



## Email, Internet Security and Monitoring Policy v6.0

### SUMMARY

- 1.1 The purpose of this policy is to explain to every IT system user how the Council will monitor electronic communications and internet access including use of social media sites in accordance with relevant and appropriate legislation.
- 1.2 The Council employs both gateway filtering and audit monitoring tools to manage the email and internet gateways. Both of these may trigger alerts and warnings as to possible misuse; in some cases the tools have been configured to block potentially damaging use (incoming or outgoing). The Council will respond to alerts and triggers prompted by such tools as they could indicate a virus, malware or other cyber security attack.

### RECOMMENDATIONS

- 2.1 This policy covers the monitoring of all emails whether sent internally or externally and all internet use from a Council device or logged on as a Council user.
- 2.3 To adopt the revised policy that was agreed with the Trade Unions at CoSWP on 10 June 2016.
- 2.4 To promote this revised policy through the In Touch and Manager's Briefing cascade process.
- 2.5 To agree that future changes to the policy, for example, to amend named officers and/or to bring these up to date do not need formal ratification. Any changes that alter the nature or intent of the policy, for example, if there are changes to the way the Council respond or investigate suspected misuse of the internet and/or email.

### REASONS FOR RECOMMENDATIONS

- 3.1 It is important that Derby's citizens are able to trust the Council to act appropriately when obtaining, holding and sharing information when using the authority's facilities. It is also important that information owned by other organisations which is made available to the Council under secondary disclosure agreements is treated appropriately. By understanding and implementing our responsibilities we can make sure our citizens have trust and confidence in the way they can access our systems and the way we manage, store, share and use our information assets.
- 3.2 The use of email and internet must comply with national and European regulations which will where possible be enforced by email and internet gateway security and

audit logging tools. If the Council receives a report of a suspected breach of such regulations it is duty bound to investigate.

- 3.3 The policy is explained in simpler terms and the document has been shortened and items removed or amended to reduce the 'technical jargon' that staff do not want or need to know.
- 3.4 The Information Governance Board must review all policies and authorise all changes. They would recommend formal ratification of policies where the nature or intent had been amended. If committee approval is not required the policy would be published and the committee informed at the next meeting.

## **SUPPORTING INFORMATION**

- 4.1 Maintaining compliance with third party Codes of Connection for example the Public Services Network, a programme designed by the UK Government to create one ICT network for all UK public sector organisations.
- 4.2 Applying the International Standard ISO/IEC 27001:2013 standard specification for Information Security Management which defines Information Security as protecting three aspects of information:
  - *confidentiality* - making sure that information is accessible only to those authorised to have access
  - *integrity* - safeguarding the accuracy and completeness of information and processing methods
  - *availability* - making sure that authorised users have access to information and associated resources when required.
- 4.3 To support this policy a more detailed procedure manual will be maintained jointly between the Information Governance Team, the IT auditors and the Information Systems department.
- 4.4 Applying the seventh principle of the Data Protection Act:

Appropriate technical and organisational measures shall be taken against unauthorised or unlawful processing of personal data and against accidental loss or destruction of, or damage to, personal data.

## **OTHER OPTIONS CONSIDERED**

- 5.1 Information security is not an option. We are all required to maintain a minimum level of Information Security to maintain our legal and contractual obligations. Defined and approved policies and standards of information security must be implemented.
- 5.2 Failure to issue a policy increases the risks which, should a data breach occur, lead to action against the Council for not having relevant controls and a clear policy.

**This report has been approved by the following officers:**

<b>Legal officer</b>	Janie Berry - Director of Governance and Monitoring Officer
<b>Financial officer</b>	Not applicable
<b>Human Resources officer</b>	Diane Sturdy
<b>Estates/Property officer</b>	Not applicable
<b>Service Director(s)</b>	Nick O'Reilly – Director of Digital Services
<b>Other(s)</b>	Richard Boneham – Head of Governance & Assurance

<b>For more information contact:</b>	Angela Gregson 01332 642670 <a href="mailto:angela.gregson@derby.gov.uk">angela.gregson@derby.gov.uk</a>
<b>Background papers:</b>	None
<b>List of appendices:</b>	Appendix 1 – Implications Appendix 2 - Organisation and Governance: Email, Internet Security and Monitoring Policy v6.0 Appendix 3 – Equality Impact Assessment

<b>IMPLICATIONS</b>
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**Financial and Value for Money**

- 1.1 There are no direct financial implications unless a data breach caused the Council to be unable to fulfil its role and/or resulted in a fine from the ICO.

**Legal**

- 2.1 There are no direct legal implications unless a data breach caused the Council to be accountable to the ICO.

**Personnel**

- 3.1 Every person is responsible and accountable for putting into practice these policies, standards and procedures.
- 3.2 The policy will apply to all persons having legitimate access to Council systems and data. It has gone through the agreed consultation procedures with the Trade Unions.

**IT**

- 4.1 The IT implications are covered in the body of the report.

**Equalities Impact**

- 5.1 None

**Health and Safety**

- 6.1 None

**Environmental Sustainability**

- 7.1 None

**Property and Asset Management**

- 8.1 None

**Risk Management**

- 9.1 A data breach must be reported for it to be recorded and investigated.

## **Corporate objectives and priorities for change**

- 10.1 The Council aims to be a leading digital organisation, with a modern way of working that facilitates staff, customers and partners. It endeavours to try and ensure that the computer network is safe and secure for staff and its customers.
- 10.2 The Council's objective is to reduce the risk of information security incidents and be able to demonstrate to the citizens and businesses of Derby that we collect, handle and store their information securely.



## Appendix 2

## Organisation and Governance: Email, Internet Security and Monitoring Policy

Document owner	Senior Information Risk Officer (SIRO)
Document author	Nick O'Reilly
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### Version Control

To make sure you are using the current version of this policy please check on iDerby or contact [Information Governance](#) when using printed copies.

Version Number	Date	Author	Reason for Version
5.0	March 2010	Alison Moss	Updated
6.0	January 2016	Nick O'Reilly	Draft for Review

### Document Approval

Job Role	Approvers Name	Date Approved
Director of Digital Services	Nick O'Reilly	28/1/16
Information Governance Board	Richard Boneham	28/1/16
CoSWP	Janie Berry	10/6/16
Personnel Committee		
Corporate Joint Committee		

Please tell us if you need this in large print, on audio tape, computer disc or in Braille.

You can contact Ann Webster on 64 3722, Minicom: 01332 64 0666 or Text Relay: 18001 01332 643722



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### 1. Introduction

The purpose of this policy is to explain to every IT system user how the Council will monitor electronic communications and internet access including use of social media sites in accordance with relevant and appropriate legislation.

This policy covers the monitoring of all emails whether sent internally or externally and all internet use from a Council device or logged on as a Council user.

This policy applies to all employees of the Council, elected members, contractors, agents, partners and temporary staff who have authorised access to Council IT systems. This includes staff that access Council email from smart-phones.

### 2. Compliance with Regulations

The use of email and internet must comply with national and European regulations which will where possible be enforced by email and internet gateway security and audit logging tools. If the Council receives a report of a suspected breach of such regulations it is duty bound to investigate.

### 3. Compliance with the Code of Conduct

Use by employees must at all times be in accordance with the [Employee Code of Conduct](#), and this will also apply to any agency staff or other 3<sup>rd</sup> parties granted access. If it is reported that there has been a breach of the Code of Conduct then in accordance with the disciplinary rules and/or contracts with agency staff and 3<sup>rd</sup> parties an investigation will be undertaken that could lead to disciplinary action or suspension of contract.

Use by Councillors must at all times be in accordance with the standards and Code of Conduct set for councillors. If it is reported that there has been a breach of the Code of Conduct then in accordance with the procedures for councillor's the matter will be referred to the Monitoring Officer.



#### **4. Monitoring Tools**

The Council employs both gateway filtering and audit monitoring tools to manage the email and internet gateways. Both of these may trigger alerts and warnings as to possible misuse; in some cases the tools have been configured to block potentially damaging use (incoming or outgoing).

The Council will respond to alerts and triggers prompted by such tools as they could indicate a virus, malware or other cyber security attack. The Council will not undertake phishing exercises against such audit logs or security tools.

If the Council believes there is a case to undertake proactive monitoring it will do so only in accordance with the rules and procedures set out under the Regulation of Investigatory Powers Act (RIPA).

#### **5. Blocking and Quarantine**

The Council will also apply blocking rules to minimise the risk of damage to its systems or the transmission of inappropriate communications from its systems. If it is deemed the Council's network is the source of a malware attack the Council could be temporarily blocked by email and internet gateway service providers from sending and receiving all mail or accessing the internet; the Council has to avoid this due to the impact it has on its services.

Different levels of blocking are applied. A list of quarantined emails is sent to all email users; who can review and remove them as appropriate. Similarly there is a pop up internet block that for most sites allows users to over-ride if they are confident the site is safe and valid for business use. This depends on staff, councillors and contractors taking responsibility.

A higher level of blocking occurs for higher risk email and internet content that does not provide user notification or user option to over-ride the block.

If you believe an email has been improperly blocked or you cannot access a website that is valid for your job please contact the Information Governance team. They will examine the content and determine if it can be released from quarantine.

Note some content is blocked based on the file type, any unsafe attachments or having exceeded quotas on the number of recipients or the size of the item. Such rule based blocking is based on best practice guidelines and forms part of our regulatory compliance obligations and cannot be over-ridden.

#### **6. Inspection of Audit Logs, Email or Internet Use**

If any report is made of suspected misuse or if we receive a complaint of misuse, be this from within the council or from a third party, then a retrospective inspection of audit logs may be authorised.

A quarantine copy is taken of the relevant logs and mailboxes and the inspection is undertaken by the audit team using approved forensic audit tools and procedures.

If this inspection confirms there has been potential or actual misuse this could then lead to



an investigation and action under the disciplinary rules and/or the councillor's code of conduct.

The European Court of Human Rights (ECHR) ruled in January 2016 that employers can read employees' private messages sent via email accounts during working hours but only if a report is made of suspected misuse. An employer cannot undertake an inspection without justification and they must adhere to approved methods.

## 7. Procedure Manual

To support this policy a more detailed procedure manual will be maintained jointly between the Information Governance Team, the IT auditors and the Information Systems department.

The procedure manual will establish more details on

- the specific filtering and blocking tools
- the configuration parameters required to meet mandatory compliance obligations
- the types of file and/or content (scripts, plug-ins etc.) that has to be blocked to meet compliance regulations
- the default settings for user accounts, mail services and internet access controlled and administered centrally
- the length of time for which we need to retain audit logs
- the update cycle required to maintain security and to update the tools to provide the latest protection
- the steps to take when an investigation may be triggered
- how to verify automatic alerts and avoid "false positive" alerts that could lead to unnecessary investigations

This procedure manual will be reviewed regularly but will not be published outside of these three groups.

## 8. Other Relevant Policies

These can be found on [iDerby](#) or contact the [Information Governance team](#).

## 9. Contact Details

Please contact the Council's [Head of Governance & Assurance](#) or anyone in the [Information Governance team](#) with enquiries about this or any other referenced policy, procedure or law.

Email to: [information.governance@derby.gov.uk](mailto:information.governance@derby.gov.uk)  
Telephone: 01332 640763



Derby City Council

Appendix 3

# **Equality impact assessment form**

**Directorate: Organisation & Governance**

**Service area: Information Governance**

**Name of policy: Information security policies.**

**Date of assessment: 23 June 2016**

**Signed off by**

**Cabinet, Personnel Committee or Chief Officer  
Group's decision**

**Date published on website**



## Equality Impact Assessment – please read this section first before you do the assessment

This is our Equality Impact Assessment form to help you equality check what you are doing when you are about to produce a new policy, review an older one, write a strategy or plan or review your services and functions. In fact you need to do an Equality Impact Assessment whenever a decision is needed that affects people and **before** that decision is made.

So why do we need to do Equality Impact Assessments? Although the law does not require us to do them now, the courts still place significant weight on the existence of some form of documentary evidence of compliance with the Public Sector Equality Duty when determining judicial review cases. This method helps us to make our decisions fairly, taking into account any equality implications, so yes we still need to do them.

The Public Sector Equality Duty is part of the Equality Act 2010 and this Duty requires us as a public body to have '**due regard**' to eliminating discrimination, harassment and victimisation and any other conduct that is prohibited by or under the Act. It requires us to advance equality of opportunity and foster good relations between people who share a '**relevant protected characteristic**' and people who don't.

Having 'due regard' means:

- removing or minimising disadvantages suffered by people due to their protected characteristics
- taking steps to meet the needs of people with certain protected characteristics where these are different from the needs of other people
- encouraging people with certain protected characteristics to participate in public life or in other activities where the participation is disproportionately low.

The protected characteristics are:

- age
- disability
- gender reassignment
- marriage and civil partnership
- pregnancy and maternity
- race
- religion or belief
- sex
- sexual orientation

This completed form should be attached to any Chief Officer Group, Cabinet or Personnel Committee report to help elected members make their decisions by taking the equality implications into account. Equality impact assessments **must be done before** decisions are made. Include the Cabinet or Personnel Committee's decision on the front sheet when you know it.



You'll find that doing these assessments will help you to:

- understand your customers' and communities needs
- develop service improvements
- improve service satisfaction
- demonstrate that you have been fair and open and considered equality when working on re-structuring
- make sure you pay due regard to the requirements of the Public Sector Equality Duty.

Don't do the form by yourself, get a small team together and make sure you include key people in the team such as representatives from our Diversity Forums and employee networks and you could invite trade union representatives too – the more knowledge around the table the better. You also need to decide how and who you will consult with to help inform the equality impact assessment. Our Lead on Equality and Diversity can help with useful contacts – we have a team of people who are used to doing these assessments and can help with information on barriers facing particular groups and remedies to overcome these barriers.

You'll need to pull together all the information you can about how what you are assessing affects different groups of people and then examine this information to check whether some people will be negatively or positively affected. Then you'll need to look at ways of lessening any negative effects or making the service more accessible – this is where your assessment team is very useful and you can also use the wider community.

Agree an equality action plan with your assessment team, setting targets for dealing with any negative effects or gaps in information you may have found. Set up a way of monitoring these actions to make sure they are done and include them in your service business plans.

When you have completed the assessment, get it signed by your Head of Service or Service Director and send it to our Lead on Equality and Diversity for checking and to publish on our website. It is a public document so must not contain any jargon and be easy to understand.

Remember, we need to do these assessments as part of our everyday business, so we get our equality responsibilities right and stay within the law – Equality Act 2010.

### **Equality groups and protected characteristics**

These are the equality groups of people we need to think about when we are doing equality impact assessments and these people can be our customers or our employees and job applicants...

- Age equality – the effects on younger and older people



- Disability equality – the effects on the whole range of disabled people, including Deaf people, hearing impaired people, visually impaired people, people with mental health issues, people with learning difficulties and people with physical impairments
- Gender reassignment – the effects on trans people
- Marriage and civil partnership equality
- Pregnancy and maternity equality - women who are pregnant or who have recently had a baby, including breast feeding mothers
- Race equality – the effects on minority ethnic communities, including newer communities, gypsies and travellers and the Roma community
- Religion and belief or non-belief equality – the effects on religious and cultural communities, customers and employees
- Sex equality – the effects on both men and women and boys and girls
- Sexual Orientation equality – the effects on lesbians, gay men and bisexual people

In addition, we have decided to look at the effects on families and people on low incomes too as we feel this is very important.

## **Contact for help**

Ann Webster – Lead on Equality and Diversity

[ann.webster@derby.gov.uk](mailto:ann.webster@derby.gov.uk)

Tel: 01332 643722 Minicom: 01332 640666 Mobile: 07812 300079

## **The form**

We use the term ‘policy’ as shorthand on this form for the full range of policies, practices, plans, reviews, activities and procedures.

Policies will usually fall into three main categories...

- Organisational policies and functions, such as recruitment, complaints procedures, re-structures
- Key decisions such as allocating funding to voluntary organisations, budget setting
- Policies that set criteria or guidelines for others to use, such as criteria about school admissions, procurement methods, disabled facilities grants, on street parking bays



If in doubt - do one! You never know when we may get a legal challenge and someone applies for Judicial Review.

### What is the name of the policy you are assessing?

The suite of inter-related policies that constitute the information security overall policy covering:

CCTV (there is an additional EIA for CCTV due to its greater public impact)  
Freedom of Information  
Internet file sharing and collaboration sites  
Malware prevention  
Remote and mobile computing  
Email and Internet security  
Laptop, desktop and tablet device security  
Network user

This suite of policies is needed for compliance reasons, each policy is a short (4 page document covering specific aspects of information security but the equality implications are common across the entire policy suite.

### The assessment team

Team leader's name and job title – Richard Boneham, Head of Governance & Assurance

Other team members

Name	Job title	Organisation	Area of expertise
Nick O'Reilly	Director of Digital	Derby CC	IT and Information Governance



Ann Webster	Lead on Equality and Diversity	Derby CC	Equality

## Step 1 – setting the scene

Make sure you have clear aims and objectives on what you are impact assessing – this way you keep to the purpose of the assessment and are less likely to get side tracked.

### 1 What are the main aims, objectives and purpose of the policy? How does it fit in with the wider aims of the Council and wider Derby Plan? Include here any links to the Council Plan, Derby Plan or your Directorate Service Plan.

- Staff will understand the rules and regulations that they need to comply with in respect of access to information at work (both paper and electronic)
- Staff understand obligations they have both in work and outside of work in respect of making comments on email, internet sites and using social media
- Staff understand the need to stay and be safe on-line both in their workplace and at home and can support council customers in understanding the need for internet and social media security (Safe derby)
- To meet mandatory compliance requirements be these through specific legislation, imposed by regulatory bodies or needed to meet government standards for information governance.

### 2 Who delivers/will deliver the policy, including any consultation on it and any outside organisations who deliver under procurement arrangements?

Head of Governance & Assurance

The policies include requirements identified and best practice recommended by a number of bodies including the Information Commissioners Office, The Health and Social Care Information Centre, the Caldicott Guidelines, the NHS Information Governance toolkit and the Public sector Network compliance standards (supported by guidance from the CESG, the Information security arm of GCHQ).



### **3 Who are the main customers, users, partners, employees or groups affected by this proposal?**

All employees, permanent and temporary.  
All Councillors  
Customers who provide information to the Council in either manual or electronic format.

## **Step 2 – collecting information and assessing impact**

### **4 Who have you consulted and engaged with so far about this policy, and what did they tell you? Who else do you plan to consult with? – tell us here how you did this consultation and how you made it accessible for the equality groups, such as accessible locations, interpreters and translations, accessible documents.**

The Information Governance policy suite aims to ensure good information governance and security and the safeguarding of information held and processed by the Council.

These policies have been available on the Intranet for comment by all staff, and have been shared with the trade unions through the Condition of Service working Party.

The policies themselves do not have any particular or specific impact on different groups, but the actions in implementing them have a positive impact for people with protected characteristics. It is recognised that there are some emerging trends for example cyber and internet bullying where some groups can be more exposed than others. The policies seek to prevent or minimise the risks of any such bullying and harassment to all groups. They also stress to our employees how extremely important it is for information about people to be absolutely secure and not divulged to people who are not authorised to know.



**5 Using the skills and knowledge in your assessment team, and from any consultation you have done, what do you already know about the equality impact of the policy on particular groups? Also, use any other information you know about such as any customer feedback, surveys, national research or data. Indicate by a tick for each equality group whether this is a negative impact, a positive one or if you are not sure**

Equality groups	What do you already know?	No impact	Positive impact	Negative impact	Not sure
Age			✓		
Disability			✓		
Gender reassignment - trans			✓		
Marriage and civil partnership			✓		
Pregnancy and maternity			✓		
Race			✓		
Religion or belief or none			✓		
Sex			✓		
Sexual Orientation			✓		
Families and people on low income			✓		

Implementing these policies will have a positive impact on people with protected characteristics. People in these groups can be more vulnerable to harassment and bullying and in promoting internet security in particular action may be focussed:

- to reduce the risk of internet and/or on line grooming of young or vulnerable people.



- to minimise the risk of cyber bullying – recognising that on social media often women are more prone to offensive and in-appropriate contacts
- to reduce the risk of our systems being used by perpetrators of domestic violence and abuse
- to challenge bullying and harassment against any of the above groups based on their equality grouping and/or associated protected characteristics.

**Important** - For any of the equality groups you don't have any information about, then make it an equality action at the end of this assessment to find out. This doesn't mean that you can't complete the assessment without the information, but you need to follow up the action and if necessary, review the assessment later. You can get lots of information on reports done from organisations' websites such as the Equality and Human Rights Commission, Stonewall, Press for Change, Joseph Rowntree Trust and so on. Please don't put down that the impact affects 'everyone the same' – it never does!

**6 From the information you have collected, how are you going to lessen any negative impact on any of the equality groups? How are you going to fill any gaps in information you have discovered?**

Ensure that we increase awareness of the risks associated with information security, with use of email, internet and social media facilities and that staff and customers know how to report suspected abuse of these policies.

We will actively support and promote national, regional and local stay safe on line campaigns, including such campaigns aimed at groups who may be more vulnerable to cyber-bullying.

**Step 3 – deciding on the outcome**

**7 What outcome does this assessment suggest you take? – You might find more than one applies. Please also tell us why you have come to this decision?**

<b>Outcome 1</b>	<b>X</b>	<b>No major change needed</b> – the EIA hasn't identified any potential for discrimination or negative impact and all opportunities to advance equality have been taken
<b>Outcome 2</b>		<b>Adjust the policy</b> to remove barriers identified by the EIA



		or better advance equality. Are you satisfied that the proposed adjustments will remove the barriers you identified?
<b>Outcome 3</b>		<p><b>Continue the policy</b> despite potential for negative impact or missed opportunities to advance equality identified. You will need to make sure the EIA clearly sets out the justifications for continuing with it. You need to consider whether there are:</p> <ul style="list-style-type: none"> <li>• sufficient plans to stop or minimise the negative impact</li> <li>• mitigating actions for any remaining negative impacts</li> <li>• plans to monitor the actual impact.</li> </ul>
<b>Outcome 4</b>		<b>Stop and rethink</b> the policy when the EIA shows actual or potential unlawful discrimination

Our Assessment team has agreed Outcome number(s)

#### Outcome 1 –

The policies are in accordance with best practice guidelines and statutory instructions issued by various compliance bodies.

In this version of the policies following feedback we have provided shorter simpler statements that focus on the different specific components of Information Governance and security; this it to make them easier to understand and apply.

Why did you come to this decision?

In essence these are taken from national policies and have been informed by national bodies including employer and employee organisations, equality groups and information security specialists.

We have other policies that deal with accessibility matters and the use of ICT; these policies do not cover such aspects and are all in respect of governance and security controls not the actual use of ICT.

If you have decided on **Outcome 3**, then please tell us here the justification for continuing with the policy. You also need to make sure that there are actions in the Equality Action Plan to lessen the effect of the negative impact. This is really important and may face a legal challenge in the future.



If you have decided on **Outcome 4** then if the proposal continues, without any mitigating actions, it may be likely that we will face a legal challenge and possibly a Judicial Review on the process - it is really important that the equality impact assessment is done thoroughly, as this is what the Judge will consider.

#### **Step 4 – equality action plan – setting targets and monitoring**

- 8 Fill in the table (on the next page) with the equality actions you have come up with during the assessment. Indicate how you plan to monitor the equality impact of the proposals, once they have been implemented.**

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## Equality action plan – setting targets and monitoring

What are we going to do to advance equality?	How are we going to do it?	When will we do it?	What difference will this make?	Lead officer	Monitoring arrangements
Monitor and respond to reported incidents of cyber bullying	Respond to reports and as necessary involve other agencies	As required	Learn from incidents and consider further policy or technical measures necessary	Head of Information Governance	Reported to IG Board and as necessary COG each month
Maintain policies in line with best practice and compliance requirements	Keep abreast of updated guidance and support recognised stay safe online campaigns	Regular and each policy as a short-life stated review date	Amend policies in line with revised best practice guidance or new compliance obligations	Head of Information Governance	Reported to IG Board and as necessary COG each month
Investigate complaints of abuse by employees	Investigation and if required disciplinary process	As required	Deal effectively with suspected and actual abuse – avoid repeat or continued abuse	Head of Information Governance	Reported to IG Board and as necessary COG each month

**Make sure you include these actions in your Directorate service business plans.**