

APPENDIX C – OVERDUE ACTIONS WHERE AN EXTENSION DATE HAS BEEN REQUESTED

Code	Description	Progress Bar	Latest Note	Due Date
<p>21 CSM&R 02 Remove internet & email access from privileged accounts. Provide administrators with an ordinary account for email & internet access.</p>	<p>Remove internet & email access from privileged accounts. Provide administrators with an ordinary account for email & internet access. Observations and Implications Privileged user accounts (administrators) have internet access and mailboxes. Malicious code embedded or linked in web pages, email and attachments will execute with high privileges and wide system access.</p>	<p>95%</p>	<p>We were notified in January that our Privileged Access Management PAM provider has been acquired by SailPoint. At the end of our contract term, October 2025, our PAM software will no longer be available for use or supported by SailPoint. It is likely SailPoint will leverage the best components of our PAM solution and integrate it with a more expensive identity security platform. Any work we continue to do with the PAM solution is likely to be abortive. However, we have the current product for another 20 months so we will continue looking for ways we can continue to reduce the risk until a new solution is procured.</p> <p>We have continued to introduce restrictions to ICT staff using the PAM solution and have adopted the law of least privilege model. We have 9 members of the ICT team who have heightened privileges only when the PAM system is in use. 3 members of the ICT team have elevated privileges. The elevated privileges of the remaining three users will continue to be reduced as soon as suitable workarounds are identified. Operationally, it is critical the IT administrators do not preclude themselves from being able to deliver IT administration tasks.</p>	<p>31st Dec 2023</p>

			<p>In addition, we have overhauled administrator permissions within Microsoft Entra (formally Azure). Dedicated accounts for all ICT staff with reduced permissions are now used, creating a separation between Microsoft 365 and on-premise administrators.</p> <p>All tasks undertaken by the ICT team will continue to be reviewed. Consideration will also be given to activities undertaken outside of the ICT team which could have implications if a breach occurred.</p> <p>In addition to the work that has been done restricting IT privileged access we have also introduced a 3rd party remote access portal. The portal allows us to securely restrict access to NDC systems by our suppliers. Access is restricted by IP address and using time parameters to restrict session times. It also requires MFA for access. 3rd party access sessions are recorded for auditing purposes and allows the IT team to sanity check work that has been undertaken.</p> <p>A short extension is requested until 31st March 2024</p>	
22 CS 09	<p>Create a policy/procedural document and server build sheet to ensure consistency and enhanced security</p> <p>Observation and implications: There are a lack of documented standard operating procedures (SOPs) and</p>	75%	<p>27-Feb-2024 We have a process in place for server builds. The Infrastructure Team Leader will document the process and explain what Group Policy Objects are deployed to the servers and network devices.</p>	31 st Dec 2023

	<p>examples of where SOPs can be developed further where they are available. SOPs ensure a consistent approach towards processes, alongside the security of IT systems.</p> <p>Examples of where SOPs could be developed:</p> <ul style="list-style-type: none"> • The 'hardening' of servers / network devices • Cleansing of infected devices • New network accounts (default passwords changed) 		<p>Minimising permissions, removing unnecessary software, encryption and disabling unnecessary services will also be documented.</p> <p>He will also explain the process of adding newly created servers to the backup rotation.</p> <p>A short term extension is requested until 31st March 2024</p>	
<p>22 CS 10 Separate AD user accounts should be provided to all users with Domain Admin/ High privilege access and appropriately restricted</p>	<p>Recommendation: Separate AD user accounts should be provided to all users with Domain Admin/ High privilege access. Furthermore, where Internet and email services are provided, they should be appropriately restricted (i.e., whitelisting software provider sites). Further exploration around the use of a Privilege Access Management (PAM) solution may provide suitable monitoring, visibility, and fine-grained controls to see who your privileged admins are and how their accounts are being used.</p> <p>Observation and implications: Administrators in NDDC only use a</p>	<p>90%</p>	<p>27-Feb-2024 This action replicates 21 CSM&R 02 and the same up-date note applies.</p> <p>A short extension is requested until 31st March 2024</p>	<p>31st Dec 2023</p>

	<p>standard network account which allows standard access to the Internet and Email. It is a fundamental security requirement for High Privilege accounts to be distinct and separate from the users standard AD account. This significantly reduces the potential for malicious code embedded or linked in web pages, email and attachments to execute with high privileges and wide system access.</p>			
<p>22 EM 12 Compile a global list of all condition survey requirements</p>	<p>Recommendation: A global list of all condition survey requirements should be compiled. Observation and Implications: A master report used to monitor condition surveys is not held. This would provide a central location and allow both specific, building type, strategic and service focused reports to be readily generated. A similar report to the Statutory Inspection spreadsheet could be created in the short-term and then perhaps when the system upgrade takes place explore whether it could be introduced as an additional module.</p>	<p>0%</p>	<p>27-Feb-2024 Condition surveys on assets are being completed as and when they can be and updated in a spreadsheet. This same spreadsheet can capture all of our assets and a list of requirements by the end of March 24. That list of condition survey requirements will satisfy the audit recommendation. Following this, the physical condition survey work on our asset base will need to be resourced and planned over the next 18 months. This will also tie in with the forthcoming software upgrade to the Civica Asset (TF) System where asset records and condition reports will be stored.</p> <p>Request a short extension to the 31st March 2024 for the completion of the base document of condition survey requirements.</p>	<p>31st Dec 2023</p>
<p>22 EPCC 01 Develop an overarching</p>	<p>Observations & Implications: The Council relies on the generic plans produced by DEPP and does not have</p>	<p>75%</p>	<p>27-Feb-2024 North Devon Council has in place a range of plans to respond to an emergency including; DEPP response and recovery plans,</p>	<p>31st Dec 2023</p>

<p>response & Recovery plan to support the DEPP Plans.</p>	<p>its own Emergency Plan. DEPP has told us that this is acceptable if officers are clear on their responsibilities and local circumstances. However, we consider that it would be better if the Council tailored this Emergency Plan to help direct officers in the event of an emergency.</p>		<p>standby manual and specific risk plans. There is an intention to develop an overarching response plan that is tailored to North Devon Council and include the response arrangements to a range of risks including power outages. In order to ensure our response arrangements are consistent with other responders we are awaiting the LRF national power outage plan which is due to be released for consultation imminently after a delay due to resourcing.</p> <p>Request revised due date: 31st July 2024</p>	
<p>22 EPCC 03 Provide to all members an awareness session based on LGA Guidance 'Role of Councillors in Civil Emergencies' plus capture the role of member within NDCs Response & Recovery Plan.</p>	<p>Observations & Implications: There is no current process or detail on the role of members in supporting the Council in the event of any incident in the Response and Recovery phase. We understand that members have in the past provided good support to some emergency incidents.</p>	<p>50%</p>	<p>27-Feb-2024 A new lead for the Environment Agency and Devon Communities Together is now in place. Currently work is focused on increasing the number of community plans in North Devon. A new deadline of July 31st is requested to allow time for partners to consider their organisations ability to support a further briefing.</p> <p>Request revised due date: 31st July 2024</p>	<p>31st Dec 2023</p>

<p>22 PO 07 Establishment of a parking business plan or strategy linked to possible Corporate Plan objectives should be considered</p>	<p>Recommendations: Given the significant increases in car park usage during the summer months establishment of a parking business plan or strategy linked to possible Corporate Plan objectives should be considered.</p> <p>Observations: The 2022/23 Place, Property and Regeneration Service Plan shows two entries relating to Parking services. The one regarding Electric Vehicle Charging Points has been completed; the other relating to policies, procedures and parking concessions is scheduled for completion in December 2022.</p>	<p>0%</p>	<p>27-Feb-2024 Members have considered charging higher rates in our coastal car parks. We are in the process of completing a car parking strategy, which will consider our wider approach to the running of our car parks; to include payment structure, types of payment, use of our car parks, demand, enforcement etc. A draft will be ready at the beginning of March, which we will then take to Members.</p> <p>Request an extension until the 30th June 2024 for the signing off of this Survey</p>	<p>31st Dec 2023</p>
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