

Aldbury Parish Council
IT Administration policy – Office 365 (O365) – October 2021

Background

In 2021 the Parish Council agreed to terminate an agreement with a service provider who was contracted to administer Office 365 services to APC (Office 365 is sometimes known as Microsoft 365 or M365). The services were perceived to be expensive (approx. £800 per year) and slow (it sometimes took weeks to add a new councillor to the system). In May 2021 the Council agreed to administer the environment itself and this document summarises how this is done. This document needs to be updated if the Clerk, O365 administrator or O365 backup administrator change personnel.

Aldbury Parish Council Office 365 Services

Aldbury Parish Council uses Office 365 primarily to send and receive emails. Other O365 components such as OneDrive, Word, Excel and Powerpoint are also available to councillors, but these are only used on an ad hoc basis. The Aldbury Parish Council O365 licence also provides for more advanced functionality (e.g. Teams, Skype etc.) but this is not currently used by councillors.

O365 Administration functions.

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.

The above functions are completed by the O365 admin role. As of August 2021 the admin role is provided by Nick de la Bedoyere.

Should O365 administrator not be available for an extended period of time then a backup Administrator (currently Kate Holton) has O365 credentials which also allow access to the APC O365 admin functions. The backup administrator is not trained in this function but if required can seek support from either an agency or Microsoft Help desk.

APC Clerk's OneDrive environment.

The clerk (currently Gosia Turczyn)) 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.

Adopted: January 2022