

IT STRATEGY OVERVIEW

For BEMBRIDGE PARISH COUNCIL

8th August 2025



IT STRATEGY FOR BEMBRIDGE PARISH COUNCIL

Your current goals

- Gearing up for Christmas events!

Your current challenges

- Sporadically slow and problematic desktop PCs.

Key technology deliverables: Short-term

- Move your website hosting to us.

Key technology deliverables: Long-term

- Potentially an extra member of staff in the office later down the line.



Andrew Nordbruch
Managing Director
01983 898250
andrew@wightcomputers.co.uk



PROGRESS ON PREVIOUS STRATEGIC REVIEW ACTIONS

Summary: Downgrade Microsoft 365 licences for the councillors to reduce costs.

Update: We downgraded the councillors from Microsoft Business Basic to Exchange Online (email only) from which reduced your annual costs from £930+VAT to £676+VAT.

Summary: Consider moving to a gov.uk domain name.

Update: You have switched over to bembridgeparishcouncil.gov.uk for your website and emails.

Summary: Sporadically slow and problematic desktop PCs.

Update: We spoke about this again today – detailed on the next page.

Summary: Move your website hosting to us.

Update: We spoke about this again today – detailed on the next page.

Summary: Implement standardised email signatures.

Update: We implemented these.

Summary: Consider using a password manager.

Update: We didn't hear from you on this but let us know if you are interested in the future.

DISCUSSION POINTS FROM OUR MEETING

Summary: Debbie is unlikely to return from long-term sick. Her account is closed down / archived.

Action: None needed.

Summary: Sporadically slow and problematic desktop PCs.

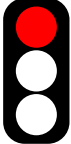
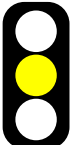
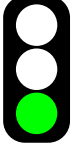
Action: To improve your work desk setup, we have provided you with a quote for a USB dock and spare charger enabling you to quickly and easily connect your existing laptop to your monitor, network, charger, keyboard and mouse. We can then decommission your desktop PCs.

We have also provided a quote for a new laptop to replace yours. The new machine has a 40% faster processor, and double the RAM memory, which will give a good performance increase.

Summary: Move your website hosting to us.

Action: As discussed, we offer website hosting for £75/year so would love to take over your website hosting. This will be a comparable service to the £240/year you are paying PC Consultants currently.

CURRENT TECHNOLOGY HEALTH CHECK

	0	
	1	Device Health and Age – Desktop PCs
	14	Overall Infrastructure Network Internet Connection Flexible / Remote Working Disaster Recovery Overall Cyber Security Antivirus and Malware Protection Update and Patch Status Windows 11 Compatibility Backups Microsoft 365 Compliance Staff Training Business Applications

REVIEW OF SUPPORT REQUESTS

Status	Ticket ID	User Name	Summary	Date Created	Date Closed	Time Taken
Closed (14)						
	18575	Glynn Brasington	Help to set up MFA	26/06/2025	26/06/2025	0:08
	18558	Mark Rochell	New Councillor - Joe Hodgkinson	26/06/2025	26/06/2025	0:10
	18555	Mark Rochell	New Councillor - Glynn Brasington	26/06/2025	26/06/2025	0:09
	18451	Mark Rochell	Suspicious emails - BCC spam	17/06/2025	17/06/2025	0:04
	18312	Martin Groom	MFA Assistance/Outlook email address changed	05/06/2025	05/06/2025	0:14
	18187	Mark Rochell	Strange Emails	27/05/2025	28/05/2025	0:10
	18042	Mark Rochell	Debbie - Long Term Sick	14/05/2025	16/05/2025	0:11
	18013	Mark Rochell	Setup bembridgeparishcouncil.gov.uk domain name	13/05/2025	28/05/2025	1:11
	17982	Mark Rochell	Set out of office for Debbie	12/05/2025	12/05/2025	0:04
	17850	Mark Rochell	Councillor Leaver - Liz White 02/05	01/05/2025	02/05/2025	0:16
	17753	Mark Rochell	Email signature amendment	25/04/2025	25/04/2025	0:11
	17751	Chris Adams	Set up Outlook on new iphone	25/04/2025	25/04/2025	0:09
	17694	Deborah Glover	Printer and scanner help	22/04/2025	22/04/2025	0:24
	17254	Deborah Glover	Spam emails	14/03/2025	14/03/2025	0:07

ACTIVE USERS AND DEVICES

List of current users:

Mark Rochell

List of current devices:

CLERK1 (used by Mark)

RFOLAPTOP (used by Mark)

ADMIN (previously used by Deborah)

BPC-CLERK-LAPTOP (previously used by Deborah)

If anything on the above lists doesn't look right, please let me know ASAP!

NEXT STRATEGIC REVIEW

Our partnership is very important to us. My team and I are here to answer all your questions and do whatever we can to help you hit your business goals.

We next meet in 6 months – February 2026.



Andrew Nordbruch
Managing Director
01983 898250
andrew@wightcomputers.co.uk



Contacting Wight Computers for IT Support

Telephone: 01983 898 250

Email: support@wightcomputers.co.uk

**Our helpdesk is available 8:30 AM – 5:00 PM,
Monday to Friday excluding public holidays.**

Guaranteed response times for clients on our Managed Service Support plans

We always aim to hit our “Response Target” when it comes to responding to your issues, however we absolutely guarantee we will respond by the “Response Guarantee” times listed below:

PRIORITY	EXAMPLE	RESPONSE GUARANTEE	RESPONSE TARGET
 Critical	Entire Company Offline (Call Us!)	2 Hours	15 Mins
 High	Department Offline (Call Us!)	4 Hours	1 Hour
 Medium	User PC Offline	8 Hours	4 Hours
 Low	New User Setup/Maintenance	16 Hours	8 Hours

Wight Computers Ltd

Registered Office: Unit 2, Ashey Vineyard, Ashey Road, Ryde, Isle of Wight, PO33 4BB
Registered in England & Wales, Company No. 08262738 | VAT Registration No. 144683595
01983 898250 | info@wightcomputers.co.uk | www.wightcomputers.co.uk