

Summary of progress with AGS risk action to Audit Committee: December 2021

Significant current issues from 2020/21 to focus on in 2021/22

The risk actions below were identified in the 2020/21 AGS review. Progress will continue to be made in 2021/22, monitored through the Assistant Directors Group and the Service Managers Forum, driven forward by the relevant Service Managers and reported to Audit Committee.

Significant issues carried forward from 2020/21 – There were two significant governance issues monitored during 2020/21 which still remain as issues for monitoring during 2021/22, although both have been updated to reflect the current environment

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- **The IT Disaster Recovery plan alignment with current Business Continuity plans**
- **Vision 2025 needs to be re-profiled and communicated to a wider audience**

There were no new significant issues identified from 2020/21

	What actions will be taken over the coming months	What progress have we made against each action	RAG Status
<p>The IT Disaster Recovery plan alignment with current Business Continuity plans</p> <p>Matt Smith – BDIT Manager (IT)</p> <p>Jaclyn Gibson – CFO (BC)</p>	<p><i>The current IT Disaster Recovery (DR) plan needs to be reviewed to ensure that there is clarity of how, what and when we can recover all critical systems. This will enable us to create clear and workable links to the critical service business continuity plans</i></p> <p>IT actions agreed</p> <ol style="list-style-type: none"> 1. Finish the final aspects of the Hamilton House recovery centre – by August 2021 <ol style="list-style-type: none"> a. all servers to be fully functional 2. Refresh the ITDR plan – March 2022 <ol style="list-style-type: none"> a. Review priority of services to be brought back on-line b. Consider ongoing agile working requirements 	<p>IT actions:</p> <ol style="list-style-type: none"> 1. All servers are now replicated to Hamilton House secondary data centre <ul style="list-style-type: none"> • Disaster Recovery is now fully operational at Hamilton House • Specific Cyber-attack insurance is being procured • Many systems are now hosted off site in the cloud especially email and Microsoft suite of documents - so customers can now contact us in the event of our legacy systems hosted on site failing. Our IT strategy is to move further to cloud hosting - reducing the DR implications on site 	A

	<ul style="list-style-type: none"> c. Focus on the legacy services still held at City Hall. Does the full service need to be up and running at speed, or just elements of it? d. Decisions on how we could simplify the invocation process e. Documentation completed and action plan in place <p>3. Working with BC Plans – September 2022</p> <ul style="list-style-type: none"> a. review options for alternative storage (in cloud) and appropriate costings <p>Business Continuity actions agreed – September 2022</p> <ul style="list-style-type: none"> 1. Review all BC plans in light of the published ITDR plan 	<ul style="list-style-type: none"> • The only outstanding action is to review individual business continuity plans for services (see next point), to ensure the scope and scale of recovery matches the capacity of the Disaster Recovery Plan <p>2. Initial consideration has been made into next stages, and the review of the DR plan. This may involve some investment, and options will be developed in conjunction with existing suppliers</p> <p>Business Continuity Actions:</p> <ul style="list-style-type: none"> 1. Business Continuity Plans (BCP) - we are currently going through the process of reviewing which services are deemed to be critical services to ensure we have captured any changes to service in terms of the impact and risk. We will then use this to ensure those services that remain critical have their BCP's reviewed as part of the annual process and for those which are identified as now being critical, when previously they were not, have a BCP developed. <p>This will be further supplemented in Sept 2022 when we align with the new ITDR plan.</p>	
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<p>Vision 2025 needs to be re-profiled and then communicated to a wider audience</p> <p>Pat Jukes – Business Manager, Corporate Policy</p>	<p><i>Plans for rolling out Vision 2025 were deferred due to the pandemic onset. Vision 2025 is published on the web, but to date there has been no formal launch. In addition a review of where and how the current Vision offers support in the area of 'Health' to the people of Lincoln has been requested, which may impact the roll out timing.</i></p> <p>Actions agreed:</p> <ol style="list-style-type: none"> 1. Complete the draft Annual Delivery Plan – December 2021 2. All members seminar to review the ADP proposals – January/February 2022 3. Formal review and approval of the 2022/23 ADP at Scrutiny and Exec – 21st February 2022 4. Consider the most appropriate launch/media communications and action- March 2022 	<p>ACTIONS:</p> <ol style="list-style-type: none"> 1. A review of how the Vision 2025 plan could provide positive impacts on the health of residents of Lincoln was completed in Aug 2021. 2. The commitments that were in progress or planned have been reviewed at Portfolio level and suggestions for further activity put forward by each and summarised to Leadership. 3. The next step is to redraft a new Annual Delivery Plan for the 2022/23 year, develop a consultation schedule which will include communication to all members and formal sign off before the financial year end. 	<p>A</p>
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