>

Consider options for Parish Council system regarding recording, sharing and managing information. After investigation request approval from Council in March 2024 to move to M365 as a cloud collaboration platform.

This is to replace VisionICT, Ragic, and Microsoft Family, total budgeted cost of £2375.93. M365 costs £1416.00 comparatively for the same functionality.

Migration approved in principle by council, and licenses agreed.

<u>CloudyIT Data Architecture and Scoping call</u>

Based on quote and discussion had on May 13th with CloudyIT, propose that we break the implementation into several phases to simplify the implementation and slowly introduce changes at a manageable pace.

Phase 0 – Foundations

- We are not able to have access to VisionICT's DNS management system and they were unable to provide a contact point. Recommend action is to perform migration of nameservers to alternative system (Cloudflare) to enable easier management of oakleydeane-pc.gov.uk DNS going forward.
    - Request Clerk send letter to VisionICT for zone export, and nameserver change when advised by IT WP. Email sent.
    - Create free Cloudflare account
    - Import DNS records into Cloudflare
    - Request VisionICT nameserver change.
- Work with VisionICT regarding mailbox access for migration (see email 15/05/2024). How do we cease service?
- Do not migrate domain away from VisionICT at this stage (see GOV.UK Domain Management under future phases)
- Reduce Ragic licenses
    - Essential users only until data migrated (Clerk, Deputy Clerk, Alex Rowley)
    - Reduces spend for council. Current cost 12 x $19 * 0.7 = $159.60. New cost 3 x $19 * 0.7 = $25.20. $134.40 saving per month
- Investigate Microsoft Family Account annual expiry and move to monthly. Terminate after data migration.

Phase 1 – Email Migration

- Move email system from VisionICT to M365
    - Item 2 and 4 - License cost already approved 3 x Business Premium; 13 x Business Basic (only 9 licences currently required based on number of councillors) – Replicating existing functionality on new platform
- Sets the groundwork for additional functionality and the ability to provide better services to the community

Phase 2 – SharePoint and Teams Configuration

- Set up SharePoint and Teams as advised by CloudyIT based on new structure plan
    - Teams set up according to working parties (Committees too formal)
    - Teams for officers - 1 or 2 libraries
        - CloudyIT suggest Operations and Services
        - Possibly "Operations" and "Community and Local Environment"?

Team	Channel (new top level fodlers)	
Operations	General	
	HR	
	Finance	
	Utilities	
	Meetings	
Services	General	

- Avoid private channels, instead, create separate channels with limited membership as needed i.e. avoid sub-folder based permissions.
- Meeting folder under Operations, one for Full Council and one for each Committee then share link to document when sending email.
- Architect system in a way that it is more efficient and easier to understand to allow new people to navigate the data.

Below requires further approval for costs

Dependencies

- CloudyIT Service Review
    - This is to ensure that the system design implemented by IT WP is supportable by CloudyIT going forward
    - Paid for using Item 24
- Purchase item 8 and item 23 for e-learning portal

Phase 3 – Staff Training

- Item 20 – Fundamentals £137.50, normally takes place first week of migration
- Item 21 – Applications £137.50 teach how to utilise M365 new applications
- Item 9 not required. IT WP to provide basic user administration training to Officers (password reset and licence assignments etc)

Phase 4 – Councillor Training

- Training to be delivered to councillors.
- Item 22 - CloudyIT can deliver, cost to be agreed or IT WP deliver training
- Recommendation – Request approval for training from CloudyIT. Create 'tech bar' and support individual councillors at Newfound to support after CloudyIT training. Subject to purchase of item 23 (£1.25/user/month) and item 8 (£137.50 one off cost)

Phase 5 – Ongoing support

- Options are:
    - Item 7 – single user purchase for escalation £18.00/month. CloudyIT may require support costs for each Officer. Confirm in new training quote.
    - Item 24 – Prepaid Block Time for CloudyIT support £360/5 hours

Future phases (to be discussed)

- Data Migration
    - Item 19 – advise not to proceed with CloudyIT to perform this and instead managed this inhouse due to the complexity of the data and therefore avoiding unnecessary costs
    - Create data mapping document between current Ragic system and new Teams folder structure created in Phase 2
    - Migrate data in Microsoft Family Account OneDrive to new Teams folder structure per data mapping document
    - Migrate Ragic data to legacy folder in new Teams folder structure per data mapping document
- Enhanced Security
    - Item 3 – Defender Plan 2
        - Additional security for Officers allows for advanced cyber security threat hunting, automated incident investigation and response and phish email testing. Cost of £4.92/licence per month.
        - No recommendation at this stage – to be discussed with Clerk.
    - Item 5 – Datasafe cloud
        - Backup service resold from Datto. Suggested purchase as 5 licences (3 Officers and 2 SharePoint Libraries). Multiple backups are taken daily and allows for data to be easily restored. Cost of £4.50/licence per month. Total costs per month £22.50. Connor has previous experience of using this product and does believe it to provide benefit to the Council.
        - Recommendation: Implement Datasafe Cloud backup.
    - Item 6 – Cloud Secure
        - This is a service provided by CloudyIT. Involves the purchase of 2 Microsoft licences for a separate CloudyIT account (Exchange Plan 1 + Security E5) cost of £16.50 per month. This allows the whole council to be covered. The Security E5 is an advanced security package that allows real-time monitoring and reporting. Unauthorised access will be reported and emailed, using the Exhange Plan 1 licence, to the CloudyIT account for them to action and contact the council for remediation.
        - Recommendation: Implement Cloud Secure.
- Device deployment – item 15
    - Lease devices for officers to maintain secure and up to date hardware.
    - Refresh on a regular cycle (3-5 years)
    - Requires Professional licenses for Windows, Home is not recommended for non-home use.
    - Set device management policies via Intune to ensure device security and protection of council data on mobile devices

- Teams Telephony
    - Investigate option of moving existing telephony services (Clerk landline and Officers mobiles) to M365 (integrates with Teams)
    - Potential cost saving and increased flexibility as numbers are available on any device capable of running teams and can be used away from fixed site
    - Additional conversation recommended with CloudyIT's Teams Telephony expert to tailor licences etc to requirements
- GOV.UK Domain Management
    - Propose idea regarding domain management to BDBC and BDAPTC
    - Local council domains to be purchased as a block for all under by BDBC
    - Reduces costs for all residents and differential between councils
- Website Review
    - Aubergine known to be affordable and recommended by CloudyIT for web development. Team of 12 web professionals headed up author of the NALC Website Accessibility & Publishing Guidelines handbook, Mark Tomkins.
    - Parish Online also offer website services in addition to mapping software
    - Other suppliers likely also exist for more modern website design