CenSus ICT Response to Audit Follow Up

Report by the John Ross, Head of CenSus ICT

1.0   Summary

1.1   This report is response to queries raised at Adur and Worthing Councils Joint Governance Committee 24/3/2015. CenSus ICT were asked to respond to the Committee regarding the lack of ICT response and an update on progress made in respect of the Priority One recommendations made by the auditors concerning 4 separate joint audits.

2.0   Background

2.1   These audits were for Asset Management Follow Up, Data Centre Follow Up, House on the Hill (ITSM) Follow Up and ICT Networking Infrastructure. The actual responses were sent back to Audit on the 30th March 2015.

2.2   The reasons for the lack of response is one of resourcing limitations & responsibilities at site level within CenSus ICT - the structural review being carried out by the Head of CenSus ICT for submission/implementation in September 2015 should rectify this matter.

3.0   Progress
All Priority 1 issues listed have already been completed and any outstanding issues, activities agreed and being addressed and time scales are set out specifically below.

3.1   Asset Management Follow Up:

Item 2, Documentation on Asset Disposal: The Service Delivery Manager and CenSus ICT procurement will set a procedure and contract out accordingly. Completion end of July 2015.

Item 5, Procedure for Surplus Equipment: This task has now devolved to the Service Delivery Manager for completion by the end of Aug 2015.

3.2   Data Centre Follow Up:

Item 2, Asset Inventory: Whilst this process has been started it has been slow to implement due to resourcing limitations. Completion date by the end of July 2015 but dependency upon CenSus restructure in September 2015.

Item 3, Data Centre tidiness: Complete and is an ongoing process.

3.3   House on the Hill (ITSM) Follow Up:
       None of the items in this report were flagged as Priority 1 nevertheless the
           outstanding issues are noted here for clarity:

       Item 3.1 Service Desk Scope: The scope and approval of the Service desk activity
       is included in the extant CenSus SLA between all partners.

       Item 3.2, Training: Complete, all Service Desk have undergone a Service Desk
       Institute (SDI) Training in 2014/15.

       Item 3.3, ITSM Application:
       Account Joiner/Leaver/Amendation is already on e-forms but Council Business
       Units are inefficient in keeping ICT informed.
       All user Requests are logged and retained in the ITSM database.
       System Reporting is not possible due to the limitations of the application (no
       functionality).

       Item 3.4, Service Level Agreement:
       SLA metrics and performance are already documented and agreed with all CenSus
       partners and will be found in the extant CenSus SLA and is reported to PMB
       monthly and Joint Committee quarterly.
       ICT Management has reviewed the recommendation regarding automatic alerts and
       will not implement this recommendation. Users already receive emails about
       incident reference creation and resolution and can examine their incident at any
       time via the intranet.

       Item 3.5, Help Desk Procedures: ITIL processes are already inbuilt into the ITSM
       system and allow assignment or escalation as necessary.

       Item 3.6, Problem Identification: Problem Management processes and module may
       be enabled but only after Change Management is implemented due to the
       interdependency.

       Item 3.7, Generic Accounts and Naming Conventions:
       All users registered on the ITSM have a unique identifiable name that is correlated
       to the AD username.
       ITSM rights are explicitly defined for Client Access by the Help Desk Manager
       according to role.
       Generic accounts do not have ITSM access and are used for operationally
       approved purposes only.

       Item 3.8, Backup and Recovery:
       CenSus already has an ISO27001 Policy suite including Backup Policy; the ITSM is
       included within that scope.
       CenSus has largely replaced the backup technology mentioned in the original audit
       report; the system reports by exception on successful job completion.

       At present there is no D/R site defined for ICT recovery and testing. This is a
       corporate responsibility, not ICT.

Business Continuity for the ITSM is provided by the infrastructure using VEEAM, VMware and NetApp tools. Temporary loss of access is managed by a paper based contingency.

Item 3.9, Support Arrangements:
The licensing of the ITSM application already covers the multiple domain use throughout the Partnership.
The contract and the appropriateness of the solution to Partnership requirements shall be reviewed on an annual basis by the Head of CenSus ICT.
Supplier/CenSus SLA was not provided as part of the current contract for the ITSM Application.
This was not provided as part of the current contract for the ITSM Application.
CenSus meets with the ITSM provider on at least a 6 month basis.

Item 3.10, Change Management:
A Change Manamegemtn process was introduced outside of HotH in May 2015 and includes, process, scope and auditing capabilities.

3.4   ICT Network Infrastructure:
The Audit Opinion has not been reviewed and the SekCheck Benchmarking has not been repeated following remediation by ICT since publication of the report.

Item 3.3(b) Honey Trap Account: Consideration will be made during the the implementation of the AD Security Project during FY2015/16.

Item 3.3(c) SAM account & Shares: this vulnerability will be removed once the Server 2003 replacement programme has been completed by July 2015.

Item 3.6, Automated Network management: This will be included as part of the Terms of Reference for the SCOM Monitoring project being implemented Q2 15/16 across all of CenSus.

4.0   Legal

4.1   Not applicable

5.0   Financial implications

5.1   None

6.0   Recommendation

6.1   To note the contents of the Report

Local Government Act 1972
Background Papers:
Copies of the relevant Audit Reports.

Contact Officer:

Mark Gawley
CenSus ICT Service Delivery Manager
Adur, Worthing, Horsham and Mid Sussex Councils
01903 221197
mark.gawley@adur-worthing.gov.uk

Schedule of Other Matters

1.0   Council Priority

1.1   Not applicable

2.0   Specific Action Plans

2.1   None

3.0   Sustainability Issues

3.1   Not applicable

4.0   Equality Issues

4.1   There are no Equality issues.

5.0   Community Safety Issues (Section 17)

5.1   There are no Community safety issues.

6.0   Human Rights Issues

6.1   this proposal does not impinge upon any person's Human Rights.

7.0   Reputation

7.1   No

8.0   Consultations

8.1   None

9.0   Risk Assessment

9.1   Not applicable

10.0 Health & Safety Issues

10.1 There are no Health & Safety issues.

11.0 Procurement Strategy

11.1 I confirm that the report complies with the Procurement Strategy. Reference to ICT procurement within the report is made in conjunction with Adur Worthing procurement policy.

12.0 Partnership Working

12.1 CenSus ICT Partnership