	Executive - 12 February 2014	**Agenda Item No.** **16**

Title	**PUBLIC SERVICES NETWORK (PSN) COMPLIANCE**
For further information about this report please contact	Ty Walter 01926 456651 ty.walter@warwickdc.gov.uk Graham Leach 01926 456114 graham.leach@wrwickdc.gov.uk
Wards of the District directly affected	None
Is the report private and confidential and not for publication by virtue of a paragraph of schedule 12A of the Local Government Act 1972, following the Local Government (Access to Information) (Variation) Order 2006?	No
Date and meeting when issue was last considered and relevant minute number	
Background Papers	

Contrary to the policy framework:	No
Contrary to the budgetary framework:	No
Key Decision?	No
Included within the Forward Plan? (If yes include reference number)	No
Equality & Sustainability Impact Assessment Undertaken	No

Officer/Councillor Approval		
Officer Approval	**Date**	**Name**
Deputy Chief Executive & Monitoring Officer	15 January 2014	Andrew Jones
CMT	21 January 2014	
Section 151 Officer	20 January 2014	Mike Snow
Finance	20 January 2014	Mike Snow
Portfolio Holder(s)	16 January 2014	Councillor Mrs Grainger
Consultation & Community Engagement		
Final Decision?	Yes	
Suggested next steps (if not final decision please set out below)		

1.   **SUMMARY**

1.1   The purpose of this report is to provide an update on the recent changes to Public Services Network (PSN) compliance and specifically its impact on the Council's ICT Strategy, including agile working and business continuity.

1.2   The report also brings forward proposals to minimise the impact of changes to the PSN on Councillors.

2.   **RECOMMENDATIONS**

2.1   The Executive notes with concern the impact of PSN compliance on the Council's ICT Strategy and future operations of the Council.

2.2   The Executive approve for a trial period the introduction of the following IT provision, for those Councillors who currently use "Good", of either:

(a)   A 3G Ipad and printer but no broadband allowance, printed copies of agendas or printer consumables; or
(b)   VDI desk top, printer, broadband allowance and printer consumables.

2.3   The Executive approve funding of up to £7,700, for the purchase of 3G Ipads for Councillors who elect for option 2.2 (a), from the service transformation budget.

3.   **REASONS FOR THE RECOMMENDATIONS**

3.1   The Public Service Network (PSN) is fundamental to the delivery of the government's vision of 'joined-up' government services. As such, the requirement for the Council to be part of the PSN will continue to grow.

3.2   However, in the short term the Council is already reliant on the PSN (currently in the form of the Government Secure Intranet – GSI) and its connection to central government for the delivery of the Housing Benefits service and it will also be required for the Elections service, following the introduction of Individual Electoral Registration.

3.3   Failure to join the PSN will greatly impact the Council's ability to deliver some of its statutory functions and, in the case of Housing Benefits, will severely impact on our customers.

3.4   Prior to the PSN's change of approach, Senior Management Team had approved the implementation Good Technology as a means of securing email on a personal device. Good Technology is used in the private sector, including the banking industry, and extensively across the public sector. At present 12 officers and 17 members use Good Technology to access Council email securely. However, two of these Councillors, Councillor Caborn and Councillor Gifford, have been issued with a WCC Ipad which is classed as a secure device and can be used to access WDC information.

3.5   Unfortunately, the Communications Electronic Security Group (CESG), which forms part of GCHQ and advises the Cabinet Office, takes a more fundamental view to security and, although the 'Good' email is in a secure container, they are concerned that if the device is compromised, this may provide a backdoor

into secure information. On this basis the device itself must be managed by the Council, even if Good is installed.

3.6   Currently members are provided with a VDI desktop which is accessed via a Council supplied device or from their personal PC. The use of a personal PC for VDI access will also have to be discontinued and a thin client device issued. This affects approximately 12 members who would not be involved in the Ipad trial.

3.7   In addition, some Members believe that immediate or convenient access to emails is fundamental to their ability to operate as an effective member of the Council. Where this is the case, 17 members have been provided with the Good Technology email client for use on a personal device.

3.8   It is proposed to ask the existing members who use Good technology to participate in the pilot use of Council owned iPads. In doing so, not only would they lose Good, for which they have no choice, but would also commit to losing their VDI solution.

3.9   The object of the exercise would be to see if the provision of a Council owned mobile device would enable members to undertake all their duties without the need for a full desktop. In addition, Committee Services would pilot electronic only committee papers and would work with ICT to e-enable other interactions, such as the submission of expense claims and writing letters.

3.10   To bring forward the trial for Members the following actions will be required:
   •   Members consultation (Committee Services)
   •   Members training plan (ICT / Committee Services/ Sign off from member development group)
   •   Setup email (ICT)
   •   Setup standard document templates in an alternative package to Word (ICT/Committee Services)
   •   Agree Apps; office, pdf annotation
   •   Agree a printing solution (ICT/Committee Services)
   •   A method of installing approved apps would be required (ICT) (See 3.13)
   •   Consideration of how information will be backed-up securely (ICT)

3.11   There are two main risks to the project for Members IPads. These are that Members may choose to use their personal devices to undertake Council work (this includes own Ipads, tablets, mobile phones and laptops. This creates a potential information governance issue; this will need to be resolved through the training to be provided before the IPads are handed over to the Member. In addition, if the pilot is unsuccessful, the Council will be left with the IPads on a long term contract. However, it is considered possible to utilise these in other agile working projects.

3.13   It should be noted that the IPad would need to be a managed device under the definition by CESG. This means Members would not be able to install non-approved apps. In addition ICO guidelines require a separation of personal and business email. Therefore, at this stage best practice means that the Council will not allow personal email to be downloaded onto the iPad, but we will consider how to enable this to happen.

4. **POLICY FRAMEWORK**

4.1 **Policy Framework** – The report does not affect the policy framework.

4.2 **Fit for the Future** – aims to improve or maintain services so that we can deliver our vision and achieve a balanced budget so that we can afford to run our services. The recommendation in providing Councillors with a new way of working aims to improve the current service, following the loss of "Good" but also reduce the printing/ distribution and therefore the sustainability of the service provided.

5. **BUDGETARY FRAMEWORK**

5.1 The report does not impact on the Budgetary Framework.

5.2 The budget for the changes to the network required under PSN can be funded through the capital renewable budget.

5.3 It is suggested that the IPad, with Retina display 3g 16gb, is purchased for this experiment which will cost c£450 each. For the 13 members the total cost of this would be c£6000.00. In addition to enable evaluation of the trial 4 IPad, with Retina display 3g 32gb at c£500.00 each will be purchased at a total cost of c£2000.00.

5.4 The annualised cost of providing a VDI Desktop is approximately £193 compared to an iPad's annualised cost of approximately £130 (excluding support and 3g). There is also the potential of recovering a nominal sum from Members at the end of each four year cycle if the member chose to purchase the iPad.

5.5 It is considered that the majority of work undertaken by Members can be achieved via a wireless connection, either at home, Riverside House or the Town Hall. Therefore, a minimal 3G data allowance is required. It is anticipated that the type of work that Members would undertake using 3G connection, would be downloading documents or reading emails. Therefore, it is considered that a 3G data bundle of 2GB per month would be sufficient.

5.6 Based upon the above presumption, to provide 2GB data allowance for each Councillor the cost would be £15 per month. This would be a total cost of £360 per Councillor for the two years.

5.7 It is possible to fund the associated revenue costs for the two year 3G contract, for all 17 Councillors, within the Democratic Services Budget and with the virement of some funds from the Committee Services cost centre to the Democratic Representation cost centre. This exact value is currently unknown because the number of Councillors taking up the scheme is unknown, therefore the virement, if required, will be reported as part of the quarterly budget monitoring reports.

5.8 An appropriate printer could be provided to Members who take up the IPad option and approach to working. This could be funded within existing ICT Budgets, however, to reduce the inclination for printing and the cost to the Council, agreement would be required that the Councillor would pay for the consumables for the printers i.e. paper and ink.

6. **ALTERNATIVE OPTION(S) CONSIDERED**

6.1 No alternative options were considered due to the impact on the Council of non-compliance with the requirements of CESG however this would mean that the Council would be unable to deliver some of its statutory required services, therefore this option could not be followed.

6.2 It was considered if it would be appropriate to issue the Members who are to receive IPads with a suitable monitor and key board. However, with this additional cost and functionality it would be more appropriate to issue the Member with a laptop to work from.

6.3 It was considered if a higher specification IPad should be provided overall. However, this would be a greater cost to the authority and because this was a trial it was felt, based upon officer usage, 16Gb would be most suitable, with a trial of four higher specification models. However, if not all 17 Councillors agree to trial an Ipad, it may be possible to fund some higher specification models. For each 32GB Ipad it would cost a further £67.07 and for each 64gb Ipad it would cost a further £132.63.

7.0 **BACKGROUND**

7.1 In 2008 the Council was required to join the Government Connect Secure Extranet (GCSx), which was part of the wider Government Secure intranet (GSi), and was the forerunner to the Public Services Network.

7.2 The purpose of the GCSx was to allow the bodies connected to the GSi (National Health Service, the Criminal Justice Extranet and the Police National Network) to transact and communicate securely.

7.3 To ensure Local Authority 'bought-in' to the GCSx, the Department of Work and Pensions (DWP) mandated that Local Authorities must be connected to the GCSx to deliver the Benefits service.

7.4 To join the GCSx, the council had to pass a Code of Connection (CoCo) and an annual ICT Health Check. The CoCo consisted of a set of mandatory security controls which the Council was required to have in place, whilst the ICT Health Check was an independent audit of our infrastructure by a government approved assessor. Although a number of the controls were restrictive, Warwick DC has passed both the CoCo and ICT Health Check during the life of the GCSx with minimum impact on the Council's user community.

7.5 However, central government wishes to end the position of 'linking' multiple government networks together by creating a new Public Services Network (PSN).

7.6 The PSN is not simply a replacement to the GSi and GCSx; PSN is a fully meshed infrastructure that far exceeds the scope of the hub and spoke GSi network. It offers the opportunity for organisations to benefit from accessing and using shared services right across central government as well as the wider public sector. The new infrastructure is considered essential in reducing the overall cost of IT across Government and in delivering the capability for more citizen centric services to be handled at council level. However, a greater ability

to share requires more accountability to be placed on connected organisations and a much greater focus on compliance.

7.7 Unfortunately the levels of security required to protect the PSN and central government from foreign national powers is far in excess of the security required to protect a district council from its potential threats and for the data it controls.

7.8 In April 2013, the Council submitted its first PSN Code of Connection and was successful in meeting the higher threshold for security compliance. In fact, Warwick DC was one of the first Council's to do so. However, after obtaining compliance, the Cabinet Office changed the compliance rules in one fundamental area, 'unmanaged endpoints', and withdrew the Council's compliance certificate in October 2013.

7.9 The Cabinet Office and its security advisors, the Communications Electronic Security Group (CESG), part of GCHQ, consider that devices which are not managed by the local authority pose a significant risk to national security. This is because it provides the potential for a compromised device to access the wider PSN via its connection to the Council's network.

7.10 In reality, this means that Warwick DC staff and members cannot use personal devices to connect to the Council's network unless:
- The device is wiped clean and reset to factory defaults by the local authority.
- The local authority software is then installed.
- Antivirus and software updates are enabled.
- The device is then 'locked-down' to prevent the user from altering the security settings and from introducing any new software.

7.11 Clearly such restrictions on a personal device would be unacceptable to anyone concerned as they would in essence be donating their device to the Council.

7.12 The inability of the Council to permit the use of personal devices has both an operational and financial impact on the Council.
- The Council will now need to fund the provision of a Council owned device for all officers who wish to adopt agile working, including home working. The desire to reduce office accommodation costs by encouraging more staff to work at home will further increase these costs;
- The Council will lose significant flexibility in its business continuity response to events such as a major disruption due to snow, as it can no longer temporarily mass enable home working on personal devices. This will not only attract a cost through lost productivity, but could impact on service delivery to our customers;
- Many officers and Members enjoy the flexibility of accessing Council email via a personal device using Good Technology. This will also be banned unless the device is brought under the control of the Council as described in 7.9 above. Equally the ability to use Outlook Web Access from any device will be restricted by the need to use two factor authentication (a Council owned fob). Both of these restrictions will impact on some of the soft efficiencies gained by the Council whereby email is accessed and responded to outside of traditional working patterns.

7.13 These restrictions are also contrary to the Council's ICT strategy which sought, through the use of technologies such as desktop virtualisation, to provide

access to Council systems from a broader range of devices and ownership at a lower cost.

7.14 In addition, the CESG has created Architectural Patterns (AP) which it considers to be best practice for deploying and configuring aspects of an organisation's network. In respect to remote working, not only has the CESG prevented the use of unmanaged devices, it has also issued an Architectural Pattern for the connection of remote devices AP2. AP2 requires the Council's corporate network to be protected by two firewalls and for there to be physical separation between the devices in the 'firewall sandwich' and the corporate Local Area Network (LAN). This will require the authority to increase security and therefore costs and forgo some of the efficiencies it has made through server virtualisation and purchase separate equipment, along with an additional firewall, to meet these requirements.

7.15 It must be noted that the PSN security requirements are still evolving, as evidenced by the change to unmanaged end-points, and the current view is that a further tightening of the compliance regime will occur in subsequent years. Therefore, the Council should understand the risk PSN compliance poses to future ICT strategy decisions as well as the potential for further costs.

7.16 Since May 2011 all District Councillors and Members of the Senior Management Team of the District Council have a secure login to the Committee Management System which enables them to download all Council, Executive, Committee and Sub-Committee reports securely. For ease of use, each agenda pack is now available as a single bookmarked pdf file.

7.17 The Councillors who currently use Good Technology are: Councillors; Barrott, Boad (x2 licences), Caborn Coker, Copping, Dagg, Doody, Edwards, Mrs Gallagher, Gifford, Mrs Grainger, Hammon, Mrs Higgins (x 2 Licences), Mrs Knight (x 2 licences), Mrs Sawdon, Mrs Syson and Wilkinson.

7.18 The Councillors who currently use their own PC to access a WDC Virtual Desktop are: Councillors; Barrott; Brookes, Caborn, Cross, Dagg, Ms Dean, Edwards, Mrs Grainger, Gifford, Heath, Mrs Knight, Kirton, Mobbs, Pittarello, Rhead, Mrs Sawdon, Shilton, Mrs Syson, Weber and Wreford-Bush.

7.19 The Current WCC Councillors who will be able to securely access WDC information from their WCC device are: Councillors; Caborn, Gifford, Kirton and Shilton.