

HAVANT BOROUGH COUNCIL

Cabinet

2 September 2020

INTRODUCING MICROSOFT TEAMS

Report of: Susan Parker, Head of Programmes, Redesign & Quality & Senior Information Risk Owner

Head of Service: Susan Parker

Director: Lydia Morrison

Key Decision: No

Report No. HBC/014/2020

1.0 Purpose of Report

- 1.1. The pandemic has seen a rapid take-up of digital tools to enable remote meetings for councillors and officers alike meaning that the most straightforward approach to servicing this requirement was to deploy Skype for Business and Skype Broadcast.
- 1.2. On agreeing to this approach, the Cabinet also set out expectations around a subsequent migration to MS Teams which is a more modern platform, noting the technical constraints. This report updates Cabinet on the current position and brings forward recommendations to accelerate the move to MS Teams.

2.0 Recommendation

2.1. Cabinet is recommended to:

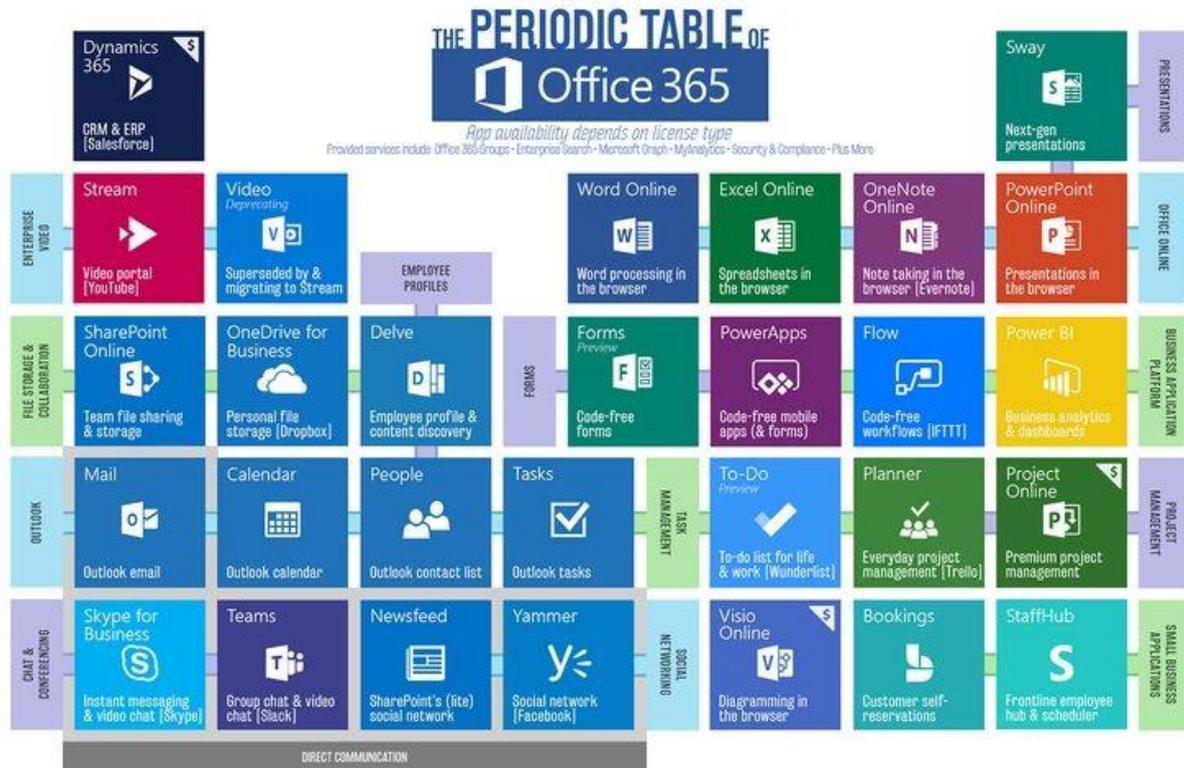
- 2.1.1 Agree the mitigations, proposed implementation methodology and timeline outlined in section 5.

3.0 Executive Summary

- 3.1 The Council's Digital Strategy sets out plans to implement Sharepoint and associated productivity tools such as Microsoft Teams in the context of the relevant Digital Design Guidelines which are: Digital Workstyles, A Digital Mindset and Digital Security.
- 3.2 Critical to the success of this implementation are the introduction of security tools, to be provided via the Council's IT provider.
- 3.3 Since the approval of the Digital Strategy and the associated Design Guidelines, the Councils have moved into unprecedented times; with the COVID-19 pandemic forcing a rapid step change in how we work and how democratic decision making is supported.
- 3.4 Whilst the use of Skype for Business was approved for meetings, it was with the expectation that a move to MS Teams would be implemented in due course. Officers have reviewed the approach and carried out a full risk assessment and have arrived at a position where shifting to MS Teams can be accommodated, prior to the completion of other IT projects. Section 5.3 of this report sets out how such an implementation will be structured.

4.0 The Microsoft Platform

4.1 Overview of Office 365 applications.



Source: <https://blog.systoolsgroup.com/microsoft-office-365-periodic-table/> [May 2018]

4.2 There is no doubt that this suite of tools will enable a massive digital transformation for the Council and has always featured in our Digital Strategy plans, informed by a number of the Digital Design Guidelines of that strategy, namely:

4.2.1 **Digital Workstyles** — Officers and councillors must have the equipment they require to work in a flexible manner and, as part of a ‘paper-lite’ environment, be less dependent on a fixed workspace. Digital will ensure that modern ways of working can be utilised to full effect to support individuals and teams.

4.2.2 **A Digital Mindset** — Culturally, our organisations must embrace Digital as the standard way of working. Staff should think digital-first and have the confidence to self-serve and self-fix. Excellent workspace design and IT tools can remove the reliance on traditional office desk arrangements

4.2.3 **Digital Security** — Security is paramount across our digital plans. We will work with our IT service providers, public sector partners and specialist agencies, such as the National Cyber Security Centre, to ensure arrangements are sound and proportionate to the level of threat.

5.0 Implementation

5.1 Noting Cabinet’s desire to progress towards MS Teams, the Senior Information Risk Owner (SIRO) and Data Protection Officer (DPO) have worked with the Digital Design Team to undertake a risk assessment. The arising mitigation actions listed below mean that the use of MS Teams can be managed safely.

5.2 Mitigations

1. Repeat Data Protection Training, including - ensuring use of correct email addresses, sharing information with those that need to see it, chat and Transcripts are similar to meeting notes and to treat accordingly
2. Chats and Transcripts have the same status as emails
3. The DPO to include MS Teams when carrying out searches on Subject Access Requests
4. Set retention policy for Chat to 30 days
5. Retention controls will be applied to SharePoint retrospectively once that platform is implemented
6. Outside of Admin Users, Teams data will be accessible only by attendees and invitees of the call.
7. Implement clear guidance for call recordings with a checklist for the owner of the recording to ensure they are clear about the implications of recording and the rationale for doing so and is signed off by the DPO – to ensure Register of Processing Activities and Privacy requirements are properly managed

5.3 Should Cabinet feel that the mitigation actions are acceptable, then Officers will proceed with an implementation plan as outlined below. Starting first with staff use and internal meetings, followed by an implementation for public meetings. The timing of the latter takes into account the need to manage this transition alongside the development and bedding in of hybrid meetings.

5.4 Plan & Timeline

August – Mid September 2020 – Staff

- Training and awareness
- User Guides
- Installation support where necessary
- Testing across services
- Retention schedule for Chat set to 30 days
- Formalise move to Teams
- Communication & Self-Help tools in place
- Realign all internal meetings (including Cabinet Briefing) to be via MS Teams, with Skype as second option

September – Mid October – Councillors (pending approval by Cabinet)

- Training and awareness
- Councillor User Guide
- Support to install MS Teams
- Democratic Services lead on testing
- Testing of Team Live Events
- Non-Public Cllr Committees held in Teams
- Teams Live Event scripts produced and tested
- Cabinet and other public meetings held via Team Live Events

In due course the related IT service projects, such as a change to the Microsoft Tenancy will be implemented, enabling the Council to then progress with a broader implementation of O365 tools as referenced in the diagram at paragraph 4.1 above.

6.0 Budgetary Implications

6.1 There are no additional budgetary implications.

7.0 Background and relationship to the Corporate Strategy and Directorate Business Plan/s

7.1 The Digital Strategy and its associated deliverables is one of the main enablers to deliver the theme of Sustainable Council as defined in the Corporate Strategy for the Council.

8.0 Options considered and reasons for the recommendation

8.1 Executive Board has considered both the original and revised implementation approaches to MS Teams, and agree that the residual risk implications associated with this implementation are acceptable.

9.0 Resource Implications

- 9.1. Project management services will be provided via the Council's in-house Business Solutions Unit. The technical lead will be the Council's in-house Digital Designer – Information Solutions.

10.0 Legal Implications

- 10.1. The ICO has recognised that during the COVID-19 response; informed, pragmatic decisions about use of systems to enable service provision will be made.

12. Risks

- 12.1 The risk assessment has been signed off by both the SIRO and DPO. Mitigations are captured in paragraph 5.1 above.

13. Consultation

- 13.1 Not required.

14. Communication

- 14.1 A training and awareness campaign will feature as part of the implementation to encourage as much best practice as possible in the use of MS Teams.

15. Appendices

None

Agreed and signed off by:

Monitoring Officer: David Brown – 21 July 2020

S151 Officer: Lydia Morrison – 21 July 2020

Director: Lydia Morrison – 21 July 2020

Cabinet Lead: Cllr Alex Rennie – 23 July 2020