



SOUTH BUCKS
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DEMOCRATIC AND ELECTORAL SERVICES

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SUPPLEMENTARY AGENDA 1

Dear Councillor

CUSTOMER SERVICES AND BUSINESS SUPPORT POLICY ADVISORY GROUP

The next meeting of the Customer Services and Business Support Policy Advisory Group will be held as follows:

DATE: **MONDAY, 20TH NOVEMBER, 2017**

TIME: **6.00 PM**

VENUE: **COUNCIL CHAMBER, CAPSWOOD, OXFORD ROAD, DENHAM**

Only apologies for absence received prior to the meeting will be recorded.

Yours faithfully

Jim Burness

Director of Resources

To: The Customer Services and Business Support Policy Advisory Group

Audio/Visual Recording of Meetings

Please note: This meeting might be filmed, photographed, audio-recorded or reported by a party other than South Bucks District Council for subsequent broadcast or publication.

If you intend to film, photograph or audio record the proceedings or if you have any questions please contact the Democratic Services Officer (members of the press please contact the Communications Officer).



Chief Executive: Bob Smith
Director of Resources: Jim Burness
Director of Services: Steve Bambrick

Declarations of Interest

Any Member attending the meeting is reminded of the requirement to declare if he/she has a personal interest in any item of business, as defined in the Code of Conduct. If that interest is a prejudicial interest as defined in the Code the Member should also withdraw from the meeting.

S U P P L E M E N T A R Y A G E N D A 1

- | | | |
|-----------|--|------------------|
| 6. | Website Change Management | (4 - 6) |
| | <i>Appendix 1 - Dynamic Theme Design Specification</i> | (7 - 32) |
| 7. | Briefing Note for Changes to IT Support for Members | (33 - 35) |

The next meeting is due to take place on Monday, 5 March 2018

SUBJECT:	<i>Website change management process – how it currently works</i>
REPORT OF:	<i>Cllr Duncan Smith - Portfolio Holder for Customer and Business Support</i>
RESPONSIBLE OFFICER	<i>Rachel Prance – Manager of Joint Communications, Performance and Policy Tel: 01494 732903 email: rachel.prance@southbucks.gov.uk</i>
REPORT AUTHOR	<i>Dominic James 01494 586518 email djames@chiltern.gov.uk</i>
WARD/S AFFECTED	<i>All</i>

Website change management process

All requests for changes to the CDC / SBDC websites need to be e-mailed to communications@chiltern.gov.uk

Requests would need to detail the website change/s required and links provided where appropriate to the council website.

Changes will be reviewed by the Communications, Policy and Performance / Business Support Team and scoped out to review technical and financial impact. If agreed the change management process starts.

Minor requests

If a minor change is requested that can be dealt with under the current support agreement, this would be logged with GOSS (the website providers) and a change request documentation produced. The development would then be entered on the GOSS QA site and then rolled out to test and live. At each stage testing takes place to ensure it is working correctly in each web environment. All change management documentation is logged in corporate project folders and submitted as service requests to the Business Support Team. A review then takes place of completed work and signed-off to close the request. The person who made the request would then be informed that the change has been completed and it is now available to customers.

Major requests

If a major change is requested where template functionality is changed, this would require logging with GOSS initially to review, scope out and then provide costs. Any costs would be reviewed with the Communications Team / Business Support / Cabinet Member and if agreed implemented. A timeline would then be created and an implementation date agreed.

Content management – web editors

The council websites are managed by the CPP [Communications, Performance and Policy] team with web editors in each service areas. The web editor model allows content to be managed and maintained by the service areas. Web editors receive training on using the content management system [CMS] and on writing for the web. The CPP team are available for support at all times. Applying this model allows service areas to own their content and regularly update it. Within the CMS web editors can schedule in review dates for content, archive / delete old pages. When staff leave the organisation their accounts are deleted and the content re-allocated to members of the group/team they belong to.

Web editors - support

Web editors are provided with day-to-day support for editing pages and training. When we upgrade the new websites editors help with the testing. On the intranet there are log-ins to the CMS, writing for the web advice and details of how to log issues they are experiencing with the website. If a web editor needs help with content they will log a call with the communications team who will provide support.

The mobile friendly websites and keeping content up-to-date

The recent delivery of the new mobile sites allowed a content refresh and reduction in the number of webpages. The templates used were those agreed with GOSS at the time of procuring the websites with some minor adjustments (the design specification is shown at appendix 1). Although we reduced the number of pages we maintained the same navigation structure. The templates were extensively tested using a wide range of mobile devices. Web editors regularly review their pages to ensure content is update-to-date and have all received training on how to write for mobile-friendly web pages. Within the CMS are options to set review dates on pages.

Number of web pages

Website [no. of pages]	Fixed width website [old site]	Mobile site [new site]	Reduction
Chiltern District Council	1,760	666	-1094
South Bucks District Council	1,597	665	-932

Web editors – access to Google Analytics

With the upgrade to the new mobile sites, web editors can access Google Analytics in the CMS. Web editors are provided with a summary of what is happening on their service pages. Services can require more Google reports by contacting the Web Services Officer.

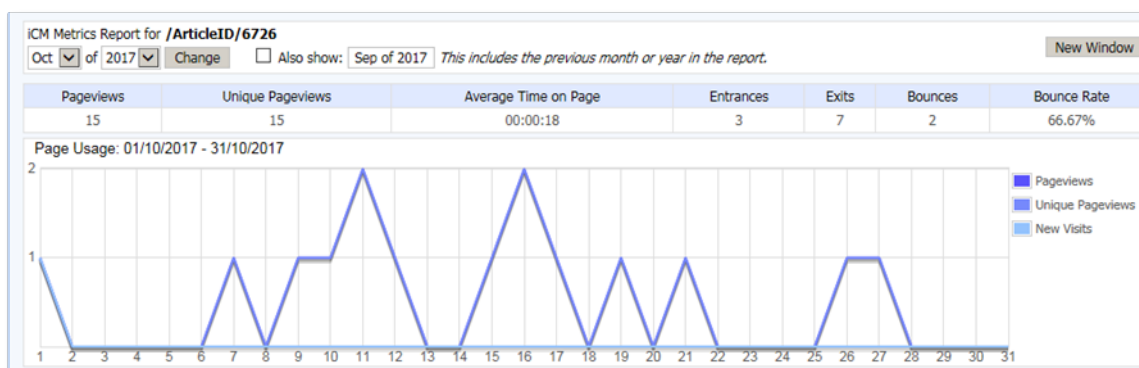


Figure 1 – screen shot of search results in Google Analytics

Siteimprove

<https://siteimprove.com/>

For monitoring quality assurance on the websites we use Siteimprove. This is implemented on the sites managed by the CPP team. Reports show broken links, typos, accessibility score and readability scores.

Website	Quality assurance score
Chiltern District Council	98.4%
South Bucks District Council	93.4%

Note: Quality Assurance score – within Siteimprove [web monitoring software] the score is based on content quality, content freshness, security and user experience.

The websites and the future impact of the Customer Experience Strategy

The contract with our current website supplier (GOSS) expires on September 2018. This contract covers the Chiltern District Council and South Bucks District Council sites and the associated mini-sites i.e. the South Buckinghamshire Golf Club, Chilterns Crematorium and the forthcoming Bierton Crematorium.

Any future changes to the websites will need to be reviewed alongside the objectives of the Customer Experience Strategy which was recently agreed by the Joint Committee.

Appendix 1 – Dynamic Theme Design Specification



Dynamic Website Theme
Design Specification

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Document Properties

Version	Date	Name	Description	Reviewed By
DRAFT	24/01/2017	T Gulliver		
3.0.0	16/02/2017	T Gulliver	First Release	Mike Cooper
3.0.1	16/02/2017	T Gulliver	Clarified list blocks in section 5.2.4. Included "latest versions" in browser compatibility table	
3.1.0	16/02/2017	T Gulliver	Added section 5.2.3 describing the home title, intro and body text options. Added table of contents	
3.1.1	22/02/2017	T Gulliver	Clarified behaviour of drop-down menus if using the List Template in section 1.4.1	
3.2.0	14/03/2017	T Gulliver	3.2 Footer "about" article, 2.6.2 removed references to first feature groups and carousel, added section describing article inline "buttons"	

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Glossary

The following terms are used throughout this document.

Article : The text and media defined in iCM that provides the content for a web page.

Article Summaries: Various sections of the site can display summaries of an article. The article introductory text will be used. This can be overridden by the article summary text.

Best Link Text : Throughout the site navigational elements and links to articles will use the article Heading Text. This can be overridden by an article's Alternate Link Text. The resulting link is known as the Best Link Text.

iCM : The content management system developed by GOSS Interactive Ltd.

Template : A template defines the extra content and functionality that is applied to the article content.

Introduction

Dynamic Website Theme: Design Specification

This document outlines the design specification for the Dynamic Website Theme.

Themes define the appearance, layout and style of a site.

The functionality of a site is provided by the templates the site is using. The core templates included with each site are described in the Core Framework Documentation.

The Dynamic Website Theme has custom behaviour for related assets, a video player and includes a unique Home Template. The details of this template and design images for the core templates are included in this document.

Constraints

The following constraints provide the framework for each element described in this document.

Responsive Layout

The Theme has a responsive design, catering for desktop, tablet and mobile screen sizes. Content and layout will adapt to fit the device the site is being viewed on.

Markup

The site will conform to HTML 5 standards.

Browser Compatibility

The site design will be fully compatible with the following browsers:

Operating System	Browsers
Windows	Internet Explorer 9+ (excluding "compatibility views"), Edge, Chrome, Firefox
OSX	Safari, Chrome, Firefox (latest versions)
iOS 7+	Mobile Safari, Chrome (latest versions)
Android	Android Browser, Chrome (latest versions)
Windows Phone	Internet Explorer

Accessibility

The site will be designed to deliver HTML content in accordance with the Web Accessibility Initiative's (WAI) Web Content Accessibility Guidelines (WCAG) Version 2, to level 'AA' standards.

Common Functionality

Links

Links within the main page content are displayed in a contrasting colour. Links to content within the navigation and asset panels are styled as per those panels. On mouseover, link text will be underlined. If a link matches the currently displayed page, it no longer acts as a link.

A link's "title" element, if present, will display as the tooltip on mouseover.

By default, links to pages within the site will open in the same browser tab, links to external sites will open in a new browser tab.

Inlines

The Dynamic Website Theme supports the six standard inline types: article, document, external link, image, page snippet and script. See <http://content.gossinteractive.com/article/2594/Standard-Inline-Types> for more information.

Article inlines can be configured to display as "call to action" buttons with content managed text, rather than standard links.

Curabitur eget neque non diam pellentesque lobortis nec eu enim. Curabitur semper vehicula imperdiet. Nunc ipsum urna, pharetra eu eleifend quis, blandit nec tortor. Nullam ornare, massa eu tincidunt hendrerit, ante nisl vestibulum nunc, sed pulvinar ex lacus at massa. Maecenas sed elit odio.

SOME CONTENT MANAGED TEXT >

Web Page Structure

Each page on the site has a header, footer and main content area.

Certain templates, such as the home, will exclude some elements. More information can be found in the template specific sections below.

Summary

The main content areas of the theme are:

Header

- Cookie Banner
- Site Logo
- Top Utility Menu
- Site Menu
- Top Search
- Site Alert Message

Main Content

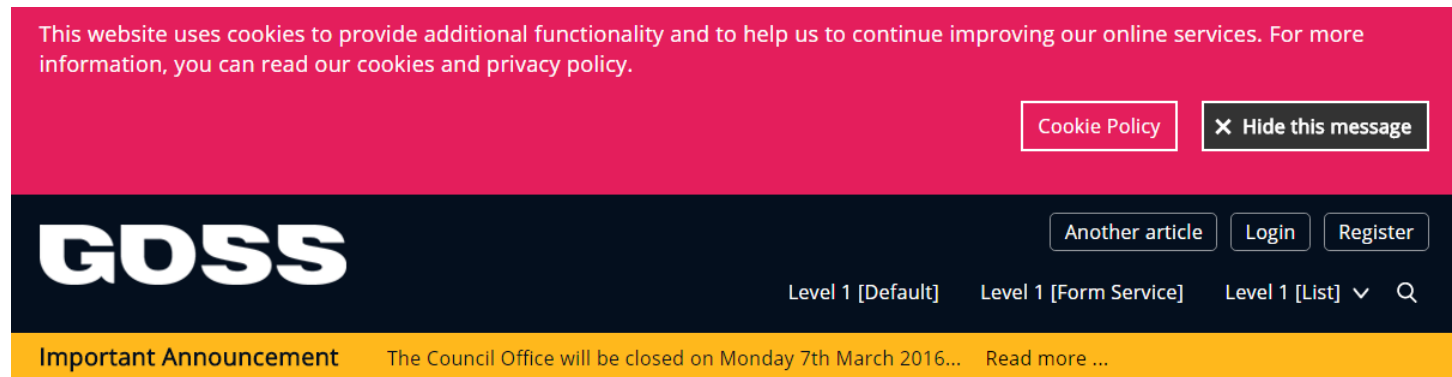
- Carousel
- Breadcrumb Trail
- Page Title
- Page Introduction and Main Content
- Content Specific to the Current Template
- Asset Panels
- Page Utility Menu

Footer

- Bottom Utility Menu
- Social Link Icons
- Copyright Information
- 'Powered by GOSS iCM' Link

1. Header

The header area is displayed at the top of every page. It contains site-wide components such as the logo, top utility menu, site navigation and search.



1.1 Cookie Banner

When a user first visits the site, using a browser with no previous cookies, a cookie banner informing them that the site uses cookies is displayed above the page header.

At the bottom of banner is an optional link to an article containing further information, and a button that reads "Hide this message". Clicking this button will set a cookie, flagging the user's agreement to the site's use of cookies. This will hide the banner on this page and all subsequent page views.

1.2 Site Logo

The site logo is displayed in the top left of the header. It acts as a link to the homepage.

1.3 Top Utility Menu

The top utility menu is used to hold links to important pages on the site. This could include links to accessibility information, as well as the login article. Links in this menu are styled as buttons which, on mouseover, use a contrasting colour rather than underline.

1. Header

1.4 Site Menu

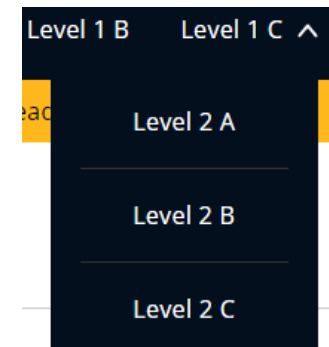


The site menu displays a link to each article that is a child of the home article. Each link uses the article’s best link text. When clicked, all top level site menu items will take a user to the corresponding article.

Should an article have further child articles beneath it, an arrow appears to the right of the link text. Hovering your mouse over the text or arrow causes the menu to expand, displaying links to its second level articles.

1.4.1 Second Level Menu Drop-downs

As described above, should a top level menu item have child articles, these are displayed on mouseover, irrespective of the template type the top level menu item is using. Certain configurations of the List template may prevent these items from appearing - see the Dynamain Theme Implementation Guide.



All child articles are displayed in a single column, with no limit to the number that can be included.

The text of each menu item uses the corresponding article’s best link text. Clicking an item will navigate to that page.

1.5 Smaller Screen Widths



At screen widths below 1051 pixels the top utility menu, site menu and site search are combined into a single menu icon.

1.5 Smaller Screen Widths

Clicking the menu icon reveals the search control, top utility and site menu items. Menu items without child articles act as links to their corresponding articles.

Menu items with child articles are displayed with an arrow to their right. Clicking the menu item will take the user to that article. Clicking the arrow reveals the child articles in an accordion style menu.

Clicking the "X" icon in the top right of the menu closes it, returning the view to its previous state.

1.6 Top Search

At full width, a magnifying glass icon appears to the right of the site menu. Clicking this icon replaces the menu with a search box. The top search box allows users to search for content on the site. The box contains the placeholder text "Search" followed by the site name.

If search suggestions are enabled, up to four content suggestions are shown once three characters have been typed into the box. This list of suggestions is updated as further characters are entered. Selecting a suggestion will take the user directly to that content.

A search will be performed using the content of the box if a user presses the enter key or clicks on the search icon. Results are displayed on the designated search article.

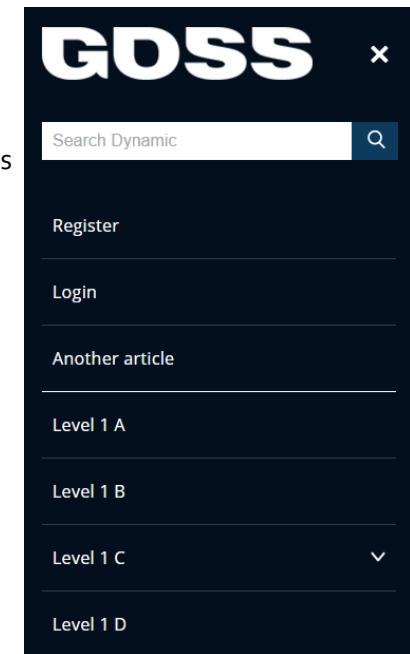
Full details of the search can be found in the Core Framework Documentation.

1.7 Site Alert

Beneath the main header content an optional site alert can be displayed, which includes a link to the full alert article.

1.8 Sticky Header

The header can be configured to be "sticky". When enabled the header, minus the site alert, will remain visible at the top of the page as the user scrolls down the page content.

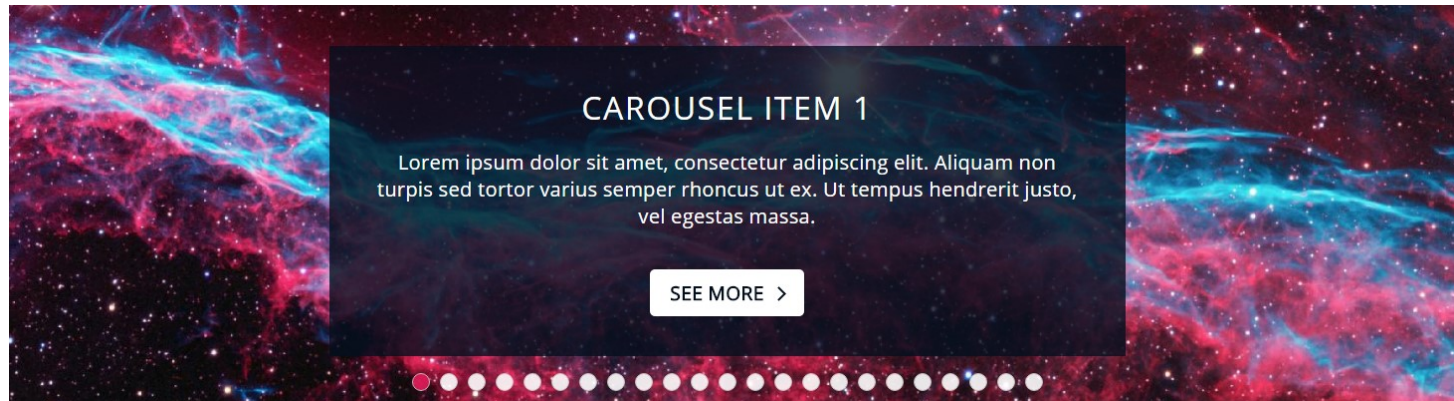


2. Main Content

The main content area of the page displays content as entered into iCM. This includes text, images, inline links and other embedded items.

Depending upon the template type used, other content such as search boxes, forms or login options will appear here.

2.1 Carousel



Beneath the header, above the main page content, an optional carousel can be displayed. Any number of articles can appear as a panels in the carousel, with a dot appearing at the bottom of the panels for each.

A user can browse carousel panels by either clicking on one of the dots, which will scroll the carousel to that panel, or swiping (on a touchscreen device) to the left and right. A similar effect can be achieved by clicking and dragging a panel with a mouse on non-touchscreen devices.

Each panel displays the corresponding article's heading text as its title and an article summary, followed by a "See more" button which takes a user to the full article.

Where an appropriate image has been chosen, it will be displayed as a background image in the panel. The panel content will be displayed with a background colour, which is used to maintain the text's colour contrast and readability.

If no background image has been chosen, a solid colour is used and the panel content does not display with a contrasting background colour.

2.2 Breadcrumb

The breadcrumb trail shows the current position of an article in the navigation tree of the site. Each page title acts as a link to a direct ancestor of the current article. The current article is not included in the list.

2. Main Content

2.3 Page Title

Beneath the breadcrumb is the title of the current page.

2.4 Text and Body Content

Beneath the page title is the page's introductory and body text with its inline content. The article's introductory text appears first, in a bold font, larger than the standard body text.

2.5 Template Specific Content

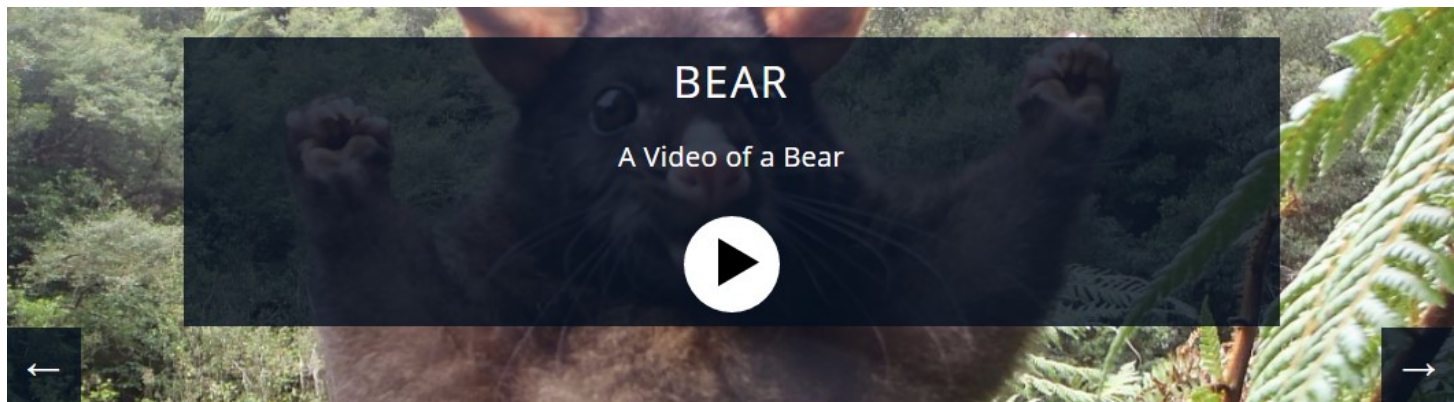
Template specific content, such as forms or login controls, is generally displayed beneath the body text. The sections describing each template give further details.

2.6 Asset Panels

The asset panels of the Dynamic Theme do not follow the standard ordering and positioning described in the Core Framework Documentation.

2.6.1 Related Videos

Video media items related to the current article appear in a panel immediately below the main page content.



2.6 Asset Panels

The video panel displays the video poster, if present, as a background image. Videos without a poster use a default colour instead of an image.

The video title, description and a play button appear in the centre of the panel, with a background colour which is used to maintain the text's colour contrast and readability.

If a user clicks the play button the panel expands to display the video. Standard player controls appear at the bottom of the video. An "X" icon in the top right of the video allows a user to quit playback and return the panel to its original state.

If more than one video has been related to the current article, navigation arrows appear in the bottom left and right corners of the panel to allow a user to scroll through the video panels.

2.6.2 Related Features



Related feature groups appear as panels beneath the video panel (or beneath the main page content if no video panels are present). Each article in the panel displays its heading, article summary and an image. The image, if present, and heading act as a link. Any number of articles can appear in each featured group and any number of feature groups may be displayed in panels on the same page.

2.6 Asset Panels

2.6.3 Remaining Assets

After the related video and feature panels, remaining assets are displayed in a column beneath the main page content. Within each asset block, items are arranged into two columns.

Panels are displayed in the following order:

1. Useful Forms
2. Downloads
3. Polls
4. Useful Pages
5. Links

Full details of these panels can be found in the Core Framework Documentation.

USEFUL FORMS

[→ QA Test Form V2](#)

DOWNLOADS

[Test PDF document 1 \[9KB\]](#)

[Test Word document 1 \[25KB\]](#)

[Test Zip \[213B\]](#)

YES NO POLL

Is that true?

Yes

No

VOTE RESULTS

USEFUL PAGES

[→ Test Related Article 1*](#)

[→ Test Related Article 2](#)

[→ Test Related Article 3](#)

[→ Test Related Article 4](#)

LINKS

[→ GOSS Interactive](#)

[→ Google Search](#)

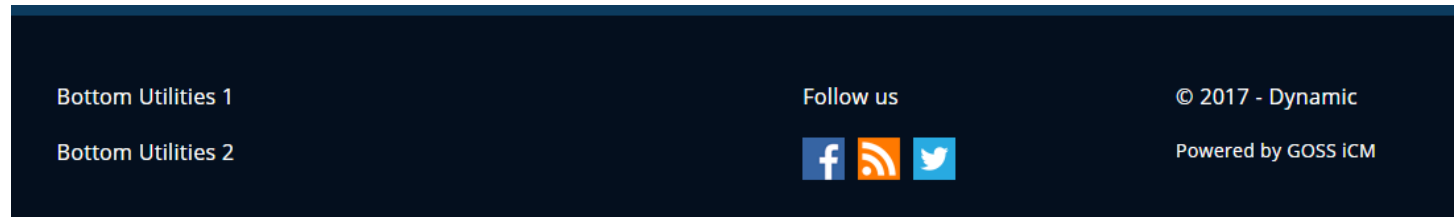
2.7 Page Utilities

At the bottom of each page, below the main content (yet not part of the footer) are the page utilities. These include social media share icons, a link to "email this page" and a print icon. The "email this page" link is a "mailto" link which opens the user's default email provider. The print icon triggers the browser's "print" method. Only the actual page content is printed. Items such as the header and footer are excluded.



3. Footer

The footer area is displayed at the bottom of every page. It contains site-wide components such as the social icons, bottom utility menu and copyright information.



3.1 Bottom Utility Menu

The bottom utility menu is used to hold links to important pages on the site.

3.2 Tag Line and Statement

The company tag line and statement can be displayed to the right of the bottom utility menu items.

3.3 Social Link Icons

A row of icons can be displayed in the footer. They are designed to act as links to external sites, such as Facebook and Twitter, or to an RSS feed.

3.4 Copyright Information

The site's copyright information will begin with the copyright symbol, ©, followed by the current year and the site's name.

3.5 Powered by GOSS iCM Link

Below the copyright information is a link to the GOSS Interactive website.

4. Icons

The theme supplies two icons as standard.

4.1 Favicon

The theme has a favourite icon which will be used by browsers on the tab in which the article is being displayed. It is also used as a desktop shortcut icon in some operating systems.



4.2 Apple Touch Icon

This icon will be used as the App Icon on iOS devices (iPad, iPhone etc.) when the site has been added to the Home Screen.



5. Theme Templates

Templates define how a page appears, either by changing the elements that are available to be displayed, or changing the behaviour of those elements. For example, the Forms Service Template displays a form for a site user to complete, whereas the Authentication Template displays login options .

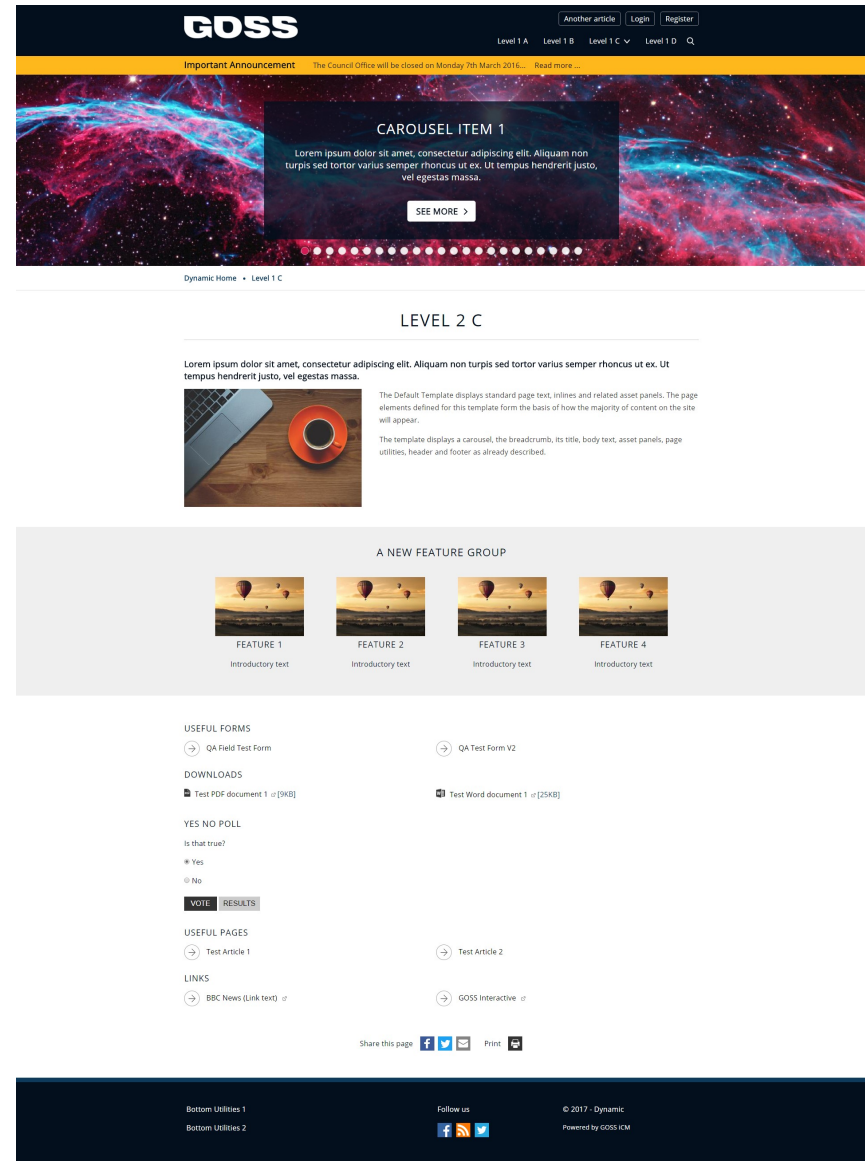
Templates provide common functionality across themes, so are documented separately.

This section describes any template behaviour specific to this theme.

5.1 The Default Template

The Default Template displays standard page text, inlines and related asset panels. The page elements defined for this template form the basis of how the majority of content on the site will appear.

The template displays a carousel, the breadcrumb, its title, body text, asset panels, page utilities, header and footer as already described.



5.2 The Home Template

A page using the Home Template displays links to, and information from, the most important pages of the site.

Content is arranged in a series of configurable panels, similar in behaviour to those already described.

The Home Template does not display a breadcrumb, page title, page text or any related content other than that described in the following sections.

5.2.1 Header

The header of the homepage behaves as the standard page header described in section 1.

5.2.2 Carousel

If present a carousel will appear as the first panel of the homepage. It behaves as described in section 2.1.

5.2.3 Breadcrumb, Title and Body Content

The Home Template would not normally display the page title, breadcrumb or body content. When configured to do so, these appear as per the Default Template.

5.2.4 Article Panels

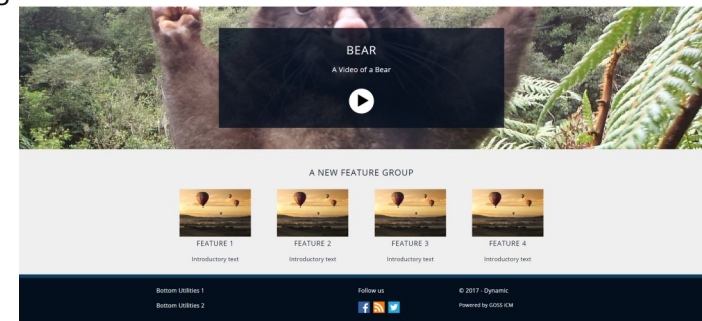
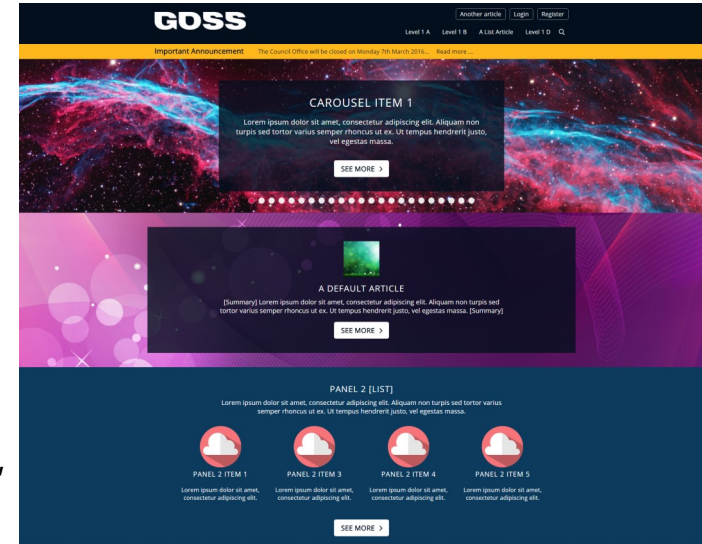
Any number of panels can be displayed beneath the carousel. Panel content will depend upon the type of article selected.

5.2.4.1 Standard Panels

The majority of template types will appear as a standard panel. Each panel displays the corresponding article's heading text as its title and an article summary, followed by a "See more" button which takes a user to the full article.

Where an appropriate image has been chosen, it will be displayed as a background image in the panel. The panel content is displayed with a background colour, which is used to maintain the text's colour contrast and readability.

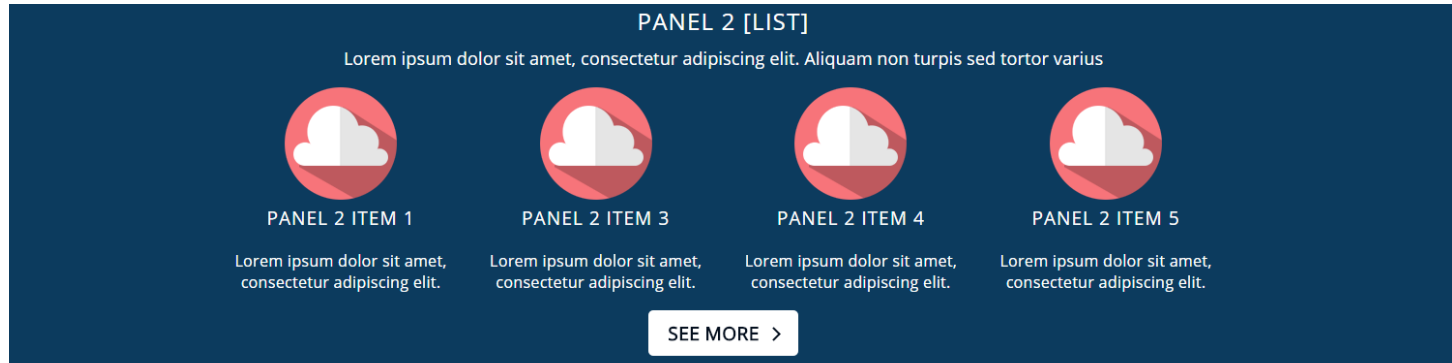
If no background image has been chosen, a solid colour is



5.2 The Home Template

used and the panel content does not display with a contrasting background colour. This solid colour can be content managed. If present an icon will appear above the panel title.

5.2.4.2 List Panels



If a list article is chosen to provide the content of the panel, the article heading and its summary appear at the top of the panel. The first four items configured to display in the list appear in a row beneath the list summary. The list items display their heading, image (if present) and either their summary or further list items (depending upon the configuration of the item in the list - see the Core Framework Documentation for an explanation of lists within lists). The headings and images act as links to the corresponding article. A "See more" button appears beneath the list items, taking a user to the full list if clicked.

5.2.5 Related Blocks

Any number of blocks of content can appear beneath the panels. Each block can be used to display either:

- a single article with its summary and a button that links to the article
- a list of articles with a summary view of the first three articles in that list (or further listed items should the listed article itself be a list). The title of the block and button at the bottom of the block act as links to the full list. Items in the list act as direct links to that item
- a link to an external site or media item with optional page content. This page content can be used to embed feeds from social media sites etc.

5.2 The Home Template

If a block is used to display a single article, the article title and summary populate the block.

If a block displays a list of articles, the title and summary of the list article are displayed at the top of the block, and each listed item displays its title, and either its summary or own list, and image. The title and image act as a link to the article.

In the accompanying screenshot the title of the block and summary text below the title are that of the list article called "A List Article". "Level 2 A" is a list article displaying its own title and image followed by "Another Article" which is a list item of "Level 2 A" (both titles act as links to the respective articles). "Level 2 B" is a default article displaying its title, image and summary.

If a panel shows a link to a media item or external site, no image is displayed and the summary is replaced by its main page content.

At the bottom of each block is a button which uses the best link text of the article providing the content for the block. These buttons can also display configurable icons.



5.2.6 Video Panel

If a video has been configured to display on the home template, it will appear in a panel beneath the related blocks. The behaviour of this panel is the same as that described in section 2.6.1.

5.2.7 Features Panel

Beneath the video panel the Home Template can display any number of feature panels. These behave as on other template types, as described in section 2.6.2.

The Authentication Template

The Authentication Template functionality is described in the Core Framework Documentation.

It allows registered users to log into the website or, depending upon the providers configured, allows users to authenticate using an external provider.



LOGIN

Lorem Ipsum is simply dummy text of the printing and typesetting industry. Lorem Ipsum has been the industry's standard dummy text ever since the 1500s.

LOG IN WITH FACEBOOK

LOG IN WITH GOOGLE

or

Already a member?

Sign in to your account

Email or Username

Password

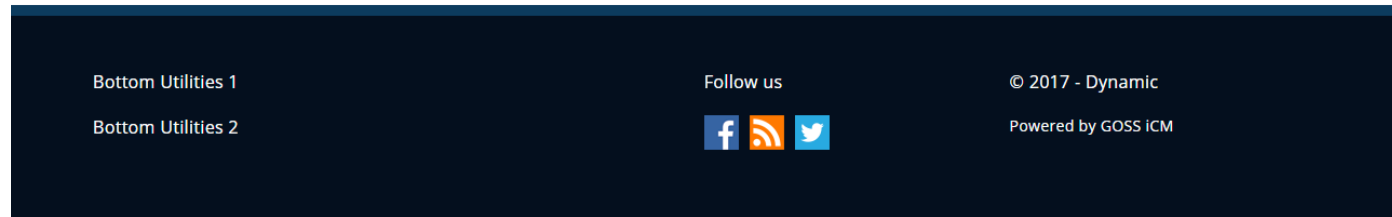
LOG IN

Dont' have a login yet get one on £1599.99 Buy Now

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→ Reset Password



The Forms Service Template

The Forms Service Template functionality is described in the Core Framework Documentation.

It is used by the site to display forms created using the GOSS iCM Forms Designer.

Page 30

FORMS SERVICE

QA TEST FORM PAGE 1

Name*

Location [MAP](#)

Are you healthy?

FRUIT

Orange Apple Banana

Date*

Enter a number*

[NEXT](#)

Share this page [f](#) [t](#) [e](#) Print

Bottom Utilities 1 Follow us © 2017 - Dynamic

Bottom Utilities 2 [f](#) [r](#) [t](#) Powered by GOSS iCM

The List Template

The List Template functionality is described in the Core Framework Documentation.

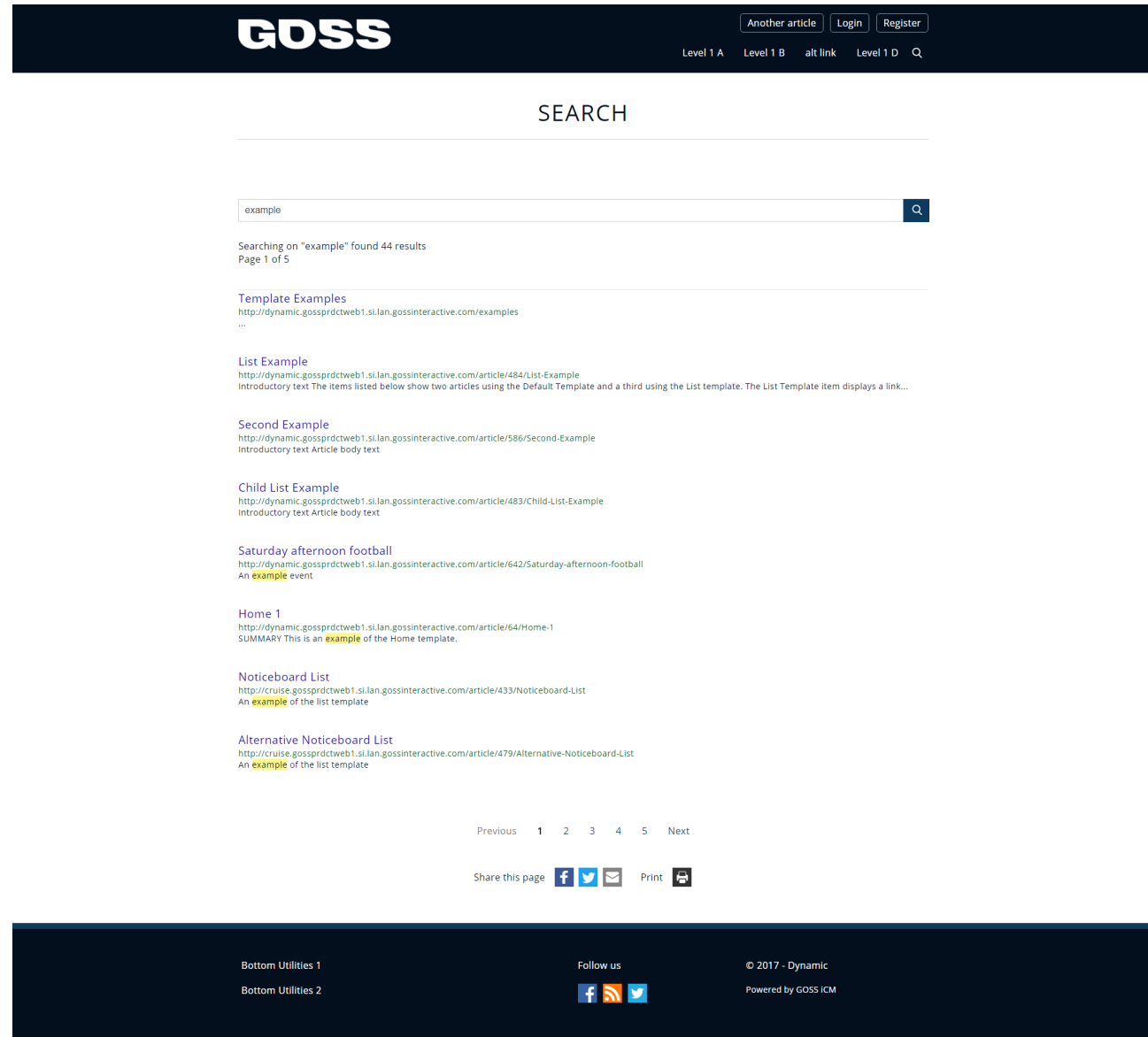
It displays lists of articles, in a number of columns, on either a single page or across multiple pages .

The screenshot displays a dark-themed website header with the GOSS logo on the left and navigation links (Another article, Login, Register) on the right. Below the header, a horizontal line separates the main content area. The title "A LIST ARTICLE" is centered above a horizontal line. Below the title is a paragraph of Lorem Ipsum text. The main content area features a grid of six article cards. Each card consists of a red circular icon with a white cloud, a title (LEVEL 2 A, LEVEL 2 B, or LEVEL 2 C), and a short paragraph of Lorem Ipsum text. At the bottom of the grid is a pagination link "Previous 1 2 Next". Below the grid are social sharing icons for Facebook, Twitter, and Email, along with a "Print" icon. The footer is a dark blue bar containing "Bottom Utilities 1" and "Bottom Utilities 2" on the left, "Follow us" with social media icons in the center, and "© 2017 - Dynamic" and "Powered by GOSS ICM" on the right.

The Search Template

The Search Template functionality is described in the Core Framework Documentation.

It allows users to search for content on the site. It can also generate suggestions while a search term is being typed, "search instead" should no results be found, and be configured to display a set number of results per page.





Briefing Note for Customer and Business Support Policy Advisory Group

Subject: IT Support for Members
Date: 20/11/2017
Report author: John Spiers – Business Support

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.

Classification: OFFICIAL

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

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.