

## **Background**

Since May 2021 the Council administer Office 365 services itself and this IT continuity plan summarises how this is done and to ensure the principles are sustained and to enable the continuation of services following failure or damage to the IT system or change in personnel.

### **Aldbury Parish Council Office 365 Services.**

Aldbury Parish Council uses Office 365 primarily to send and receive emails and has 8 business basic licenses for individual councillors and one business standard license for the clerk with [aldburyparish.org.uk](mailto:aldburyparish.org.uk) email domain.

The Council and staff should use office 365 tools for any council business for the following reasons:

- The O365 environment is secure
- All data is retained and therefore auditable. This is particularly important for Requests for Information.

Specific tools

- Teams for all Videocoferences.
- Teams for messaging between councillors and staff. Other messaging systems e.g. Whatsapp, FB messenger and text messages should not be used for council business
- Microsoft office for documents (Powerpoint, Word and Excel)
- Microsoft outlook for email and calendar – it is acceptable to use other email systems to receive and send messages within the Aldburyparish.org.uk domain.

Councillors and staff may download office 365 onto their own devices (PC, Tablet, Phones). It is the responsibility of councillors and staff to ensure that devices are secure i.e. password protected.

### **Office 365 Administration functions.**

The functions listed below are completed by Cllr Nick de la Bedoyere who has taken over the role of Office 365 administrator. Should he be unavailable then a backup administrator, currently Cllr Mathew White, has Office 365 credentials which also allow access to the APC Office365 admin functions. The backup administrator is not trained in this function but if required can seek support from Microsoft Help desk.

O365 requires the following admin functions:

- 1) Add new councillors / clerks to the O365 environment e.g. email addresses etc.
- 2) Delete councillors / clerks from the o365
- 3) Maintenance of the APC distribution list
- 4) Password resets.
- 5) O365 Licence administration.
- 6) For specific issues liaison with O365 helpdesk
- 7) Support for the Clerks windows 10 PC including OneDrive administration.
- 8) Access to the Clerk's OneDrive environment from a separate device (see below).
- 9) Maintaining this document.

## APC Clerk's OneDrive environment.

The clerk is responsible for maintaining all APC documents on the APC PC. In case the PC fails (or the Clerk is not available) all documents are automatically backed up to O365 OneDrive cloud environment which can be accessed from any device using the Clerks O365 credentials. The O365 administrator also has access to the Clerks O365 credentials in case the Clerk is not available. It is the responsibility of the Clerk to check that all documents are available to OneDrive by logging into OneDrive from another device (other than the Clerks PC) and checking latest documents are available. This should be done at least once a month.

## Copyright and licences

The Clerk is responsible for ensuring all computer software packages and non-electronic media for use within an information environment are used in accordance with the terms and conditions of use as set out in the licence agreement.

Company details	Storage/access	Annual Cost 2024	APC Access	Additional access/ support
Rialtas Business Solutions Limited	Accounting Software Clerk's work laptop and backup on C drive.	£192 Support and maintenance fee; one user license	Clerk/RFO password protected	Customer support via email <a href="mailto:support@rialtas.co.uk">support@rialtas.co.uk</a>
TEEC Ltd	Access via <a href="http://aldburyparish.org.uk/admin">aldburyparish.org.uk/admin</a>	£167.97	Clerk via password	Ticket raised via <a href="http://www.support.myparishcouncil.co.uk">www.support.myparishcouncil.co.uk</a>
Parish Online Mapping	Access via <a href="http://parish-online.co.uk">parish-online.co.uk</a>	Fee varies depending on discounts applied but doesn't exceed £100	Nick de la Bedoyere, the clerk and the parish warden via sign in	
Microsoft 365	Business Basic 8 Licenses Office 365 Domain: <a href="http://aldburyparish.org.uk">aldburyparish.org.uk</a>	£470.40	Clerk, Nick de la Bedoyere and Matt White	Office 365 via email and password sign in
Microsoft 365	Business Standard 1 License Office 365 Domain: <a href="http://aldburyparish.org.uk">aldburyparish.org.uk</a>	£148.32	Clerk, Nick de la Bedoyere and Matt White	Office 365 via email and password sign in

To be reviewed April 2026