Summary of progress with AGS risk actions: March 2023

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.

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 - 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**

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			• 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).	

		2. Refresh the ITDR plan – September 2022
		  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
			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
			
			February 2022 - ICT is continuing to develop the Disaster Recovery response including ongoing work on:
			• Citrix portal accessible from Disaster Recovery site
			• Replacement / upgrade of firewalls to provide additional resilience
			
			Next stages will be looking at VPN resilience, increasing internet connectivity at secondary site and making files more accessible to users
			
			Update September 2022 –
			
			Below provides an update on the activity, which has taken place recently towards the development and implementation of an effective IT Disaster Recovery Plan.	

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			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. Access to services – further work has been undertaken meaning the Citrix portal can now be accessed from a secondary site. Firewalls - Firewalls have been upgraded at both data centres. New applications - Further progress is being made with the procurement of new applications to allow for more efficient and effective working and service delivery. Data backup - Further options for the backup of data and security are also in early stages of consideration / planning. An additional piece of work is also underway to mitigate invocation times should this be necessary. A review of overall ICT strategy is being considered to ascertain next steps for development of infrastructure.	

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			Currently aiming for the IT Disaster Recovery Plan to be in place by the end of December 2022, in advance of an expected audit on the plan taking place in early 2023. It is important to note that following implementation of the plan, there will be a need to review this regularly due to the changing nature of the IT service. **Update March 2023** **Following a considerable amount of work within the IT service, the IT Disaster Recovery Plan has been updated and is in operation.** **An audit on the plan is scheduled to take place during mid to late March 2023 to assess and inform the suitability of the plan and to identify any weaknesses.** **Recommendations from the audit will be reflected within the plan.** **Moving forward the plan will continue to be reviewed for accuracy, enhanced and updated where required on a routine basis and in line with the changing nature of the IT service. This will ensure the plan**	

AGS issue identified	Update by	What actions will be taken over the coming months	What progress have we made against each action	RAG Status
	Jaclyn Gibson – CFO (BC)	Business Continuity actions agreed: 1. Review all BC plans in light of the published ITDR plan	remains as up to date and as accurate as possible. Business Continuity Actions: **Update March 2023** **Work continues on the annual refresh of business continuity plans for those services that have been assessed as 'critical' services.** **This will now be further supplemented for the 2023/24 updates to ensure they align with the new IT Disaster Recovery Plan.**	