

# CASE STUDY

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Rother District Council  
Policy Management as a Service  
Implementation



## Overview

Rother District Council (RDC) is located on the south coast of England at Bexhill-on-Sea, East Sussex. The council's geographic region covers 200 square miles and is home to more than 85,000 people.

## BACKGROUND

Rother is a small but busy council working within tight budget constraints. The organisation recently made what Graham McCallum, IT Manager, calls a 5 year leap in technology adoption.

“We had a fast forward effect kick in at the start of the pandemic which saw our IT team of 5 people deploy new platforms, laptops and mobiles. Whilst it was very challenging at the time, we have gone from supporting a very mixed environment to a more manageable standardised environment”

## CHALLENGES

As the team were fully engaged in this project, Graham was conscious of the fact that some other planned work had to be re-prioritised and delayed. “At council we strive to follow best practice and had an intention to develop IT policies that would assist us in this area. However, the workload associated with the technology refresh project meant shelving the policy work, or looking for an alternative way to get it done”

## SOLUTION

On doing some research, Graham became aware of Protocol Policy Systems (PPS); its Policy Management as a Service (PMaaS) solution; and its relationship with the local government membership body SOCITM. PMaaS appeared to cover all the policy content and standards guidance that the Council might require, and this was confirmed with a demonstration of the service.

*“Our criteria for a solution was – ideally something off the shelf and not bespoke, cloud delivered, that provides best practice guidance which could be tailored to our requirements. It was also important that we could start with policies that were aspirational, and as we mature adapt them to suit.”*

*“Not having to start with a clean sheet of paper was a huge benefit. It really was a no brainer in terms of justifying our business decision to subscribe to the service”*

On confirming RDC wanted a subscription to the Premium version of PMaaS, PPS started the delivery process and provided RDC with access to a lightly customised first draft of PMaaS. The stakeholders within RDC were asked to review this draft content in advance of a policy workshop facilitated by PPS, where the content was discussed. Following on from the workshop, PPS incorporated all the agreed changes and created a final version of PMaaS that is customised to suit RDC’s business requirements.

*“Once the project commenced we got plenty of time to prepare and PPS were very responsive. The workshop helped us to quickly consolidate what we needed to have in place and provided a good opportunity to do a gap analysis”.*

## BENEFITS

The Premium version of PMaaS includes a comprehensive suite of policies covering key aspects of information system usage. All policies are written in plain English, and grouped for User, Manager and Technical team members. Each policy statement has a drop down explanation and links to relevant standards. A range of functions are included to drive and manage user engagement. Under their subscription model RDC have access to subject matter expertise and changes associated with policy and standards content are managed for them by PPS.

“Now we have the Premium version of policies in place it provides an excellent incentive for everyone to strive to do things properly. The policies will form a key part of Council’s ongoing training on GDPR and cybersecurity awareness”

UK +44 845 241 0099  
NZ +64 9 570 2233

sales@protocolpolicy.com

www.protocolpolicy.com



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