



Information Technology (IT) and Digital Communications Working Group Meeting

Agenda

Chair: E Csuka

Councillors: P Breen, P Carter (Mayor), S Mallett and M Moorhouse

Co-opted Member: G Gray (Interim Town Clerk)

Members are invited to attend an Information Technology (IT) and Digital Communications Working Group meeting in the Council Chamber, Guildhall on Thursday 6th July 2023 at 6.30pm to undertake the business on the Agenda below.

- 1. Apologies for any absences received.**
- 2. Declarations of Interest:**
To receive any declarations of disclosable pecuniary interests from Members in respect of business to be transacted on the agenda.
- 3. To agree the minutes of the meeting held on 21st June 2023 and review/update actions from the previous meeting.**
Decision required. Attach 1
- 4. Update from Mayor Carter on taking the IT Support User Requirements through the next stage of activity with a target date of 9th August for preparing a draft Tender Document for review and approval by the Finance and General Purposes Committee on 14th August.**
- 5. Update from Cllr. Csuka on taking the Town Council website User Requirements through the next stage of activity with a target date of 9th August was agreed for preparing a draft Tender Document for review and approval by the Finance and General Purposes Committee on 14th August.**
- 6. Update from Cllr. Mallett on taking the requirement for the live streaming of Council meetings through the next stage of activity of investigating what a possible solution might be; consulting with the Town Clerk and other stakeholders such as Christina Glynn.**
- 7. Any other business**
- 8. Date and time of next meeting to be agreed.**

Cllr Emmet Csuka



Information Technology (IT) and Digital Communications Working Group Meeting

Minutes of the meeting

Councillors: P Breen, P Carter (Mayor), E Csuka, S Mallett and M Moorhouse
Co-opted Member: G Gray (Interim Town Clerk)

Invited: K Palmer (Finance Officer)

1. Apologies for any absences received:

Apologies received from G Gray (interim Town Clerk). K Palmer did not attend.

2. Declarations of Interest:

There were no declarations of disclosable pecuniary interests from Members in respect of business transacted on the agenda.

3. To agree the minutes and review/update actions from the previous meeting, including approval of the updated Terms of Reference for The Working Group

Both the minutes from the previous meeting and the updated Terms Of Reference were approved by attendees.

The actions and associated updates are detailed in the action log included with these minutes.

4. Exercise to capture user requirements for both the IT support arrangements and the Town Council website.

The Working Group reviewed and amended both sets of user requirements. A version of both documents, with incorporated comments, was taken by Cllr. Csuka to update and share back with the group.

Action: Cllr. Csuka to provide updated User Requirements to the group in line with the minutes of the meeting.

It was agreed that Mayor Carter would lead on the next stage of activity for the IT Support requirements, this will include consulting with Millie Battershill, Museum Coordinator to ensure her requirements are fully met. A target date of 9th August was agreed for preparing a draft Tender Document for review and approval by the Finance and General Purposes Committee on 14th August. Checking of progress will be discussed in the intervening working group meetings.

Action: update on progress to be given to meeting on 6th July

It was agreed that Cllr. Csuka would lead on the next stage of activity for the Town Council website design, consulting with the Town Clerk and making enquiries with other local councils on their solutions to inform the development of a draft Tender



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Document. A target date of 9th August was agreed for preparing a draft Tender Document for review and approval by the Finance and General Purposes Committee on 14th August.

Action: update on progress to be given to meeting on 6th July

It was agreed that Cllr. Mallett would lead on the next stage of activity for the live streaming of Council meetings, investigating what a possible solution might be with the Town Clerk and other stakeholders such as Christina Glynn. A previous action of asking MITEC to deliver an overview to the working group should be considered.

Action: update on progress to be given to meeting on 6th July

5. Any other business

No items raised

6. Date and time of next meeting Thursday 6th July at 6.30pm

Cllr Emmet Csuka



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| Ref No. | Action | Owner | Update |
|---------|--|-------------------------|---|
| 1306.01 | Terms Of Reference for the working group to be updated to become a publicly available document | Cllr. Csuka | Terms Of Reference Updated and presented to the working group meeting on 21 st June Action Closed |
| 1306.02 | Members agreed to recommend to Finance & General Purposes Committee that a Business Continuity Plan be developed for Sandwich Town Council | Cllr. Csuka | The need for a BCP raised at the F&GP Committee meeting on 19 th June and accepted Action Closed |
| 1306.03 | Members agreed that ideas should be shared by email to ensure that the working group moves at pace | Cllr. Mallett | Cllr Mallett has set up a mail group for the working group, but he is still not satisfied that he has the best solution so will make some further enquiries. Action Open |
| 1306.03 | Town Clerk agreed to contact MITEC to arrange an awareness session on the live streaming of meetings | G. Gray (Town Clerk) | Update outstanding Action Open |
| 1306.04 | Mayor Carter agreed to write to Training Highway to request a full transfer of the ownership for the Town Council Facebook page across to the Town Council | Mayor Carter | Mayor Carter advised the working group that he had spoken to Cllr. Dan Friend to take this action to transfer but this had not yet been done. He confirmed that he would formally write to Cllr. Dan Friend if the ownership had not transferred by 22 nd June Action Open |
| 1306.05 | The Town Clerk will investigate the source of the domain name for The Town Council website and identify the cost associated with its renewal | G. Gray (Town Clerk) | Update outstanding Action Open |
| 1306.06 | Cllr. Csuka to arrange a meeting with David Shaw of HBITS to discuss the current scope of provision and the associated costs | Cllr. Csuka | The meeting with David Shaw took place on 15 th June and involved Cllr. Mallett and the Town Clerk. A note of the meeting had been issued to all members of the council, following the meeting Action Closed |
| 1306.07 | The Town Clerk was asked to provide the working group with a copy of IT tender scoping document that was presented to the Town Council in December 2022 | G. Gray (Town Clerk) | Update outstanding Action Open |
| 1306.08 | The Town Clerk was asked to provide a copy of the Assets Register for the IT hardware owned by the Town Council, including details on the refresh cycle | G. Gray (Town Clerk) | Update outstanding Action Open |



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| 2106.01 | Cllr. Csuka to provide updated User Requirements to the group in line with the minutes of the meeting | Cllr Csuka | User Requirements updated and issued with minutes of the meeting Action Closed |
| 2106.02 | It was agreed that Mayor Carter would lead on the next stage of activity for the IT Support requirements, this will include consulting with Millie Battershill, Museum Coordinator, to ensure her requirements are fully met. A target date of 9 th August was agreed for preparing a draft Tender Document for review and approval by the Finance and General Purposes Committee on 14 th August. Checking of progress will be discussed in the intervening working group meetings | Mayor Carter | New action to be reviewed at meeting on 6 th July |
| 2106.03 | It was agreed that Cllr. Csuka would lead on the next stage of activity for the Town Council website design, consulting with the Town Clerk and making enquiries with other local councils on their solutions to inform the development of a draft Tender Document. A target date of 9 th August was agreed for preparing a draft Tender Document for review and approval by the Finance and General Purposes Committee on 14 th August. | Cllr. Csuka | New action to be reviewed at meeting on 6 th July |
| 2106.04 | It was agreed that Cllr. Mallett would lead on the next stage of activity for the live streaming of Council meetings, investigating what a possible solution might be with the Town Clerk and other stakeholders such as Christina Glynn. A previous action of asking MITEC to deliver an overview to the working group should be considered. | Cllr. Mallett | New action to be reviewed at meeting on 6 th July |

Sandwich Town Council IT Support – User Requirements

| Requirements |
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| <p>Managed Service: To provide a managed service for x PCs/ laptops for Sandwich Town Council and x PCs and 1 server for the Sandwich Museum:</p> <p>(Action: to confirm number of PCs and server requirements with Town Clerk and Museum Curator)</p> <ul style="list-style-type: none">- Proactive IT Support for core business hours of 9am to 5pm, Monday to Friday- Proactive monitoring of PCs- Managed Microsoft Windows updates and patching- Remote Help Desk function and on-site support |
| <p>Business Level Mobile Device Management Management and administration for x Apple iPads, to include:</p> <ul style="list-style-type: none">- Proactive IT Support for core business hours of 9am to 5pm, Monday to Friday- Managed Microsoft Windows updates and patching- Remote and on-site support <p>(Action: to investigate with Town Clerk the use of password protection using 2-step authentication as an alternative to providing iPads to councillors)</p> |
| <p>Out Of Hours Support And Response: This to be provided at an additional rate, details of these rates to be provided by the provider, to cover</p> |
| <p>Service Level Agreement for response times: First contact: 15 minutes or better response time for requests for remote support; Target resolution time of 24 hours or better for resolving incidents. Ticket to be raised by provider and regular updates on progress provided</p> |
| <p>Provision of a cloud-based back-up and storage service with effective data recovery</p> |
| <p>Regulatory & Technical Design Requirements: To ensure all systems are secure and have core cyber security protection GDPR Compliant Accessibility Statement Privacy Policy Provision of a service that is compatible with .Gov domain based service Sustainability</p> |
| <p>Provision and Management of Office 365 Action: to investigate with Town Clerk the provision of CCTV, the streaming of council meetings, the general integration of software eg the integration of software eg Finance, digitized archive, recordings of meetings, generic management information system</p> |
| <p>Support for procuring new PCs and laptops: These items, where required, will be at an additional cost</p> |
| <p>Quarterly Account Review to be undertaken with Council Officers</p> |
| <p>Provision of IT Related Training Services including cyber security training</p> |

Sandwich Town Council Website – User Requirements

| Requirements |
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| <p>Document Archive: Facility to enable the upload and sorting of any document, PDF, Word Doc, Excel File or images</p> <p>This would allow the upload and display of Minutes, Agendas, Financials, notices/ newsletters/ press releases</p> |
| <p>Member details: Ability for user to easily add and edit Members details and responsibilities. These details would include their contact details, a photograph, their contact details, the committees they sit on, register of interests and bio</p> |
| <p>About the Council: To include a dedicated area within the website which details Information about the Council, eg: Community assets, the Scope of responsibilities of the Town Council, Job Vacancies, news items, annual reports, etc</p> |
| <p>Link to Social Media and other sites: Capability for Facebook Feed; Twitter Feed, Instagram. Links to Dover District Council website, eg Dover District Council planning portal, ONS data, etc. Possibly to other sites eg KCC, NALC, KALC, LGA, Environment Agency, Sandwich Museum archives, Police, local schools</p> |
| <p>Dynamic Features: Ability for users to create community events, include a local directory of interest (visitor information) and create a headline banner. Include a gallery facility for photographs. Ability for residents to contact the council via the website, eg completing a contact form, reporting defects, completing a STBF grant application form etc. Ability for bookings: at The Guildhall for weddings and meeting rooms; market stalls, allotments, local businesses, grant application forms. Integrated calendar to display upcoming events drawn from a number of sources and with multiple user access with different access / security levels to enable updating.</p> |
| <p>Regulatory & Technical Design Requirements: To ensure the website design and content meets the necessary regulatory and technical design requirements, eg: . Gov Domain Site Certification WCAG2.1aa Compliant W3C compliant</p> |

Requirements

Transparency Code Compliant
GDPR Compliant
Accessibility Statement
Privacy Policy
FOI publication scheme

Website Capacity/ Operability

The website should have the capacity and resilience to deliver an uninterrupted solution, eg to consider
Sufficient disk space
Unlimited Bandwidth
Unlimited number of pages
Daily remote backups
Reliable UK hosting
Operation Royal Bridge Ready
On-going help and support
User interface compatibility with all devices
Dynamic - capable of future updates / process of change management & testing.

Website Security

Multiple Security Layers that meet standards necessary for a local government website
Capability for the Whitelisting /Blacklisting of unsuitable sites

User Experience

The website design should be easy to navigate with the inclusion of suitable drawdown menus and single click movement between pages.