

To: POLICY & RESOURCES (FINANCE & CUSTOMER SERVICES) COMMITTEE		Subject: Public Services Network Update (PSN)
From: HEAD OF E-GOVERNMENT & SERVICE DEVELOPMENT		
Date: 15 November 2013	Ref: IMcK/BT	

### 1. Purpose of the report

- 1.1 The purpose of this report is to provide the Committee with an update on the status of activities currently underway to ensure that the Council remains connected to the Public Services Network (PSN).

### 2. Background

- 2.1 A previous report to the Policy and Resources Committee on 19 September 2013 provided a full background regarding PSN issues, including:
- (1) The importance of the PSN connection for the delivery of services by North Lanarkshire Council.
  - (2) NLC corrective actions which are required to maintain connection to PSN in 2013.
  - (3) The resource implications of maintaining connection to PSN in 2014 and beyond.
- 2.2 On 10 October North Lanarkshire Council submitted its Code of Connection statement (CoCo) signed by the Chief Executive and the Senior Information Risk Owner (SIRO). This included a plan of corrective actions to address those areas where NLC are not currently compliant.
- 2.3 NLC received a reply from the UK Cabinet Office on 12 November 2013 stating that NLC had successfully met the requirements of connecting to the PSN

### 3. Update

- 3.1 The majority of corrective actions to achieve PSN compliance have already been completed by the ICT team. The major remaining activities are outlined below:

#### **Remote Connection to the Council Network – External Suppliers & Partners**

- All external suppliers and partners who connect to the NLC network have been notified that they are required to comply with the NLC Code of Connection.
- This Code requires an undertaking from the 3<sup>rd</sup> party to ensure that their staff comply with the Council's Acceptable Use of ICT policy.
- In addition, all 3<sup>rd</sup> party end-user devices will be inspected by NLC software to ensure that security software is up to date before allowing the connection to NLC network.
- The majority of suppliers are co-operating with the Council in this matter. It is anticipated that the new, secure capability will be fully in place by 18-Nov. EGASD

have advised the appropriate service contact where a satisfactory response has not been received from a supplier as they are at risk of disconnection from the NLC network

### **Audit Logging and Enterprise Systems Management (ESM)**

- A temporary solution for audit logging has been deployed until such time as the new Enterprise Systems management system (approved at the Policy & Resources committee of 19 September 2013) has been procured and deployed.

### **Remediation of non-compliant servers**

- There will be some service interruptions in the coming weeks as servers and network devices are upgraded to the required levels.
- There are four servers within NLC running the obsolete Windows 2000 operating system. As Windows 2000 does not meet the mandatory security standards (e.g. security patches are no longer available), these servers will need to be upgraded or retired.

## **4. Next Steps**

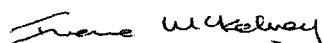
- 4.1 Although NLC have received a certificate of PSN Compliance we are required to complete all the remediation actions as detailed in the Council's PSN submission
- 4.2 To achieve this, significant effort will continue to be expended across NLC and, as outlined previously, this impacts upon other projects. Mitigation actions have been put in place to ensure that work continues in priority areas.

## **5. Financial Considerations**

- 5.1 A proposal to spend £355k on Enterprise Systems Management software was approved at the Policy & Resources Committee on 19 September 2013.
- 5.2 When this software is implemented, NLC will be fully compliant with PSN requirements for 2013.
- 5.3 To deal with the increase in the use of mobile devices, remote working and data sharing, PSN compliance is being substantially tightened in 2014. Work is underway within NLC to examine the detail of the network redesign required to maintain compliance with PSN from 2014 onwards. This will require a major investment and, once the details are known, this will form the basis of a future committee report

## **6. Recommendations**

- 6.1 It is recommended that Committee
  - Note that North Lanarkshire Council have successfully achieved compliance with the PSN Code of Connection.
  - Note that significant additional effort and resources will require to be invested to achieve similar compliance in 2014



**Head of E-Government & Service Development**

*For further information please contact Irene McKelvey, on tel. ext. 2532*