

ACTION PLAN

Para. Ref	Recommendation	Responsible Officer	Agreed	Comments	Agreed Completion End Date
3.2 Concurrent Licensed Software					
3.2.1	The monitoring arrangements for computer systems should be reviewed to ensure compliance with licensing agreements.	P. McDonald ICT Team Leader	YES	Some systems automatically limit the number of users or only permit named users thereby ensuring compliance.	April 2010
3.2.3	Further to recommendation point 3.3.7 regarding a requirement for all Departments to obtain ICT approval for the purchase of all computer hardware and software. ICT should also maintain contract details for main computer systems in operation.	P. McDonald ICT Team Leader	YES	Currently a number of contracts, for example, payroll and revenues reside with the service departments. Para. 3.3.7 needs to be backed up with a corporate policy to enforce this recommendation.	April 2010
3.3 Software					
3.3.1	Administrative access should be restricted to designated ICT officers.	G.Cooper ICT Team Leader	YES		Jan 2009

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3.3	Software				
3.3.1	In exceptional cases where members of staff from outside ICT have a requirement for administrative level of access, a register of these officers should be maintained and usage monitored.	G.Cooper ICT Team Leader	YES		Jan 2009
3.3.2	All officers within the Council should be reminded that no software should be downloaded without permission from the ICT Section.	G.Cooper ICT Team Leader	YES	Part of regular reminders of the Computer Use Policy.	Dec 2009
3.3.3	The Software Asset Register should be kept up to date at all times.	G.Cooper ICT Team Leader	YES		Feb 2010
3.3.3	A review should be undertaken especially regarding Microsoft products that the Council is in compliance with software licensing requirements.	G.Cooper ICT Team Leader	YES	The Council now has a site license for all Microsoft software ensuring compliance. However, there is still a need to keep records of changes in usage in order to update the site license charge once a year.	Feb 2010

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3.3	Software				
3.3.4	Consideration should be given to the costs of increasing the number of licences for Centennial Discovery to ensure that the Authority has a complete record of all software on the network.	P. McDonald ICT Team Leader	YES	The reason for this review is that costs for Centennial may be prohibitive.	Feb 2010
3.3.4	A review should be undertaken of alternative automated inventory systems that can meet the overall requirements of the Council, including schools, for a unified system.	P. McDonald ICT Team Leader	YES		June 2010
3.3.5	A Software Asset Register should be developed of all software installed on computers within Schools.	G.Cooper ICT Team Leader	YES	This will follow 3.3.4.	Oct 2010
3.3.6	ICT Officers should ensure that all software licensed to the Moray Council is removed from computer equipment bought by former Councillors of the Authority.	G.Cooper ICT Team Leader	YES	Previously all software has been removed, however, no records were kept as evidence of this.	2012

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3.3	Software				
3.3.6	Where ownership of computer hardware passes from the Council to a third party, any software loaded therein subject to a licensing agreement should be removed.	G.Cooper ICT Team Leader	YES	All reasonable attempts will be made to do this.	April 2010
3.3.7	The Computer Use Policy should be reviewed and any additional controls or requirements to take account of technology changes.	A.Kirkwood Head of ICT Services	YES	This may be linked to the new ways of working introduced by DBS.	April 2010
3.3.7	The acquisition of all computer hardware and software should only be undertaken by the ICT Section.	A.Kirkwood Head of ICT Services	YES	This needs to be backed up by a corporate policy statement.	April 2010
3.4	Hardware				
3.4.1	Consideration of the feasibility of creating a single database to record all computer hardware to replace the multiple records that currently exist.	P. McDonald ICT Team Leader	YES	This is part of 3.3.4 but for hardware	June 2010

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3.4	Hardware				
3.4.2	A review should be undertaken of the current "Installation Record" to ensure all hardware is recorded against the correct user.	G.Cooper ICT Team Leader	YES		June 2010
3.4.2	ICT should update asset information records immediately of users leaving the employment of the Council.	G.Cooper ICT Team Leader	YES	This recommendation depends on timely updates on leavers from Personnel.	Feb 2010
3.4.2	All hardware including digital senders and fax machines should be marked with an Asset Tag number.	G.Cooper ICT Team Leader	YES		Mar 2010
3.4.2	A review should be undertaken to restrict access such that only named officers are permitted to update the "Computer Hardware Installation Record".	G.Cooper ICT Team Leader	YES		Jan 2010
3.4.2	All officers recording information onto the Installation Record should be reminded of the importance of completing all fields therein.	G.Cooper ICT Team Leader	YES		Jan 2010
3.4.3	Each Department should maintain a register of all computer hardware and this should be reconciled to ICT records on a yearly basis.	G.Cooper ICT Team Leader	YES	This matter will be raised with departments through account management.	Mar 2010

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3.4	Hardware				
3.4.4	An officer from ICT should undertake random physical verification checks to ensure hardware used by a User corresponds to the related Installation Record.	G.Cooper ICT Team Leader	YES	A procedure for spot checking will be developed.	Jan 2010
3.4.5	Alternative methods of recycling of computer equipment should be investigated. If after investigation it is considered to continue with the current arrangements, a written contract should be agreed with ReBOOT (Moray Computer Recycling).	G.Cooper ICT Team Leader	YES		April 2010
3.4.5	The Council should undertake quality checks to ensure that ReBOOT are effectively data wiping all hard disks.	G.Cooper ICT Team Leader	YES	This recommendation will require occasional spot check visits to ReBoot.	April 2010
3.4.5	All hardware equipment passed to ReBOOT for recycling should be verified to the certificate issued by the company of items received.	G.Cooper ICT Team Leader	YES		April 2010

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3.4	Hardware				
3.4.6	Consideration should be given when disposing of computer equipment whether hard drives that may contain very sensitive information should be destroyed rather than sent for recycling.	G.Cooper ICT Team Leader	YES	This recommendation will require liaison with the service department or user to identify those with sensitive data.	April 2010
3.4.7	The record of all servers contained within the Council should be updated to include all necessary information. <i>(This is linked to the recommendation is 3.3.4 and 3.4.1.)</i>	P. McDonald ICT Team Leader	YES	The section has a detailed database of all computer servers. However, for some of the records not all fields have been completed.	June 2010
3.4.8	The issue of USB Portable Memory devices should be controlled by ICT and have a unique Asset Tag Number similar to other hardware equipment.	G.Cooper ICT Team Leader	YES	This may be difficult due to their small size.	Mar 2010
3.4.8	Consideration should be given to disabling USB ports and Compact Disc Burners of all computer equipment except where permissions are granted to authorised officers.	G.Cooper ICT Team Leader	YES	This is currently being addressed as part of the implementation of the ICT Security Policy.	Jun 2010

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3.5	General Issues				
3.5.1	Regular discussions should be held with the Council's Insurance Officer to ensure the Council is adequately insured for all hardware and software.	A.Kirkwood Head of ICT Services	YES	A regular meeting should be held prior to the insurance policy is renewed.	April 2010
3.5.2	Records documenting the sale of Council purchased hardware and (if appropriate) software to former Councillors should be clearly recorded and filed. <i>(This is linked to the recommendation in 3.3.6.)</i>	A.Kirkwood Head of ICT Services	YES	This will be carried out the next local government elections and thereafter.	2012