

RESOURCES AND CENTRAL SERVICES COMMITTEE

17 JUNE 2004

ELECTRONIC MAIL SYSTEM MANAGEMENT SOFTWARE

REPORT BY THE DIRECTOR OF INFORMATION TECHNOLOGY

ABSTRACT

This report recommends the allocation of £12,509 from the Information Technology Repairs and Renewals Fund for the procurement of software to enable the management of email traffic within the Council.

1. RECOMMENDATIONS

The committee is recommended to approve the purchase of Mailmeter software at a cost of £12,209 from Sapphire Technologies Ltd.

2. BACKGROUND

Email has become a major channel for correspondence and exchange of information for the Council over the past few years. The Council has a very comprehensive email facility and Email activity both internal and external represents a high percentage of Council communications traffic.

The management of such an important corporate facility has become more complex and critical. To assist in the management of the system a number of software products have been developed to enable the monitoring of the volume and pattern of email use. An evaluation and pilot study by the department has indicated that a product (Mailmeter) has the functionality which could assist in the management of the Council system.

Mailmeter is a non-intrusive email management and reporting tool that provides a method to analyse email usage within Angus council.

Mailmeter software will provide full visibility of volume and usage within the council email system, allowing the management and enforcement of acceptable usage and security policies. It also provides a means to monitor network load and bandwidth usage by email.

3. FINANCIAL IMPLICATIONS

The cost of the software is £12,509 and this can be met from current balances within the IT Repairs and Renewals Fund.

4. HUMAN RIGHTS IMPLICATIONS

The Council's Internet and Email Usage Policy clearly indicates that monitoring of usage of these facilities will take place in a reasonable manner. The software described above is non-intrusive (i.e. the contents of any individual email are not examined or recorded by the monitoring process) and therefore it is not considered that there are any Human rights implications.

5. CONSULTATION

The Chief Executive and the Directors of Finance and Law and Administration have been consulted in the preparation of this report.

A Greenhill
Director of Information Technology

NOTE: No background papers, as defined by Section 50D of the Local Government (Scotland) Act 1973 (other than any containing confidential or exempt information), were relied on to any material extent in preparing this report.