



Information Technology (IT) Support and Digital Communications Working Group Meeting

Agenda

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

Members are invited to attend an Information Technology (IT) and Digital Communications Working Group meeting in the Council Chamber, Guildhall on Tuesday 7th November 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 meetings held on 20th September 2023 and review/update actions from the previous meetings. Decision required.
Confidential Matters: Under the Public Bodies (Admission to Meetings) Act 1960 (extended by s.100 of the Local Government Act 1972) the public may be excluded from the meeting for the following item of business on the grounds that they involve the likely disclosure of exempt information as defined in Part 1 of Schedule 12A of the Local Government Act 1972 by virtue of the paragraph specified against the item. To consider information that is of a commercially sensitive nature.
4. Working group to review bids received from IT Support Managed Service Providers in preparation for the Town Council undertaking an evaluation exercise. Decision to proceed required.
5. Any other business.
6. Date and time of next meeting to be agreed.



Information Technology (IT) and Digital Communications Working Group Meeting 20th September 2023

Minutes of the meeting

Councillors: E Csuka, S Mallett and M. Moorhouse
Co-opted Member: G Gray (Town Clerk)

1. Apologies for any absences received:

Apologies were received from P. Breen

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:

It was agreed by the group that the minutes from the previous meeting, held on the 6th September were approved without any comments.

The actions were reviewed in the meeting and updates are detailed in the action log below.

Confidential Matters:

Under the Public Bodies (Admission to Meetings) Act 1960 (extended by s.100 of the Local Government Act 1972) the public may be excluded from the meeting for the following item of business on the grounds that they involve the likely disclosure of exempt information as defined in Part 1 of Schedule 12A of the Local Government Act 1972 by virtue of the paragraph specified against the item.

The working group voted in favour of this motion.

4. The working group reviewed bids received from the prospective Website Providers in preparation for the Town Council undertaking an evaluation exercise.

Using the agreed evaluation criteria, the working group continued with and completed its first stage analysis of the bids received from the prospective



Website Providers. The output from this discussion will be used to inform the full Town Council meeting that will be held to confirm which provider will be chosen to undertake the work to build a new website for the Town Council.

5. Any other business

No items raised.

6. Date and time of next meeting

The next meeting will be held following receipt of bids from the selected providers for delivering an IT Support Managed Service.

Cllr Emmet Csuka

Ref No.	Action	Owner	Update
1306.01	Terms Of Reference for the working group to be updated to become a publicly available document	E 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	E 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	S. Mallett	S 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. Update 0607: S Mallett advised the group he continues to explore best options for sharing ideas and information. He has spoken to David Shaw and has now discounted WhatsApp but will consider further whether Teams or an alternative is suitable. Update 2007: S Mallett advised the group that he continues to explore the best options for sharing ideas and information. He has emailed David Shaw to ask if using Microsoft Teams requires a subscription or if it is part of the Office365 solution provided to STC Councillors by HBITS. He is still keen to see how we can share items such as agendas and minutes via a shared space in the Cloud and will



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			<p>provide a further update to the next meeting.</p> <p>Update 2009: The group agreed to close this action as the Town Council will soon be tendering for a new IT Support Managed Service.</p> <p>Action Closed</p>
1306.03	G Gray agreed to contact MITEC to arrange an awareness session on the live streaming of meetings	G. Gray	<p>Update 0607: G Gray has spoken to MITEC who have offered to run a Teams meeting to explain how they operate the live streaming of meetings. Next step is for G Gray to discuss availability of MITEC to run an awareness session and to offer the opportunity to attend to all Councillors.</p> <p>Update 2007: G Gray will arrange a Teams event run by MITEC when she returns from her leave.</p> <p>No update to 1008 meeting.</p> <p>Update 2009: The working group agreed to leave this action open for G Gray to arrange the Teams event.</p> <p>Action Open</p>
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	P-Carter G Gray	<p>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 22nd June.</p> <p>Update 0607: G Gray is awaiting feedback from Highway Learning & Support on whether she has been admin access to the Town Council Facebook page. If not resolve, this will be raised in the next Finance & General Purposes Committee Meeting on 17/7.</p> <p>Update 2007: G Gray advised the group that she will be given full control of the Town Council's Facebook page by the end of the week.</p> <p>Update 1008: G Gray advised the group that she has been told that she has been given full control of the Town Council's Facebook but has yet to test this.</p> <p>Update 2009: G Gray advised the group that, despite best efforts, it has not been possible to gain control of the existing Town Council Facebook page. As a result, a new official Facebook page has been created and is now the source of</p>



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			information relating to the Council's business. Action Closed
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	Update 0607: G Gray has investigated this issue and confirmed that HBITS have advised that the domain name is held by their hosting provider at Cloud Heroes. Action Closed
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 S Mallet 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	Update 0607: The document has been issued to group members. Action Closed
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	Update 0607: the IT hardware assets list is now with G Gray who will tidy it up and share with the group. Update 1008: G Gray advised the group that the assets list still requires further work before it can be shared with the group. Update 2009: The working group agreed that the information required to support the tender exercise for an IT Support Managed Service was now held. Action Closed
2106.01	E 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 P 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.	P Carter E Csuka	Update 0607: P Carter has withdrawn from the group and, as a consequence, this work has not been progressed. E Csuka agreed to pick up this work once he has finished developing the Tender for the Town Council website. Update 2007: As this action is now part of the main activity for the group it no longer needs to be tracked as a separate action. Action Closed
2106.03	It was agreed that E Csuka would lead on the next stage of activity for the Town Council website design,	Cllr. Csuka	Update 0607: included as an agenda item for the meeting.



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	consulting with G Gray 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.		Update 2007: As this action is now part of the main activity for the group it no longer needs to be tracked as a separate action. Action Closed
2106.04	It was agreed that S 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.	S Mallett	Update 0607: included as an agenda item for the meeting. Update 2007: As this action is now part of the main activity for the group it no longer needs to be tracked as a separate action. Action Closed
2007.01	It was agreed that G Gray would contact the potential bidders, soon after the invitations to bid have been issued, to confirm if they intend to submit a bid and whether they wanted to take the opportunity to present to the Town Council a view of what they could offer as a new website solution.	G Gray	New Action from meeting on 2107 Update 1008: G Gray confirmed that the Invitations To Tender had been issued to the selected website providers. These providers are to be contacted 1108 to confirm they wanted to submit a bid. Update 2009: All bidders were contacted as part of the invitation to bid process. Action Closed
2007.02	It was agreed that E Csuka would write to the Town Council detailing the timelines for future delivery to inform members and to manage expectations.	E Csuka	New Action from meeting on 2107 E Csuka confirmed that the timelines for future delivery had been issued to all members. Action Closed
2007.03	It was agreed that S Mallett would share a link to the video of the meeting so that the Working Group could view and judge the quality of the recording by a single camcorder.	S Mallett	New Action from meeting on 2107 Update 1008: S Mallett confirmed that video links had been shared already to a couple of meetings with positive feedback received to the quality of the recordings. Action Closed
2007.04	It was agreed that S Mallett would prepare an options analysis structured in categories such as voice, videoing, hosting, storage, complexity etc for the Town Council to consider. This analysis to be brought to the Working Group meeting on 10 th August to review, then on to the Finance & General Purposes Committee on 18 th September and then to Town Council on 25 th September.	S Mallett	New Action from meeting on 2107 Update 1008: the first stage of this analysis was completed at the meeting. Update 2009: the group agreed to close this action as S Mallett presented his analysis to the Finance & General Purposes Committee on 18 th September Action Closed



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1008.01	Action: Cllr Csuka to ask David Shaw how will data from the selected Finance COTS software package (Rialtas, AdvantEDGE or Scribe) be stored.		Update 2009: E Csuka confirmed that he had spoken to David Shaw who had advised that storage of data would be dependent on the software package selected. As this selection exercise doesn't fall within the scope of this working group, it was agreed that the action could be closed. Action Closed
1008.02	Action: Cllr Csuka to ask David Shaw if the Point Of Sale systems used both by STC and The Museum are supported as part of the managed service delivered by HBITS		Update 2009: E Csuka confirmed that he had spoken to David Shaw who had confirmed that the Point Of Sale Systems were not supported as part of the managed service delivered by HIBITS. Action Closed
1008.03	Action: It was agreed that G Gray should ask the RFO to check the current STC budget to see if funding provision for the replacement of iPads and other hardware items exists.		Update 2009: It was agreed that this is a business as usual issue and doesn't fall within the scope of this working group Action Closed
1008.04	Action: Cllr Csuka agreed to draft a lower-level document to support the evaluation process. This would be reviewed at the next meeting off the working group, and it was agreed that this discussion would need to be not in front of the public.		Update 2009: This action has been completed. Action Closed