ADUR & WORTHING
C O U N C I L S

Disaster Recovery Update

Report by the Director for Digital and Resources

1.0 Summary

1.1 This report is a response to queries raised at Adur and Worthing Councils Joint Governance Committee in 2013 and an update requested through JGC/16-17-008. CenSus ICT were asked to respond to the Committee regarding the state of Disaster Recovery services and options at the Councils' disposal.

This report provides an update on activities undertaken since the Joint Governance Committee on 24/01/2017.

2.0 Background and Progress

2.1 ICT Disaster recovery process test

2.1.1 The JGC meeting in January 2017 was presented with a progress update into the planning of a Disaster Recovery Test to be implemented on the Bank Holiday weekend 26th - 29th May 2017. This timing was agreed to avoid impacting the WSCC local elections.

2.1.2 The plan, jointly produced by IT Operations, Digital Development, Business Services and an external Business Continuity specialist (Acumen BCP), progressed to a detailed planning stage by early April.

2.1.3 Business impact assessment planning for the test weekend was informed by information from 30 heads of service and managers within business units along with data gathered through Emergency Planning's business impact assessment tool.

2.1.4 Feedback from the internal service delivery teams was positive and mitigating actions were planned made to ensure operational services were not disrupted during the weekend.

2.1.5 While engaging the Councils' external partners, it was disclosed that the Town Hall, plays host to part of Sussex Police's CCTV service. The service is not supported by Adur and Worthing's IT Operations team, but is reliant on the town hall power supply. Discussion between Emergency planning and the Sussex Police CCTV

Manager, resulted in a request for the DR Test schedule to be changed, avoiding the Bank Holiday weekend.

2.1.6 On 18th April, the Prime Minister, Teresa May announced a snap General Election for the 8th June 2017. As a result of the Councils' involvement in the preparation and running the election locally, a decision was taken to postpone the test until later in the year to avoid risk of disruption to service in the run up to this reputationally important national event. CLT and the Joint chairs of JGC were notified of this decision.

2.1.7 Due to a busy programme of events for the Digital and IT Operations teams over the summer months, the current proposal is for the test to be performed on the weekend of the 23 - 25th September.

2.2 Resilience Arrangements - Data Backup

2.2.1 Daily local backup to disk and tape (with offsite storage at Commerce Way) is complemented by offsite backup to disk across our secure network link to Horsham District Council's Data Centre.

2.2.2 A recent IT resilience audit identified that there was an absence of regular routine backup recovery testing. A test schedule, procedure and record keeping document is being created to support this requirement.

2.3 Migating Services to Secure Cloud Host

2.3.1 The project to migrate locally hosted computing and storage services to the cloud (an initiative known as 'CenSus Cloud'), commenced in January. The project team have completed the procurement of a managed service partner to assist in the service, technical and security designs for the relocation, and also to undertake migration activities alongside CenSus ICT partners (HDC and MSDC).

2.3.2 The phased migration of services to the secure cloud host throughout this project will increase resilience and availability, whilst reducing the risk to business continuity for the Councils.

2.3.3 Disaster recovery consideration and plans will be updated as part of the project to take into account this significant change to the management and operation of our hosted services.

2.4 Report to Joint Strategic Committee

2.4.1 Digital, Design and IT Produced a report for the Joint Strategic Committee. The 'Staying Secure in the Digital World' report outlined the measures that were currently taken to safeguard the Councils' IT systems and data. The report was well received by the committee. A link to the report, is included within the Background Papers section of this report for your convenience.

3.0   Proposals

3.1   No proposal is tabled in respect of this update report.

4.0   Legal

4.1   Under Section 111 of the Local Government Act 1972, the Council has the power to do anything that is calculated to facilitate, or which is conducive or incidental to, the discharge of any of their functions.

4.2   Alternatively Section 1 of the Localism Act 2011 empowers the Council to do anything an individual can do apart from that which is specifically prohibited by pre-existing legislation.

4.3   Section 3(1) of the Local Government Act 1999 (LGA 1999) contains a general duty on a best value authority to make arrangements to secure continuous improvement in the way in which its functions are exercised, having regard to a combination of economy, efficiency and effectiveness.[Insert here legal power or duty – to be checked with legal]]

5.0   Financial implications

5.1   No financial implications are identified in respect of this update report.

6.0   Recommendation

6.1   That Joint Governance Committee note the progress made towards the provision of IT disaster recovery arrangements; and wider business continuity planning.

6.2   That Joint Governance Committee note and accept the rationale for postponing the planned DR test to September 2017.

Local Government Act 1972
Background Papers:

● Moving to the Cloud, Joint Strategic Committee, 13 July 2016

● 2017.06.06 - Staying Secure in the Digital World - https://docs.google.com/a/adur-worthing.gov.uk/document/d/1H-0Cf6houI3DMTuXR 14VIHxCE2ludg6SN_oR3oW09B4/edit?usp=sharing

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Schedule of Other Matters

1.0   Council Priority

1.1   This work will enable the Councils to meet our ambitions around becoming an Adaptive Council, as set out in *Catching the Wave*.

2.0   Specific Action Plans

2.1   This work will enable the Councils to meet our commitment, as part of the 'Becoming Adaptive Councils (and Places)' wave catcher in *Surf's Up*:

Our workforce is mobilised using modern devices and digital tools, working smarter and collaborating more easily with colleagues, partners and customers.

3.0   Sustainability Issues

3.1   Cloud services make a positive contribution to sustainability: The cloud encourages important clean-tech applications like smart grids and it also encourages consumers to use virtual services such as video streaming to replace resource-heavy physical products.

The cloud also draws resources to where they are used most efficiently and its jobs tend to be cleaner and safer than those of more traditional industries. The cloud's efficiency and scalability help reduce energy usage. By reducing the need for hardware, companies can reduce costs and eliminate the need for maintenance and upgrades.

The cloud offers cheaper running costs and more flexibility for businesses hoping to expand. The cloud also increases productivity through its ability to accommodate online collaboration that reduces the need for face to face meetings.

4.0   Equality Issues

4.1   The related projects discussed in the report will enable the Councils to support a wider range of devices and working environments for our customers, staff, and partners.

5.0   Community Safety Issues (Section 17)

5.1   None identified.

6.0   Human Rights Issues

6.1   Privacy and security issues are the most important issues for citizens in relation to government use of ICT, particularly data, and it will be essential to strike the balance of risk and reward here, and communicate exceptionally well with residents and members.

7.0 Reputation

7.1 ICT failure has a considerable impact on the Councils' ability to deliver services and thus on our reputation. One of the core objectives of this project is to reduce the likelihood and impact of ICT failure.

7.2 The Councils have achieved in recent times a good national reputation for innovation in ICT and digital.

8.0 Consultations

8.1 None so far.

9.0 Risk Assessment

9.1 The Councils currently have risks identified around the lack of reliable ICT infrastructure and disaster recovery. These are managed through the service risk and corporate risk management processes.

This work mentioned in this report will help mitigate both risks.

9.2 As part of the project management of any work, a full risk register will be produced and maintained.

10.0 Health & Safety Issues

10.1 None identified.

11.0 Procurement Strategy

11.1 The work to procure the new cloud infrastructure, the support for the transition and the ongoing managed service of the infrastructure is being carried out in full accordance with the Councils' Procurement Strategy and Contract Standing Orders.

12.0 Partnership Working

12.1 The Councils are engaged with our partners in CenSus ICT and this work will help to inform the future direction of that partnership.