



# Case Study

## Carlisle City Council

### IT Policy System Implementation

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*Michael Scott – ICT Manager*



## ABOUT CARLISLE

Situated in the north west of England Carlisle City Council is a local government district of Cumbria, England. It has the status of a city and non-metropolitan district, and a population of 100,000 people. The City Council oversees a region of 402 square miles (1,039 sq kms) - the largest city in England by area.

## BACKGROUND

Carlisle City Council (CCC) has 450 users that have local and remote access to Council network and system resources. The users are based at head office and at five remote locations connected by a MPLS WAN. Currently all users have a Windows 7 desktop platform with a migration to Windows 10 planned. The server environment is VMware based with virtual hosts supporting Windows servers.

## CHALLENGES

ICT Manager, Michael Scott, knew that there was a requirement to develop new policies to address changing business requirements. Existing policies were also outdated and therefore needed to be reviewed and refreshed. On assessing the situation it was apparent there was no one available in house with the required expert knowledge to develop policies and that writing good quality policy content would require expertise that was not readily hired on a temporary basis.

"We were faced with developing and deploying new policies to demonstrate compliance to PCI and for PSN connectivity. The City Council also had introduced agile working practices that meant the number of remote users would increase over time. Writing these new policies along with revising existing old policies was going to potentially be a major exercise for us in terms of time, money and effort. Furthermore we did not really have the expert knowledge required to ensure that policies could effectively be documented for ease of understanding for users and meet the required compliance and audit criteria." - Michael Scott

## SOLUTION

CCC engaged Protocol Policy System for an initial discussion on their current and future policy requirements. On gaining an understanding of how Protocol Policy Systems could meet their requirements in a rapid timeframe the City Council confirmed their intent to proceed.

Preliminary details using a simple questionnaire provided the "first draft" version of the IT Policy system branded with the CCC's colour scheme and logos.

A consultant from Protocol Policy Systems facilitated a two and a half day workshop at the Council's Civic Centre. Some of the existing Council policies were considered for incorporation into the IT Policy System however, after seeing the comprehensive suite of policies which are provided within the System and written in plain English, it was quickly decided to work solely with the content of the Policy System.

On completion of the workshop the Protocol team applied the necessary changes to the first draft version and delivered a final draft for review. The final draft included 25 key policies that were mapped to current industry standards including ISO27002, ISO22313, PCI-DSS and for the UK PSN connectivity. At this point the project had been running for approximately seven weeks.

## BENEFITS

Michael said - "The feedback from our team was very positive. Having a dedicated workshop with the consultant was excellent and helped us to focus on tailoring the policies with the involvement of other key contributors within the Council. I believe this helped us achieve good engagement from the various stakeholders in Human Resources, Organisational Development, Legal and the Data Protection team."

"Selecting Protocol Policy Systems for our IT policy management solution has saved us significant time and costs with the peace of mind that our policies can now be updated and maintained on a regular basis to ensure compliance with minimal effort internally. This has been a very worthwhile investment".

## LEADERSHIP

Carlisle City Council has a comprehensive suite of policies that in partnership with Protocol Policy Systems will be kept relevant for the future. This will ensure the content is kept up to date as business and technology requirements change without consuming significant time, money and effort.

The new policies that CCC had to develop covering PCI-DSS and PSN compliance requirements plus remote and mobile working practices have been provided for in the IT Policy System and delivered to the staff.

The final draft of the system has been approved and rolled out to the team. A project to develop online training courses based on the policies is now underway to ensure they are well socialised and understood.



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