

Report to: **Overview and Scrutiny Panel**
Date: **26 June 2018**
Title: **ICT Resilience Update**
Portfolio Area: **Support Services – Councillor N Hopwood**

Wards Affected: **All**

Urgent Decision: **N** Approval and clearance obtained: **Y**

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Recommendation:

That the Panel NOTES the work undertaken to improve IT resilience and receives a further update on progress in 12 months' time.

1. Executive summary

- 1.1 This report outlines the programme of work being undertaken by the IT CoP to continuously improve the Councils IT systems availability and uptime and also to meet the expected business continuity requirements of the organisation.

2. Background

- 2.1 It becomes increasingly challenging to deliver IT services to a wide audience of users while the operational window of the business has transferred away from traditional "9:00 to 5:00" to a near 24x7 expectation of distributed officers, members and customers.

- 2.2 The activities of the IT CoP are intended to meet this challenge while remaining within the budget constraints it faces along with the rest of the organisation.

3 Outcomes/outputs

- 3.1 To provide a service which meets the cost, performance and availability requirements of the Council. With this in mind, the following programme of activities has been planned to meet these requirements.
- 3.2 Work Completed:-
 - 3.2.1 Installation of four machine cluster to host the Councils Virtual servers running all of its business applications.
 - 3.2.2 Commissioning of a business continuity (back-up/failover) site at Kilworthy Park (KP) capable of delivering the majority of business applications delivered from Follaton House.(FH)
 - 3.2.3 The commissioning of a faster connection between FH and KP ensuring daily backups are fully transferred overnight from FH to KP and opening up the possibility of transferring multiple backups per day for some systems.
 - 3.2.4 Voice traffic transferred through dedicated SIP trunks to FH with optional failover to existing Internet connection in the event of a connection failure.
 - 3.2.5 Completion of annual network security check and report by external testers.
- 3.3 Work in Progress:-
 - 3.3.1 New Internet link to KP which would allow continuity of access and telephony in the event FH loses Internet connectivity.
 - 3.3.2 The specification and purchase of new, more fault tolerant core network switches to replace current aging equipment.
 - 3.3.3 Commissioning of new web filtering system to protect internet users from malicious sites.
 - 3.3.4 Where old solutions are replaced by new ones, we consider cloud hosted versions where appropriate.
- 3.4 Planned work:-
 - 3.4.1 Following a period of evaluation and consultation, the migration of members email to cloud hosted Office365 allowing more freedom of access without compromising security.

- 3.4.2 The implementation of an application architecture refresh for the Civica Software to improve response speed and availability.
- 3.4.3 Following the successful response to the severe weather, we will ensure that procedures are in place so that the Councils are continuously ready to respond in a similar way whenever officer access to FH or KP are compromised, with office systems and telephony uninterrupted.
- 3.4.4 Conduct a Business Continuity rehearsal to ensure the requirements of the Organisational Business Continuity Plan are met.

4 Options available and consideration of risk.

- 4.1 The programme of improvements above contributes to reducing the risk of service interruption and to ensure the solutions meet the requirement of the Councils business continuity plan.

5 Proposed Way Forward

- 5.1 To continue implementing the programme of improvements outlined above.

6. Implications

Implications	Relevant to proposals Y/N	Details and proposed measures to address
Legal/Governance	N	
Financial	N	Through repurposing old equipment and renegotiating existing contracts. These activities are cost neutral with the exception of the Civica Architectural refresh and core network switch replacement which are to be funded from the IT reserve.
Risk	N	
Comprehensive Impact Assessment Implications		
Equality and Diversity	N	None
Safeguarding	N	None
Community Safety, Crime	N	None

and Disorder		
Health, Safety and Wellbeing	N	None
Other implications	N	None

Supporting Information

None