

FINANCIAL CONTROL PROCEDURES - IT ACCESS

IT and phone services are provided under a Service Level Agreement (SLA) with West Suffolk Council (WSC).

Under the SLA, WSC's IT department provides phones, voicemail, email, Microsoft office and internet access, file storage (on the "t:drive"), system maintenance including software upgrades, technical assistance and user support, security measures including daily back ups, free calls to WSC, discounted purchase of hardware/software and assistance with installation of these items.

BSETC has a separate external phone number, (01284) 725111, but callers can choose option '1' which puts them through to WSC instead thereby reducing the number of mis-directed calls resulting in a positive impact on staff time, with option '2' connecting to BSETC.

For its accounts, BSETC uses "Omega" software, Cash Book, Management Accounts and Budgets modules, allotment package supplied by RBS Software, Unit 5, Uffcott Enterprise Park, Uffcott, Swindon, Wilts SN4 9NB Tel: 01793 731296. The "Omega" operating software is located on the RFO's computer but all data is backed up on t:drive.

Internal Controls

The "Omega" software is only accessible by the RFO and the Allotments and Administration Officer.

Approved November 2025