

Somerset West and Taunton

Digital Information Policy

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1. Introduction

This policy provides Somerset West and Taunton employees with a framework for using Microsoft 365 (MS365) document repositories and associated applications. A separate policy is provided for Members.

2. What are the aims of this Policy?

The aim of this policy is to clearly communicate the importance, responsibilities, and obligations to Somerset West and Taunton employees for managing and creating information within the MS365 environment and associated applications. This policy provides clear direction for the corporate use of the current MS365 repositories and applications within the current licence offering.

It is important to note that Microsoft 365 is recognised as an 'evergreen' solution which means that it is consistently evolving. New applications and processes are implemented by Microsoft on a very regular basis. Therefore, this policy is a living document and will be reviewed and updated on a 6-monthly basis. This policy also includes policy statements which can be viewed as a separate document.

3. What is MS365?

Microsoft 365 licences have replaced Office 2013 as a corporate application for every employee to conduct daily administrative tasks and actions. Somerset West and Taunton have purchased MS365 licences for everyone who has access to a laptop or digital device. These licences provide a modern cloud-based platform which include the tools and technologies required to carry out council business in digital format. Cloud storage provides very secure storage, resilient disaster recovery and most importantly, it is accessible from anywhere. This supports the modern, flexible workforce ethos adopted within the council's strategic aims.

4. Information Repositories – OneDrive

4.1 My Information – Personal Business Information



OneDrive is a document repository that can be accessed either online or via the desktop application. Every employee has access to OneDrive. This application provides the ability to share folders and files with others as digital links. Such access can be changed or revoked by the owner whenever they choose.

OneDrive has replaced personal network drives.

The information category which should be stored within OneDrive is 'My information'. This is information relating to an individual's employment such as personal development plans, one to one notes, courses attended, etc.

4.2 Policy Statement

4.2.1 Use

- OneDrive is for personal business information only.
- No core business data (**see 5.1**) should be stored within this data repository.

4.2.2 Retention and Disposal

- No retention policy is applied to OneDrive apart from Teams meeting recordings which will be automatically deleted within 180 days.

4.2.3 Access and Permissions

- Employees are the owners and have full control of their OneDrive.
- Information must be shared by digital links.

4.2.4 Record Types

- Records relating to individual employees, such as course notes, training courses, supervisions etc. **MUST** be stored in OneDrive.
- OneDrive's are a risk for business data as they are a silo information repository, only accessed by an individual.
- Core business records and information **MUST NOT** be stored within OneDrive as they would be inaccessible as a corporate asset.

4.2.5 Capacity

- Capacity is restricted to 1GB of data.
- Regular monitoring reports are run to ensure individuals are not using OneDrive excessively or for core business records.

5. Information Repository – SharePoint



SharePoint is a browser-based collaboration, document management and storage repository. It's content management provides the ability to share and collaborate from any location as it is hosted in the cloud. It integrates with all Microsoft Office products such as Word, Excel, and Outlook to provide a seamless experience for the organisation. SharePoint it is highly configurable, and Somerset West and Taunton are using SharePoint as an EDRMS (Electronic Document and Records Management System) delivered as a full corporate FilePlan. SharePoint online has replaced network drives and on-premise SharePoint 2013. The SharePoint Corporate FilePlan has been delivered as part of a cultural change programme. SharePoint has improved information integrity as only clean data has been migrated to the Corporate FilePlan.

5.1 Core Business Information - SharePoint

SharePoint has been configured to provide all employees with an Electronic Document and Records Management System (EDRMS). This is called the Corporate FilePlan. It is a functional FilePlan which provides resilience to this

council as it stands the test of re-organisation. It is based on the Local Government Functional Classification Scheme (LGFCS) which is a national framework specifically for local authorities. The LGFCS has been honed and refined to meet the business needs.

5.2 Policy Statement

5.2.1 Use

- The Corporate FilePlan is for business information received, created, managed, and deleted within the council.
- All information and records are corporate assets and SharePoint has been carefully deployed to ensure that this council is compliant.
- It DOES not include any information assets managed within a line of business system.
- Core business information is relating to all usual business activities.

5.2.2 Retention and Disposal

- All legislative compliance is embedded within SharePoint as automated disposal of data, wherever possible.
- Every document library within SharePoint has the correct retention and disposal period applied.
- This exactly replicates the corporate Retention and Disposal Schedule. This schedule is a mandatory requirement for public bodies.
- The retention and disposal actions replicate legislative requirement, National Archive best practice or business agreed disposition rules. This is automated, wherever possible, within the SharePoint Corporate FilePlan.

5.2.3 Access and Permissions

- Access and permissions are controlled by ICT and aligned to the starter, leaver, and changes process.
- The permission model is set to each function of the FilePlan to ensure that it is secure and yet provides control for appropriate collaboration.

5.2.4 Record Types

- Records relating to core business activities such as policies, procedures, applications, reports, enquiries, responses, contracts, agreements, and employment records, as examples.

5.2.5 Capacity

- Capacity is determined by SharePoint license capacity.

5.3 Project Information - SharePoint

SharePoint has been configured to provide all employees with project sites which can be easily accessed from the Corporate FilePlan. Project Sites are SharePoint sites embedded with project management templates, reporting tools and document libraries designed for analysis, project, and programme management.

5.4 Policy Statement

5.4.1 Use

- Project sites are for management of all corporate projects and programmes being delivered across the council.

- All project managers and business analysts must use project sites for providing transparency and accountability on costs, benefits realisation, and deliverables.
- The Programme Management Office (PMO) within the council controls the deployment of all project SharePoint Sites.

5.4.2 Retention and Disposal

- No retention or disposal is applied to project sites.
- Project managers must transfer core project records to the Leadership function within the Corporate FilePlan after project completion.
- Core project records provide evidence of benefits delivered by the council.

5.4.3 Access and Permissions

- There is a governance process which needs to be complied with before a project site is deployed.
- The Project Manager owns project site permissions and access.

5.4.4 Record Types

- Records relating to core project activities such as business case, highlight reports, risk and issue logs, benefit realisation reports and project closure reports.

5.4.5 Capacity

- Capacity is determined by SharePoint license capacity.

5.5 Team Information - SharePoint

SharePoint has been configured to provide all functions with a Team area. Team Information is accessed through the Corporate FilePlan and provides an area specifically for team organisation and collaboration. Team areas are consistent with the SharePoint Corporate FilePlan features and functionality.

5.6 Policy Statements

5.6.1 Use

- All Teams must use their Team Area for team management, collaboration, team decisions and actions.
- The team areas should be used for team planning, objective and outcome setting to deliver the Corporate Business Plan.

5.6.2 Retention and Disposal

- Retention is set as a standard 'delete 3 years since last modified'. This is an automated process.

5.6.3 Access and Permissions

- Access and permissions are controlled by ICT and aligned to the starter, leaver, and changes process.
- The permission model is set to each function of the FilePlan to ensure that it is secure and yet provides control for appropriate collaboration.

5.6.4 Record Types

- Records relating to team activities must be stored in the Team Area. Records such as team meetings, minutes, actions must be stored within this repository.

5.6.5 Capacity

- Capacity is determined by SharePoint license capacity.

5.7 SharePoint Intranet

SharePoint has also been designed and built as the corporate intranet for all employees and Members. It provides up-to-date information and news both internal and external and is the platform on which relevant social media links are embedded.

5.8 Policy Statement

5.8.1 Use

- The intranet is used as a communication tool for up-to-date relevant information, corporate discussion, and corporate social media.

5.8.2 Access and Permissions

- The Communications Team own the intranet but there are also fifty authors across the organisation. Only permitted intranet authors can upload or add any new content.

5.8.3 Record Types & Retention and Disposal

- Records and information should be uploaded to the intranet as digital links from the corporate FilePlan. This will ensure that retention and disposal rules will permanently delete information which is out of date or reached the end of its retention period.

5.8.4 Capacity

- Capacity is determined by SharePoint license capacity.

6. Microsoft 365 TEAMS



Microsoft 365 TEAMS is a MS365 application which supports workspace chat and video conferencing, via a web based virtual environment. TEAMS supports the agile and flexible workforce which this council advocates. It features include:

- Integration with Outlook to provide virtual meeting and collaboration spaces
- Channels for group collaboration
- Recording function to capture meetings and training
- Chat capability to send instant messages to other employees
- Calling groups or individuals via the internet
- Sharing and working on documents accessed remotely via the web.

6.1 Policy Statement

6.1.1 Use

- TEAMS should be used as the corporate standard application for remote working and accessing people and resources through meetings, channels, or direct calling via the web.
- Records and documents MUST NOT be stored within TEAM as the Corporate FilePlan is the primary repository.

6.1.2 Retention and Disposal

- Retention for TEAMS chat is 1 month.
- Retention for TEAMS recordings is 180 days. TEAMS recordings automatically save to individuals OneDrive
- Deletion is automated. This ensures that data is not increasing exponentially, and unstructured personal data is not held excessively.

6.1.3 Access and Permissions

- All employees with access to a laptop or mobile device has access to TEAMS.
- TEAMS is the corporate collaboration tool and should be used for all virtual meetings.

7. Outlook

Outlook is the corporate email system for the council and all employees will have access to an individual email account for internal and external communication. It is important to recognise that emails are a corporate record and should be managed carefully by storing them in the SharePoint online corporate FilePlan. The SyncPoint outlook integration tool is a corporate application which supports this.

7.1 Policy Statement

7.1.1 Use and Access

- Most emails are corporate records and must be stored in the SharePoint corporate FilePlan

7.1.2 Retention and Disposal

- Disposal policies for individual accounts are automatically applied as follows:

Email Repository	Disposal Period
Inbox	1 year
Sent	1 year
Draft	1 year
Deleted	1 year

- Managers of employees who have left will be provided access for one calendar month to ensure that any core records are migrated to the SharePoint Corporate FilePlan.

7.1.3 Storage

- Storage is unlimited but will be controlled by automated retention rules.

8. Microsoft 365 Forms



Forms is an application which provides an online survey or request. Responses and data can be used for analysis and can be exported to Microsoft Excel. Forms are an excellent method for quickly gaining opinions or responses from a mobile workforce.

8.1 Policy Statement

- Forms are available to all employees and can be accessed from an individual's Microsoft account.
- Information created and captured in Forms must be exported to the Corporate FilePlan in SharePoint online and personal data must be redacted or anonymized.

9. SWAY



Microsoft Sway is a presentation application for the easy creation of slideshows, newsletters, and interactive communications. SWAYs are sent as digital links and can be opened by both internal and external recipients.

9.1 Policy Statement

9.1.1 Access and Use

- Everyone within the council, with a MS365 license, has access to SWAY.
- SWAY presentations are stored within the employee's own SWAY application.
- The author/employee controls permissions and access.
- NO PERSONAL data must EVER be included within a SWAY message.

9.1.2 Retention and Disposal

- SWAY accounts and content are deleted 30 days after date of employee leaving.
- Individual employees must manage SWAY content as they have full control of their content.

10. Bookings



Microsoft Bookings is an online booking and appointment scheduling solution for all employees. It is used for events and provides recipients with an email confirmation, timings, and automatic calendar invitation. This application is extremely useful for events with optional attendance or where places are limited, and booking is required.

10.1 Policy Statement

10.1.1 Access and Use

- All employees can book onto events and any wanting to create events will need to be given access by IT
- Bookings should be used for events and training as the corporate booking tool

11. Planner



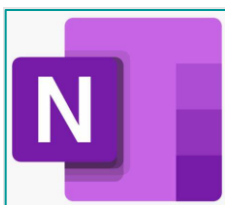
Planner is a hub for team members to create plans, organise and assign tasks to different individuals and to check updates on progress through dashboards. It also provides a centralised place where files can be shared and gives visibility to the whole team. Planners are associated with a Microsoft Group.

11.1 Policy Statement

11.1.1 Retention and Disposal

- Planner will be automatically deleted when a MS365 Group expires

12. OneNote



Microsoft OneNote is a virtual notebook for information gathering. OneNote books and pages can be shared with other OneNote individuals for collaboration and reference. Its functions include the ability to draw, add documents, clipping and audio commentaries.

12.1 Policy Statement

12.1.1 Use and Access

- OneNote must only be used for informal note taking which are temporary in nature.
- They are not a formal communication and all notes which are formal records must be moved into the SharePoint online Corporate FilePlan.

12.1.2 Storage

- OneNote is automatically saved to an individual's OneDrive, so it is essential regular cleansing is applied as OneDrive is restricted in size.
- OneNote should be saved in the Corporate FilePlan as automated retention and disposal can be applied.
- Regular reports are run to monitor the capacity of individuals OneDrive.

13. Stream



Stream is a secure video service. Employees can upload, create, view, and share videos securely. It is extremely useful for training, communication messages and virtual team discussions.

13.1 Policy Statement

13.1.2 Retention and Disposal

- There is no retention or disposal applied to Stream.
- All Stream videos must be reviewed annually to ensure content is still current and relevant.

14. Recycle Bin



The Recycle Bin is also known as the Deleted Items folder. This temporary repository holds deleted items for 3 months. This provides individual control for documents which have inadvertently been deleted. Individuals can access the recycle bin within this timeframe to recover and restore documents to the Corporate FilePlan within SharePoint online.

14.1.1 Use and Access

- The recycle bin is to be used to restore records which have inadvertently been deleted. There is no need to contact ICT service desk as individuals have the permissions to perform this task.

- Permissions for the recycle bin are controlled by the same permission group assigned to an employee within SharePoint online.

14.1.2 Retention and Disposal

- Permanent disposal is set to an automated 3-month period.

15. Zoom



Zoom is a video conferencing platform which allows council Members, the public, and employees the ability to conduct online meetings. Zoom features include high-definition video and audio and supports up to 1,000 participants per session.

15.1.1 Use and Access

- Meetings are accessed by invitation link
- No personal content should be shared on Zoom meetings unless explicit consent is gained.

15.1.2 Retention and Disposal

- Recordings of Zoom meetings should be stored in the Corporate FilePlan where the correct retention and disposal will apply.

16. Mod.Gov

Mod.Gov is the corporate system for access to all council meeting papers, agendas, meeting notes, supporting documentation and this includes confidential documents.

Confidential sections are password protected and users have a responsibility to keep these documents secure and their passwords safe.

16.1.1 Use and Access

- Those attending meetings have access to view the content and download it (except from items marked confidential). If documents are downloaded from the application, to write on/annotate, it is the user's responsibility to ensure they are stored appropriately, not shared with anyone unauthorized and are not held in excess.

16.1.2 Retention and Disposal

- Applied manually where necessary by the Governance Team.

16.1.3 Storage

- All content is loaded onto the system by the Governance Team, Staff cannot store anything additional.

17. Useful references and resources

- The Corporate [Retention and Disposal Schedule](#)
- The [Information Management Policy](#)

Approval	Name	Date
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Information and Records Manager	Lauren Davis	24.05.22
Senior Management Team	CEO/Directors	01.06.22
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