

## **Questions and answers received following issue of IT Report:**

For Option 2, Do the 'Plymouth hosting company' have a name? Would this be hosted on a single server, thus potentially still be a single point of failure? We really need to know what their setup is. Is it a Secure data Centre, with power and comms backup etc. What are their SLA's for availability etc.

### **SOS Response:**

*With regards to option 2, yes it would be in a secure data centre, with an SLA, and backups. Managed by GSL Media.*

### **Internal Response:**

*I have googled GSL Media Plymouth – please see this link for more information that may be helpful : <https://www.gslmedia.co.uk/>*

*Following a telephone discussion held between SOS and Administration Officer it was confirmed as follows:*

*GSL Media are to broker a connection for STC to host data at a ISO27001 I Data centre (national provider data centre) They currently host websites and are based in Plymouth.*

*They are compliant and safe.*

*There are 3 servers that could be utilised. However, as STC are not ready to move until next year this may change, as may the hosting costs.*

*SLA's will not be affected any more than currently (any issues are extremely rare with Civica data) as currently STC run our their own server onsite managed by SOS and not CIVICA*

### **Internal Response:**

*Do you know where our data will be held? What company or data centre a deal is being brokered with?*

### **SOS Response:**

*Sorry, I have nothing left to say on something that's not happening for a year.*

*Not being awkward, just genuinely can't enter any negotiations/terms/agreements with anyone until we know it's happening and closer to the time.*

*Can you confirm if Option 1, the Civica option annual costs include any of the licensing costs that we have to pay, or are they on top for all options?*

### **Internal Response:**

*The costs detailed are for transferring the current data and for three years hosting only. We would also be paying for the Town Council annual licence and support package. I have updated the report as attached as CIVICA have offered a 10% discount.*

The Councillor related costs for BD Antivirus, which I assume stands for BitDefender Antivirus, assumes that all 16 councillors are using it, that currently isn't the case, so we might be over paying. Can those without council supplied devices have access to a license key to install it on their own devices to protect them? I also note that there is a VPN add on, what would be the cost to add VPN access to the license costs for those that might need or want to secure their communications better.

SOS Response:

*We really don't want to get into managing non-council owned devices, which is will what will happen the second you offer some installed software on a device. I can see it being a problem.*

*Of the thousands of devices we have out there, non of them run a VPN. The security focus is all on getting to the files/systems in the first place. It's another thing can could turn into a much bigger headache than needed.*

*We've installed BD on every device that we've issued or found that belongs to STC, so the numbers should be about correct.*

Internal Response:

*In regards to costs, I spoke to the Town Clerk and as there are 16 Members it is easier reflect the maximum cost for 16 devices within the report. If we allocate for 16 Members in the correct budget this removes any requirement to vire funds or utilise EMF budgets should they be required at a later date.*

*I have checked and only 5 Cllrs do not currently use Town Council IT Equipment. The annual cost being budgeted for 5 BD Antivirus licences is £307.20.*

*Not too much of a stretch when you take into consideration staffing costs for work involved to transfer / allocate should Members leave / change their mind.*

*An example of this is the previous two Cllrs who have joined have requested Town Council IT Equipment and as the monies were not budgeted an EMF has had to be used for monthly costs or transferred to the correct budget code. This creates an additional staffing cost as the Finance department need to manage this. I hope this offers clarity, happy to explain in person but I am sure the Town Clerk can offer further explanation as the RFO.*

Additional Information which may be useful:

<https://www.iso.org/standard/27001>

What is ISO/IEC 27001?

ISO/IEC 27001 is the world's best-known standard for **information security management systems (ISMS)**. It defines requirements an ISMS must meet.

The ISO/IEC 27001 standard provides companies of any size and from all sectors of activity with guidance for establishing, implementing, maintaining and continually improving an information security management system.

Conformity with ISO/IEC 27001 means that an organization or business has put in place a system to manage risks related to the security of data owned or handled by the company, and that this system respects all the best practices and principles enshrined in this International Standard.