

Summary of progress with AGS risk actions: October 2022

Significant current issue from 2021/22 to focus on in 2022/23

The significant AGS issue below was identified in the 2021/22 AGS review. This particular issue was monitored during 2021/22, and remains an issue for monitoring during 2022/23, although the issue has been updated to reflect the current environment:

- Disaster Recovery plan in place for IT arrangements and alignment with current Business Continuity plans:** *A new IT Disaster Recovery plan needs to be in place, which will consider not just the 'where' the council has recovery plans based, but also what the future expectations from our IT resources will be; how our staff will work, how our services will work, what resources are available and what implications does this have on our ability to ensure the Disaster Recovery plans for IT can match the Business Continuity plans for key services.*

There were no new significant issues identified from the 2021/22 AGS review.

Progress update				
AGS issue identified	Update by	What actions will be taken over the coming months	What progress have we made against each action	RAG Status
Disaster Recovery plan in place for IT arrangements and alignment with current Business Continuity plans	Matt Smith – BDIT Manager (IT)	IT actions agreed 1. Finish the final aspects of the Hamilton House recovery centre – by August 2021 a. all servers to be fully functional	IT actions delivered in 2021: 1. All servers are now replicated to Hamilton House secondary data centre <ul style="list-style-type: none"> Disaster Recovery is now 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 – this ensures 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 Disaster Recovery implications on site 	A

		<p>2. Refresh the ITDR plan – September 2022</p> <ol style="list-style-type: none"> a. Review priority of services to be brought back on-line b. Consider ongoing agile working requirements 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 	<ul style="list-style-type: none"> • The only outstanding action is to review individual business continuity plans for services, to ensure the scope and scale of recovery matches the capacity of the Disaster Recovery Plan (see below). <p>2. Initial consideration has been made into next stages, and the review of the Disaster Recovery plan. This may involve some investment, and options will be developed in conjunction with existing suppliers</p> <p><u>February 2022</u> - ICT is continuing to develop the Disaster Recovery response including ongoing work on:</p> <ul style="list-style-type: none"> • Citrix portal accessible from Disaster Recovery site • Replacement / upgrade of firewalls to provide additional resilience <p>Next stages will be looking at VPN resilience, increasing internet connectivity at secondary site and making files more accessible to users.</p> <p><u>Update October 2022</u> –</p> <p>Due to the constant changing nature of the IT service, the Corporate Management Team has agreed for the IT Disaster Recovery Plan to be updated on an annual basis as at 1st April each year moving forward, rather one single version of the plan being completed for this action. This will ensure the plan captures the latest IT changes and developments likely to impact on the service over each coming year. An initial</p>	
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			<p>version of the plan is currently being developed with the aim of this being completed by December 2022. Recent progress towards the development and implementation of an effective IT Disaster Recovery Plan is outlined below.</p> <p>Cyber Insurance – more investigation is required and further work will need to be undertaken before the insurance can be procured. The insurance market in this field is very new and this means it is challenging to meet all requirements at this time.</p> <p>Access to services – further work has been undertaken meaning the Citrix portal can now be accessed from a secondary site.</p> <p>Firewalls - Firewalls have been upgraded at both data centres.</p> <p>New applications - Further progress is being made with the procurement of new applications to allow for more efficient and effective working and service delivery.</p> <p>Data backup - Further options for the backup of data and security are also in early stages of consideration / planning.</p> <p>An additional piece of work is also underway to mitigate invocation times should this be necessary.</p>	
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	<p>Jaclyn Gibson – CFO (BC)</p>	<p>Business Continuity actions agreed:</p> <ol style="list-style-type: none"> 1. Review all BC plans in light of the published ITDR plan 	<p>A review of overall ICT strategy is being considered to ascertain next steps for development of infrastructure.</p> <p><u>Update October 2022</u></p> <p>Business Continuity Actions:</p> <p>Work continues on the annual refresh of business continuity plans for those services that have been assessed as ‘critical’ services.</p> <p>This will be further supplemented when the new ITDR plan is in place, to ensure they align, and will form the basis of the updating of plans in 2023/24.</p>	
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