Oakham Town Council

IT Systems and Services Audit

15th August 2024

IT Systems and Services Audit – Oakham Town Council

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Executive Summary

1. Amanet Ltd was asked by Chris Evans, of Oakham Town Council to undertake an audit of the IT Systems and Services with the view to rationalising the services and equipment, making recommendations for improvements and to provide IT Support going forward.

2. Having completed the Audit, Amanet Ltd are satisfied that we are able to provide Oakham Town Council with reliable and much improved IT Support, including on-site intervention, remote and telephone support for hardware and software issues and all associated services.

3. The Network and equipment are in good order and are of reasonable a specification. All seem to be stable with no serious outstanding issues.

4. This report highlights some vulnerabilities, specifically with regards to Data storage and Backup procedures and Data security.

5. We have made recommendations in this report to improve reliability, performance of PC and improving Data access and security.

6. This report also makes recommendations for improving Telephony services particularly with the oncoming PTSN Telephone landline switch-off.

7. This audit did not cover software licences or documentation. To do a full review of Office 365 the admin access to the O365 Tenant account will be required.

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Network Description

1. The Network consists of 2 x PC workstations, 1 x Laptop, connected via structured ethernet cabling, network switch, with 2 x networked printers and a Network Attached Storage device (NAS Drive).

2. The Desktop PCs are of identical specification, manufacturer and model.

3. All computers are installed with Microsoft Office, the Desktop PCs also have Rialtas Software Suite installed.

4. The Desktop PCs have AntiVirus protection. The laptop appears not to be protected.

5. Internet and firewall services are via a Technicolor Router.

6. Broadband is an VDSL connection.

7. WiFi is provided by as single Wireless Access point located on the data cabinet.

8. No server is installed, data is stored and shared on a NAS Drive in the Data cabinet.

9. An Uninterruptible Power Supply (UPS) is not installed. A UPS protects network equipment and computers from electrical mains borne interference.

10. E-mail services are provided by Hosted Exchange with Microsoft 365 licences.

11. There appears to be no local backup and Cloud Backups are not evident.

IT Support

12. The current support provision is from Millenium (MCS).

Telephones & Broadband

13. A single analogue PTSN telephone line is provided by MCS.

14. Broadband is VDSL and provided by MCS.

15. DECT phones are in use as extensions.

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Equipment Details

PC01: Chris Evans

Type:	Desktop PC
Make:	Lenovo
Model:	V530S-07ICR (11BM0016UK)
Serial No:	YL00RPGN
Device Name:	DESKTOP-5B13PMD
Processor:	Intel Core i5-9400
RAM:	8Gb
HDD:	256Gb SSD
OS:	Windows 11 Home 23H2

IP Address:	192.168.1.233	**Static?**	N

User Details

Username:	Town Clerk
Password:	n/a

Installed Software

Product Name	Version
Microsoft Office	16.0.17328.20108
AteraAgent	1.8.7.2
ESET Security	11.1.2039.0
Rialtas Software Suite	1.0
Splashtop Streamer	3.7.0.0

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Additional Information:

Email Accounts in Outlook
- cevans@oakhamtowncouncil.gov.uk (Main Account)
- townclerk@oakhamtowncouncil.gov.uk (Shared Access)
- enquiries@oakhamtowncouncil.gov.uk (Shared Access)

Other Devices & Info
- LG Monitor (Model: 22MK600M) with Logitech C920 Webcam attached to top.
- Creative Audio Speakers
- Local data folders backup to Personal OneDrive
- Y: drive is mapped to the WD NAS share
- MS Office activated using cevans@oakhamtowncouncil.co.uk

Comments & Recommendations:

- Chris had complaints about performance of the PC mainly with speed issues. We would recommend a full Health Check with a potential upgrade of RAM to 16Gb.

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PC02: Karen Geraghty

Type:	Desktop PC
Make:	Lenovo
Model:	V530S-07ICR (11BM0016UK)
Serial No:	YL00RXTE
Device Name:	DESKTOP-S1ATMMP
Processor:	Intel Core i5-9400
RAM:	8Gb
HDD:	256Gb SSD
OS:	Windows 11 Home 23H2
IP Address:	192.168.1.113	**Static?**	N

User Details

Username:	Spare PC
Password:	n/a

Installed Software

Product Name	Version
Microsoft Office	16.0.17830.20138
AteraAgent	1.8.7.2
ESET Security	11.1.2039.0
Rialtas Software Suite	1.0
Splashtop Streamer	3.7.0.1

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Additional Information:

Email Accounts in Outlook

- kgeraghty@oakhamtowncouncil.gov.uk (Main Account)
- townclerk@oakhamtowncouncil.gov.uk (Shared Access)
- enquiries@oakhamtowncouncil.gov.uk (Shared Access)

Other Devices & Info

- LG Monitor (Model: 22MK600M) with Logitech C920 Webcam attached to top.
- Local data folders backup to Personal OneDrive
- Z: drive is mapped to the WD NAS share
- MS Office activated using kgeraghty@oakhamtowncouncil.co.uk

Comments & Recommendations:

- Karen had complaints about performance of the PC mainly with speed issues. We would recommend a full Health Check with a potential upgrade of RAM to 16Gb.

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PC03: Board Room

Type:	Laptop
Make:	HP
Model:	250 G6 (316NGW)
Serial No:	CND8493CW
Device Name:	LAPTOP-1TRL9TCA
Processor:	Intel Core i5-7200U
RAM:	8Gb
HDD:	256Gb SSD
OS:	Windows 10 Pro 22H2

IP Address:	192.168.1.155	**Static?**	N

User Details

Username:	Alison
Password:	n/a

Installed Software

Product Name	Version
Microsoft Office	16.0.17830.20138
AteraAgent	1.8.7.2
Splashtop Streamer	3.7.0.0
ESET Security	Not installed

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Additional Information:

Email Accounts in Outlook

- display@oakhamtowncouncil.gov.uk (Main Account)

Other Devices & Info

- MS Office activated using display@oakhamtowncouncil.co.uk

Comments & Recommendations:

- There was no Antivirus protection software installed on the Laptop. We would recommend installing ESET which is installed on the PCs and a full Health Check as a precaution.

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Broadband Connection Details

Internet Service Provider:	Millenium Ltd			
Internet Connection Type:	VDSL			
Internet IP Address:	37.157.48.191			
Internet DNS Address:	n/a			
Router Make / Model:	Technicolor TG588 v2			
Router Administrator Username:	n/a			
Router Administrator Password:	n/a			
Router IP Address:	192.168.1.1			
Router DHCP Enabled:	Yes			
Router DHCP Range:	192.168.1.x			
Internet Speed Test	**Downstream (Mbps):**	56	**Upstream (Mbps):**	16

Network Details

IP Address Range:	192.168.1.x
Subnet:	255.255.255.0
Gateway:	192.168.1.1

Wireless Network Details

Wireless SSID:	OakhamTC
Wireless Password:	n/a
Guest Network:	OakhamTC Guest

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Domains

Domain Name:	oakhamtowncouncil.gov.uk	Host:	Millenium Ltd

E-Mail Accounts

E-Mail Address:	cevans@oakhamtowncouncil.co.uk
Username:	cevans@oakhamtowncouncil.co.uk
Password:	n/a
IMAP/POP/Exchange:	Exchange 365 50Gb

E-Mail Address:	townclerk@oakhamtowncouncil.co.uk
Username:	n/a
Password:	n/a
IMAP/POP/Exchange:	Exchange 365 Shared Mailbox

E-Mail Address:	enquiries@oakhamtowncouncil.co.uk
Username:	n/a
Password:	n/a
IMAP/POP/Exchange:	Exchange 365 Shared Mailbox

E-Mail Address:	kgeraghty@oakhamtowncouncil.co.uk
Username:	kgeraghty@oakhamtowncouncil.co.uk
Password:	n/a
IMAP/POP/Exchange:	Exchange 365 50Gb

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E-Mail Address:	display@oakhamtowncouncil.co.uk
Username:	display@oakhamtowncouncil.co.uk
Password:	n/a
IMAP/POP/Exchange:	Exchange 365 50Gb

E-Mail Address:	hwilliams@oakhamtowncouncil.gov.uk
Username:	hwilliams@oakhamtowncouncil.gov.uk
Password:	n/a
IMAP/POP/Exchange:	Exchange 365 50Gb

E-Mail Address:	jhall@oakhamtowncouncil.gov.uk
Username:	jhall@oakhamtowncouncil.gov.uk
Password:	n/a
IMAP/POP/Exchange:	Exchange 365 50Gb

E-Mail Address:	cclark@oakhamtowncouncil.gov.uk
Username:	cclark@oakhamtowncouncil.gov.uk
Password:	n/a
IMAP/POP/Exchange:	Exchange 365 50Gb

E-Mail Address:	cnix@oakhamtowncouncil.gov.uk
Username:	cnix@oakhamtowncouncil.gov.uk
Password:	n/a
IMAP/POP/Exchange:	Exchange 365 50Gb

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E-Mail Address:	painsley@oakhamtowncouncil.gov.uk
Username:	painsley@oakhamtowncouncil.gov.uk
Password:	n/a
IMAP/POP/Exchange:	Exchange 365 50Gb

E-Mail Address:	swadsworth@oakhamtowncouncil.gov.uk
Username:	swadsworth@oakhamtowncouncil.gov.uk
Password:	n/a
IMAP/POP/Exchange:	Exchange 365 50Gb

E-Mail Address:	lchatfield@oakhamtowncouncil.gov.uk
Username:	lchatfield@oakhamtowncouncil.gov.uk
Password:	n/a
IMAP/POP/Exchange:	Exchange 365 50Gb

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Other Equipment

Type	Make	Model	Serial No.
Patch Panel	Matrix	24-Port Cat5e	n/a
Network Switch	Ubiquiti	EdgeSwitch 24 Lite	n/a
NAS	Western Digital	MyCloud Ex2 Ultra 2Tb	WUBM38161177
Router	Technicolor	TG588 v2	CP1951CZ5EH
PoE Injector (for WAP)	Ubiquiti	n/a	n/a
WAP	Ubiquiti	UAP-AC-LR	n/a
Projector	BenQ	HDMI	PD21G01096000
Analogue Phone (Master)	BT	Advanced Phone Trio	n/a
Analogue Phone (Satellite)	BT	Advanced Phone Trio	n/a
Analogue Phone (Satellite)	BT	Advanced Phone Trio	n/a
Printer	HP	OfficeJet Pro 7720	n/a
Copier	HP	Color LaserJet Managed MFP E78325	n/a

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General Comments and Recommendations

Installation Details

- The network setup is not complex. The incoming VDSL Internet connects to the router in the data cabinet, which is then distributed to Ethernet points around the building via a patch panel in the cabinet and connected to the 24-port switch.
- Wi-Fi is provided by a single Ubiquiti WAP which is located on top of the data cabinet, powered via a PoE injector located inside the cabinet.
- Shared data is stored on the 2Tb WD NAS, which is in the data cabinet, and the client computers have a mapped drive to this share.
- There are 3 x computers onsite (Chris Evans, Karen Geraghty, Meetings Laptop.
- 5 x email addresses used on these computers (cevans@, kgeraghty@, townclerk@, enquiries@, display@).
- 7 x email addresses are assigned to the councillors, who access their email either on their mobile devices or via OWA.
- ESET Antivirus protection is installed on the PCs but is not installed on the Laptop.
- The HP photocopier is rented from a 3rd-party company who maintain and support the device.
- The telephones are standard PSTN Landlines and consist of a BT Trio set of analogue DECT phones with the master base, which includes an answering machine.
- The 2 x satellite DECT phones are used by Chris and Karen. The main number is 01572 723627, which is also used for the VDSL Broadband connection.
- There is also an old phone system, complete with an extension wiring box, that is connected to 01572 723128, Chris confirmed that this number and the system are no longer active.
- The Website is maintained by Welland Creative, based in Oakham. We are not sure of the hosting settings for the website, but MCS charge for the domain name.

Existing Issues and Concerns

- Chris mentioned that they have concerns with their current IT Services provider. They are not convinced that their data is being backed up (we saw no obvious backup system during the audit) and they are very slow to respond to support calls which causes a problem with their daily workload.
- One of the biggest issues appears to be the email connection to the server, Outlook will frequently say it cannot connect.
- Currently nobody can work remotely since the data is stored on the local NAS in the data cabinet
- There are security concerns about the NAS device itself as the data cabinet is in a room that is also used by non-Council members.
- Chris would prefer to have townclerk@ as the default main address instead of cevens@ etc. this will make any staff changes easier to transition. i.e. If Chris was to leave, then the replacement just takes over the townclerk@ email address.
- With the current telephone setup only one call can be made or received concurrently.

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Recommendations

- **Computers** - All computers are of a good specification, with fast SSD drives installed. However, Chris and Karen had complaints about performance, mainly with speed issues.

- We would recommend that a Health Check of the 2 x PCs would be beneficial and potentially upgrading RAM to 16Gb.

- The laptop has no Virus protection, it is recommended this is installed and a Health Check carried out as a precaution.

- **Microsoft 365** - The current Microsoft 365 accounts can be more efficiently used. Currently they are only being used for email and Office products.

- We would recommend using SharePoint cloud storage and data sharing. Moving shared data from the NAS to SharePoint would then allow users to access the data remotely.

- We can help Chris with his preference of default email accounts, however we need to have access to the Office 365 Admin account to see exactly how the accounts are configured and licensed.

- **Backups** - There was no backup system seen during the audit.

- We recommend, once the data is moved to SharePoint, the NAS should be setup for local backups.

- It is also recommended that Cloud backup is implemented to create a robust backup plan.

- **Security** - With regards to the security of the NAS drive we recommend that the cabinet is kept locked with the supplied key to prevent unauthorised access, whilst it doesn't completely secure the device it does stop the casual public member from tampering with the equipment inside the cabinet. Currently the key is left in the cabinet door lock. The key must **NOT** be left in the cabinet!

- **Telephones** – There are limitations to the current standard BT Landlines and with the planned BT 'switch-off' of PTSN and ISDN, it is recommended that they are replaced with a Cloud Telephony system which would facilitate many features not available with the standard lines.

- **IT Support** – We can provide Oakham Town Council with IT support and all the services in the recommendations as specified above and in our previous correspondence**.**

* The PC and Network details given in this report are an extract from scans using Belarc reporting. More detailed information can be provided if necessary.

** n/a – Information not discovered during the audit.