

Briefing Note for Customer and Business Support Policy Advisory Group

Subject: IT Support for Members
Date: 20/11/2017
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Summary

A review of our network security was carried out in the wake of the major ransomware attacks over the past 12 months and the practice of automatically forwarding emails from the secure council network was identified as vulnerability.

When iPads were first issued to Members, the easiest way to receive Council email was to forward them to an external address (i.e. Gmail), however this does mean that the emails are outside of our security controls.

The Councils now have mobile device management (MDM) software available called MobileIron. This gives iPads a secured connection into the Council's network allowing access to Council mailboxes, calendars, internal web sites and network drives. All iPads issued to officers have this security software installed. We also have ten Members with MobileIron installed on their iPads.

In order to negate the potential security risk from automatically forwarding emails outside of our network and therefore outside of our security controls, we propose to remove the forwarding rule on all Members' mailboxes. In its place we will install MobileIron on all iPads giving a direct connection to the Council mailboxes.

Background:

When iPads were issued to CDC & SBDC members, the easiest way for them to receive Council emails on their iPad was to forward them to an external address (i.e. Gmail).

This practice poses a security risk as the email is being forwarded outside of the Council network and therefore outside of our security controls. In light of recent cyber-attacks affecting the Government & NHS, this is something that needs addressing as soon as possible.

MobileIron (mobile device management software) is now available and will allow a secure connection to the Council mailbox, calendar, intranet and network drives.

Required Amendments:

Remove the rule on all Members' mailboxes that automatically forwards emails onto external addresses. Install MobileIron on all iPads which will give secure access into the council's network.

Any contacts that are saved within the external mailbox can be imported on to the iPad. Members will still need to access the external mailbox as email may still be sent to that address. An automatic reply and/or signature can be added advising that the Council address should be used in future

Pros

- Negates the security risk of forwarding emails outside of the Council's security controls
- Members reply address will be their gov.uk address rather than Gmail, btinternet etc.
- Access to their Council calendar which will have all their committee meeting dates automatically added by Modern.Gov
- An area on the network can be provided to save and access documents. This could either be a folder by Member or by committee.

Cons & mitigations

- Unable to print emails from the iPad
 - Public documents can still be printed outside of the MobileIron security controls
- Not as easy to view emails on other devices, including mobile phones
 - Outlook Web App (OWA) can be made available allowing access to their council mailbox on any device with an internet connection
- Only emails from the past 30 days will display on the iPad
 - Older emails can be viewed via the search function and all emails can be viewed on OWA

Support for the Transition:

Officers have been using MobileIron on iPads and mobile phones for over 12 months. A pilot group of ten Members have been trialling MobileIron on their iPads for several months and have provided positive feedback on this way of working.

Unfortunately, due to the increased risk of cyber-attack the way the Members connect to the Councils' IT systems must be via a more secure method.

Full support will be provided by Business Support during the transition. Instructions will be provided to all Members detailing the changes to the way emails are received and the new security features on the iPad. They will also explain how they can access committee meetings on the calendar app and how they can access their Council mailbox on other devices.

Classification: OFFICIAL

Business Support will need their iPad for a day to make these changes so a convenient time will be arranged with them. When the changes have been completed, one to one tuition will be available if required.