

4 February 2015		ITEM: 5
Standards and Audit Committee		
Disaster Recovery Plans for IT		
Wards and communities affected: All	Key Decision: No	
Report of: Kathryn Adedeji – Head of Housing - Investment and Development and Corporate Commercial Services.		
Accountable Head of Service: Kathryn Adedeji, Head of Housing Investment and Development and Corporate Commercial Services		
Accountable Director: Graham Farrant, Chief Executive		
This report is Public		

Executive Summary

The Standards and Audit Committee have requested a report outlining our Disaster Recovery plans for IT.

1. Recommendation(s)

- 1.1 That Standards and Audit Committee note the attached Serco ICT Disaster Recovery Plan;**
- 1.2 That Standards and Audit Committee agree to a full and detailed review of both business continuity and ICT Disaster Recover arrangements be undertaken as outlined in section 3;**
- 1.3 That Standards and Audit Committee receive at the earliest opportunity in the new Municipal Year this report, together with costed options to improve the Council’s overall business continuity and ICT disaster recovery approach.**

2. Introduction and Background

- 2.1 At the 09 December 2014 Standards and Audit Committee, members discussed the work programme for the municipal year and a number of reports were agreed, including a “Disaster Recovery” report for the 04 February 2015 meeting.**

- 2.2 Elements of Thurrock Council's ICT services are delivered by Serco under the Strategic Services Partnership Agreement signed in 2004. These elements include, voice and data communication services, data hosting and infrastructure services, end user support and support for some of the Council's service delivery applications.
- 2.3 ICT elements not supported by Serco include application support for some service delivery applications such as the Liquid Logic system in Adult Social Care and Childrens Services, the Saffron system used by Housing, the Agilisys EDRMS and Thurrock Online systems, and the hosting of the Oracle eBusiness Suite.
- 2.4 In addition to an effective ICT disaster recovery plan, service based business continuity plans are also required to ensure that the Council can continue to operate and deliver services to customers in the event of a major incident.

3. Issues, Options and Analysis of Options

- 3.1 The Serco ICT Disaster Recovery Plan, enclosed, covers only the Serco scope of work and does not cover all ICT services and infrastructure. It does not include any information about service based business continuity plans.
- 3.2 The currently identified standby facility in the Serco ICT Disaster Recovery Plan for use if the Civic Centre is lost in a major incident is designated as Culver House. This location will soon be unavailable and provision of the standby facility is the Councils responsibility
- 3.3 In light of these issues it is recommended that a full and detailed review of all Council business continuity and disaster recovery arrangements be undertaken. This review should include:
- An evaluation of the current Council business continuity arrangements and the whole ICT service disaster recovery plans and arrangements;
 - Engagement with all non-Serco managed ICT suppliers to ensure all business continuity and disaster recovery plans are comprehensive;
 - A critical assessment of these plans, identifying their strengths and weaknesses;
 - Clear identification of ownership and responsibility for each aspect of the business continuity strategic plan;
 - An analysis of the relationship between these various plans and their interdependencies;
 - Any immediate actions that the Council should take;
 - Outline the options available to the Council to improve overall arrangements, including the costs of the options, any service delivery implications and their advantages and disadvantages; and
 - A recommended course of action.

4. Reasons for Recommendation

- 4.1 The Council's ability to effectively operate following a major incident or disaster is governed by the relationship between business continuity planning and the recovery plans of the whole ICT service. Therefore, further work is required to determine the current position on all of these issues, how they impact on each other, and to formulate robust, costed options to improve the Council's service delivery resilience in the event of a major incident affecting primary delivery sites such as the Civic Centre.

5. Consultation (including Overview and Scrutiny, if applicable)

- 5.1 In producing this report consultation has been undertaken with the Serco ICT Delivery Team and Gavin Dennett, Head of Public Protection and Environment.

6. Impact on corporate policies, priorities, performance and community impact

- 6.1 If the Council does not have robust, integrated and tested business continuity and ICT disaster recovery plans, it may be unable to deliver its statutory functions and customer facing services in the event of a major incident affecting the Civic Centre.

7. Implications

7.1 Financial

Implications verified by: **Mike Jones**
Management Accountant

If business continuity and disaster recovery plans are not robust and comprehensive then the Council will incur costs relating to lost working hours and days in the event of a major incident.

7.2 Legal

Implications verified by: **Assaf Chaudry**
Major Projects Lawyer

This report outlines the Council's Disaster Recovery plans for IT and the need to review such plan in light of the deficiencies in having a plan that does not covered all applications in use by the Council . It is imperative that the Council carries out this review in light of the consequences of such a disaster not only will the Council be unable to carry out its statutory duties (Child Protection ,payment of Benefits , Safeguarding and prosecution duties).It will have an impact on any Contract that contains future or ongoing performance

obligations . In addition this will have an impact on the Council's role as an Employer and the consequences for occupiers liability and Health and Safety if operational disruption were to occur

7.3 **Diversity and Equality**

Implications verified by: **Rebecca Price**
Community Development Officer

Service delivery to Thurrock's most vulnerable residents will be adversely affected without robust and comprehensive business continuity and disaster recovery plans.

7.4 **Other implications** (where significant) – i.e. Staff, Health, Sustainability, Crime and Disorder)

N/A

8. **Background papers used in preparing the report** (including their location on the Council's website or identification whether any are exempt or protected by copyright):

- N/A

9. **Appendices to the report**

- Appendix A: Serco ICT Disaster Recovery Plan, last revised January 2015.

Report Author:

Kathryn Adedeji

Head of Housing- Investment and Development and Corporate Commercial Services