

## Summary of progress with AGS risk action to Audit Committee: March 2022

### 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><b>The IT Disaster Recovery plan</b> alignment with current Business Continuity plans</p> <p><b>Matt Smith</b> – BDIT Manager (IT)</p> <p><b>Jaclyn Gibson</b> – 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><b>IT actions agreed</b></p> <ol style="list-style-type: none"> <li>1. Finish the final aspects of the Hamilton House recovery centre – <b>by August 2021</b> <ol style="list-style-type: none"> <li>a. all servers to be fully functional</li> </ol> </li> <li>2. Refresh the ITDR plan – <b>September 2022</b> <ol style="list-style-type: none"> <li>a. Review priority of services to be brought back on-line</li> <li>b. Consider ongoing agile working requirements</li> </ol> </li> </ol>	<p><b>IT actions:</b></p> <ol style="list-style-type: none"> <li>1. All servers are now replicated to Hamilton House secondary data centre <ul style="list-style-type: none"> <li>• Disaster Recovery is now operational at Hamilton House</li> <li>• Specific Cyber-attack insurance is being procured</li> <li>• 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</li> </ul> </li> </ol>	<b>A</b>

	<p>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?</p> <p>d. Decisions on how we could simplify the invocation process</p> <p>e. Documentation completed and action plan in place</p> <p>3. Working with BC Plans – <b>September 2022</b></p> <p>a. review options for alternative storage (in cloud) and appropriate costings</p> <p> </p> <p><b>Business Continuity actions agreed – September 2022</b></p> <p>1. Review all BC plans in light of the published ITDR plan</p>	<ul style="list-style-type: none"> <li>• 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</li> </ul> <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><b>February 2022</b> - ICT are continuing to develop the DR response including ongoing work on:</p> <ul style="list-style-type: none"> <li>• Citrix portal accessible from DR site</li> <li>• Replacement/upgrade of firewalls to provide additional resilience</li> </ul> <p>Next stages will be looking at VPN resilience, increasing internet connectivity at secondary site and making files more accessible to users</p> <p><b>Business Continuity Actions:</b></p> <p>We are still reviewing which of the services are deemed as critical, this work was put on temporary hold over the winter period due to the Omicron effect, as staff in service areas were busy responding to service delivery pressures.</p> <p>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>	
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<p><b>Vision 2025</b> needs to be re-profiled and then communicated to a wider audience</p> <p><b>Pat Jukes –</b> 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><b>Actions agreed:</b></p> <ol style="list-style-type: none"> <li>1. Complete the draft Annual Delivery Plan – <b>December 2021 (COMPLETE)</b></li> <li>2. All members seminar to review the ADP proposals – <b>January/February 2022 (COMPLETE)</b></li> </ol>	<p><b>ACTIONS:</b></p> <ol style="list-style-type: none"> <li>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.</li> </ol> <p>Following the results of the above, Executive members took the decision that rather than produce a one-year annual delivery plan, there was to be a mid-term review of the whole Vision 2025 to allow members to incorporate the new findings into the Vision – and allow reprioritisation according to residents' needs.</p> <ol style="list-style-type: none"> <li>2. The commitments that were in progress or planned were reviewed at Portfolio level and suggestions for further activity put forward by each PH and summarised to Leadership.</li> </ol> <p>This formed the base for the development of the mid-term Vision 2025 review and a new 3-year delivery plan, which was developed in DRAFT over the Dec/January period</p>	<p><b>G</b></p>

	<p>3. Formal review and approval of the Vision 2025 Mid-term review and DP at Scrutiny and Exec – <b>21<sup>st</sup> February 2022 (COMPLETE)</b></p> <p>4. Consider the most appropriate launch/media communications and action- <b>March 2022</b></p>	<p>Consultation with residents, business, VCS was conducted from 18<sup>th</sup> January to 14<sup>th</sup> February.</p> <p>This was then presented at:</p> <ul style="list-style-type: none"> <li>• Labour Group seminar held on 27<sup>th</sup> January,</li> <li>• All Members seminar held on 3<sup>rd</sup> February,</li> </ul> <p>3. The proposed mid-term review was sent to Policy Scrutiny Committee on 15<sup>th</sup> February 2022 and recommended on to Exec.</p> <p>Executive approved the review on 21<sup>st</sup> February</p> <p>Full council approved and signed off the Vision 2025 mid-term review on 23<sup>rd</sup> February 2022</p> <p>4. Now that the plan is approved, Communications are considering the most appropriate strategy for launching it in March 2022</p> <p>CMT are currently working with Portfolio Holders to finalise prioritisation of projects and those prioritised for 2022/23 will feature in Service Plans for next year.</p>	
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