



Committee and Date

Audit Committee

13th September 2018

First Line Assurance: Information Technology Update

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1.0 Summary

This report gives an overview of service achievements in the 6 months since the last report to Audit Committee.

The IT continues to underpin both the business as usual activities (BAU) of the ICT function as well as the other major projects in the overall digital programme.

Considerable work has been undertaken to improve contract management arrangements and re-negotiate contracts that are contributing to our savings targets.

2.0 Recommendations

2.1 The recommendations are that:

2.2 The Committee notes the team has successfully completed a full failover and recovery to the DR site.

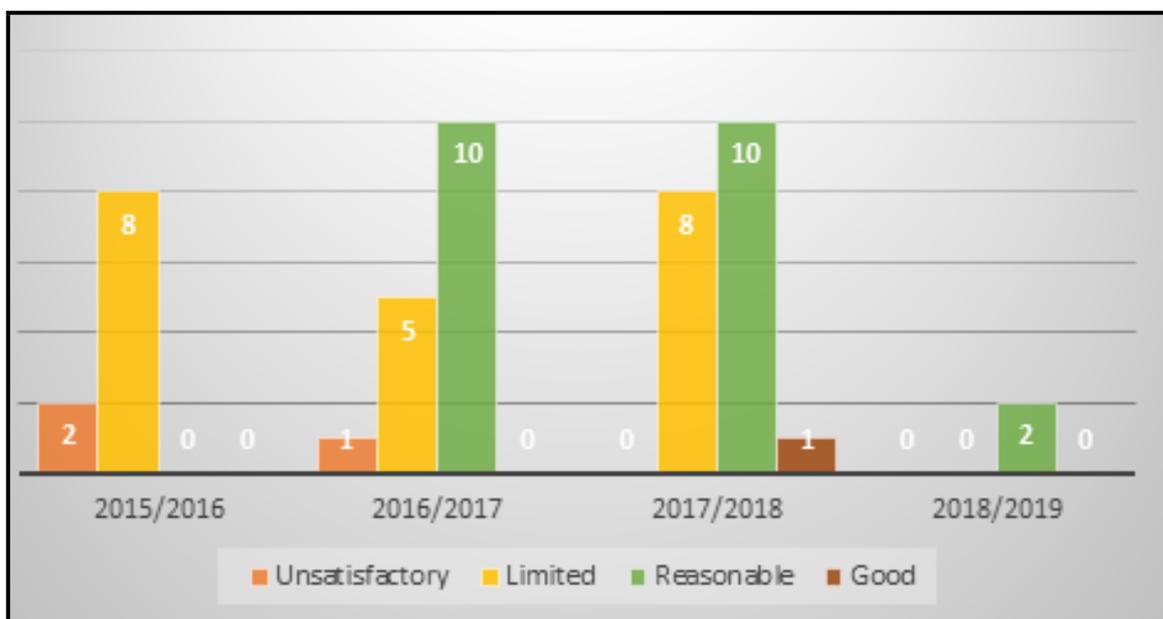
2.2.1 and continued the progress in the improvement of Shropshire IT function, validated through improved audit report outcomes.

3.0 Service Improvement and Compliance

3.1 In August 2018 IT Management and Audit Services agreed a work plan to ensure resources were available to support the audit process. We have also invested time to improve communications and understanding to the benefit of both IT and Audit Services.

3.2 The embedding ITIL methodology into the service area was reported to committee previously since that update the process has been audited and the judgement was Reasonable.

- 3.3 The Wi-Fi upgrade in Shirehall is now complete and working well. The roll out to other sites is now underway, building issues around the PFI site(s) and asbestos have been resolved.
- 3.4 As previously reported we are pleased to report a continued improvement in audit outcomes. The table below indicated the current position, it should be noted that the data used to produce the 16/17 and 17/18 results will contain outcomes from different audits so it is not a direct comparison just an indication of improved direction of travel.



4.0 Disaster Recovery and Business Continuity Project

- 4.1 On August 19th the ICT department undertook a failover of the Shirehall servers as if there had been an incident that would affect the Shirehall. The staff utilised the SRM (site recovery manager) software within the VMWare server environment that had been purchased and configured via the DRBC project.
- 4.2 The servers were successfully failed over to the Nuneaton DR site within half a day and this covered all of the core systems plus those highlighted by the business as being required on Day 1, Day 3 and also Day 7.
- 4.3 All servers were checked to see if they all booted up satisfactorily and any issues found during this test were either resolved at the time or were decided that they could be carried out at a later date. The servers were then reprotected, which allows the failovers between sites to be undertaken and once this was completed they were then failed back to the Shirehall and the reprotect done again.
- 4.4 A full detail of the day was taken by our loggist and is available to be looked at along with a hot debrief from all staff that were involved in the DRBC Test. We have since had a technical meeting to make sure that any loose ends have been

covered. We will also be updating the project board fully with this detail at our next board meeting. Whilst the system administrators were unable to undertake their testing on the day due to time constraints, we are confident that they would have had no issue in doing so.

- 4.5 If an actual incident did occur we would only be undertaking the failover to Nuneaton, not a further failover and 2 reprotects all in a day and therefore this meant that there was a lot of work to complete within the timeframe, to make sure that all was ready for Monday morning we had to cancel the system administrator testing.

5.0 Conclusions

- 5.1 This report gives highlights of the continued improvement of ICT provision in the council. The amount of activity and hard work for all involved with ICT BAU and Digital Transformation cannot be underestimated.

<p>List of Background Papers (This MUST be completed for all reports, but does not include items containing exempt or confidential information)</p>
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<p>None</p>

<p>Cabinet Member (Portfolio Holder) Steve Charmley</p>
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<p>Local Member</p>

<p>Conflicts of interest declared by members</p>

<p>Appendices</p>
