

Information Technology & Digital Transformation Advisory Committee

Minutes of a Virtual Meeting of the Information Technology and Digital Transformation Advisory Committee held on 28th September 2021.

Present:

Cllr. Forest

Cllrs. Krause, Ovenden, Pickering, Shorter.

Also Present:

Head of HR & Customer Services, Customer Service & Digital Project Manager, IT Manager, Economic Development Manager, Senior Economic Development Officer, Member Services Officer.

1 Minutes of the Meeting held on 16th March 2021

- 1.1 The Minutes of the Meeting of the IT & Digital Transformation Advisory Committee held on 16th March 2021 were approved and confirmed as a correct record.

2 Update on the Broadband improvements in the Ashford Borough

- 2.1 The Senior Economic Development Officer introduced this item and gave a presentation to the Committee, which highlighted that there was no specific Officer responsible solely for this project, but time had been dedicated to the task and the team had worked together. The Presentation outlined the following subjects:
- Headline figures
 - Gigabit Voucher Scheme and Performance
 - Community Fibre Partnerships
 - Providers Updates Highlights and Maps
 - Next steps
- 2.2 The item was then opened up to the Task Group and the following points/questions were raised:
- USO was an acronym for Universal Service Obligation, and this referred to residential properties only.
 - A Member that lived in a rural area explained that there was no 4G signal in his village, and it was not part of the 90% mentioned under the headline figures within Ashford. He questioned whether that figure was inflated. The

Economic Development Manager explained that the figures contained within the report were national figures and based within premises. The information for rural areas as a whole had not yet been made available. He agreed that the final 10% would likely be a big challenge as implementation of infrastructure was necessary.

- The Senior Economic Development Officer confirmed that Openreach deemed Tenterden a rural area, and this classification was not determined by ABC.
- The Chairman asked where Members could signpost problems to and it was advised that KCC were the lead for the Project. The Committee agreed that a Member Briefing on this topic would be useful.

Resolved:

That the update be received and noted.

3 Digital Processes Update

3.1 The Customer Service & Digital Project Manager introduced the Update and made a presentation to the Committee, which outlined the following themes:

- Position before the Pandemic
- Responding to the Pandemic
- Technology
- Changing the way we work
- Lessons learnt and way forward
- Consultation

3.2 The Chairman asked for the slides to be circulated and for Members to feedback to the Customer Service & Digital Project Manager regarding the Consultation questions. He raised a concern about multiple logins for different systems and suggested exploring whether a universal login could be developed.

Resolved:

That the update be received and noted, and Members provide feedback on the Consultation questions.

4 Cyber Security Update

4.1 The IT Manager gave the Committee a progress update on cyber security. He spoke about the Endpoint Symantec Shield, which was being phased out and replaced by Endpoint Protect Response; this was a more sophisticated system that observed and learnt users typical behaviour, and was therefore able to detect any abnormal activities. The laptop rollout had resulted in a security incident, which was shown to be a false positive, but demonstrated

that the added protection they included was working effectively. The Code of Compliance Audit had started that day at 10am, but no queries had yet been raised from the Auditors, which was a positive sign. Finally, the Council had been volunteered to take part in a project, which included the KPSN circuit being installed at International House, which would potentially increase the coverage area. This would be extremely helpful to be included in SMART communications on issues such as motorways and gritting lorries.

- 4.2 In response to questions from Members the IT Manager confirmed that a 2-factor authentication was still being developed by the IT Team. Approximately 400 new laptops were being rolled out to staff. Councillors were not currently able to change their own passwords unless connected to the main server, so the PC in the Members room could be used to do this. When the Council moved to the Azure network, then Members would be able to change their passwords. Additionally, if Members felt their account had been compromised in any way, then they were advised to contact the IT Team immediately.

5 Future Agenda Items and Report Tracker

- 5.1 The Chairman requested the Tracker be circulated to Members for their review and suggestions could be emailed directly to the Chairman and Customer Service & Digital Project Manager.

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