

REPORT

Councillor Culver : Cabinet Member for Resources

BUSINESS CONTINUITY AND DISASTER RECOVERY

1. Purpose of Report

1.1. To consider progress in renewing the Council's Business Continuity and Disaster Recovery Plans.

2. Background

2.1. An internal audit report published in February 2005 found that existing arrangements were flawed and needed renewal. A copy of the report has been placed in both the Members' and Cabinet rooms.

2.2. The report defines two areas of work:

- Business Continuity Plan (identifies how the Council will continue to provide its services to the public in the event of an unexpected disruption)
- Disaster Recovery Plan (identifies how IT systems can be recovered in the event of an unexpected interruption)

2.3. Although such plans exist, they were published in 1999 and have not been updated since.

3. Action to Date

3.1. The Risk Management Group (RMG) has been asked by the Financial Challenge Board to undertake the renewal of the plans. As a first step the RMG has asked each Service Unit to complete a questionnaire defining the input of loss of service in respect of;

- Immediate health or safety risk
- Detriment to the welfare of a significant number of residents.
- Considerable loss of income to the council.
- Failure to restore a service would cause a conflict with a statutory obligation.

3.2. Services have been ranked in order of priority from 1 (highest) to 3 (lowest). The RMG will now rank the services in order of importance within existing buildings (where the risk of multiple failure is low) and within centralised offices (where the risk is much higher). Progress to date is shown at appendix one. (Please note this exercise is not yet complete). This exercise will be of great assistance in completing the Disaster Recovery Plan.

4. Future Action

4.1. On completion of the questionnaire the RMG will then work on;

- Putting in place teams of staff to deal with emergencies.
- Identifying alternative premises/working arrangements.
- Identifying equipment needs.
- Training requirements.

4.2. It is proposed that a further report on progress be produced in 6 months.

5. Role of Cabinet

5.1. One of the weaknesses identified in the audit report is that the existing planning process has never been approved or adopted by the Cabinet and its corporate profile is therefore low.

5.2. It is suggested that this problem can be overcome by Cabinet indicating its support and recognition of the importance of the process, together with endorsement of this report.

6. Recommendations

6.1. Cabinet notes the action to date.

6.2. Notes that a further report on progress will be produced in 6 months.

6.3. Recognises the importance of the Business Continuity and Disaster Recovery process and support the process of renewal.

7. Implications

7.1. Financial - None

7.2. Legal - None

7.3. Personnel - None

7.4. Human Rights - None

7.5. Environmental Implications - None

7.6. Council's Core Values Providing Excellent Service.

7.7. Community Safety- None

7.8. Wards Affected - All

Business Continuity

Building	Unit	Service	Self Score	Reasons	Software Required for Basic Service	PC	Lapt op	Printer	IT	How Long Without	Other Equipment	RMG Ranking Current	RMG Ranking Future	Comments
Bourne Hill	Cust Svs	Switchboard	1	Council Paralysed	Damovo	1		1	Yes	3 days	Weighing Scales			
Bourne Hill	DSU	Switchboard	1	Council Paralysed	Ericson DNA	2 (2-7 days)			Yes	Nil	Ericsson PBX and UPS			Contract in place for recovery of system (involves the delivery of onsite mobile unit within 24 hours) and with BT for the immediate restoration of limited services
Bourne Hill	DSU	Committees	1	Statutory Functions Jan-Mar, Tax, Rent Setting etc	No	1	4	2	Yes	several weeks				
Bourne Hill	DSU	Elections	1	Legal Obligations at some times of year	Pickwick	4		2	Yes	2-7 days	Ballot boxes etc if during election period			Priority would change during elections
Bourne Hill	ES	Pest Control	1	Public Health/Statutory Function	Not Immediate	Yes (14 days)		Yes	Yes	Immediate when linked to contractor				Looking at system which links with contractor therefore the requirement would increase.
Bourne Hill	ES	Canine Byelaws	3	Not high priority	No	Yes		Yes	Yes	28 days				
Bourne Hill	ES	Dog Control	3	Not high priority	No	Yes		Yes	Yes	28 days				
Bourne Hill	ES	Environmental Health	1	Public Health/Statutory Function	MVM M3	Yes		Yes	Yes	28 days				
Bourne Hill	ES	Health Promotion	3	Not Statutory	Powerpoint Presentation	Yes		Yes	Yes	28 days				
Bourne Hill	ES	Food Safety	1	Public Health/vitacress	MVM M3/Internet	Yes		Yes	Yes	Immediate				
Bourne Hill	ES	Licensing	3	No risk to public	Lalpac	Yes		Yes	Yes	28 days	Badge Printer			
Bourne Hill	ES	Refuse Collection	1	Public Health/Statutory Function	ESOP database/ Commercial waste system	Yes		Yes	Yes	28 days	Label Printer			
Bourne Hill	ES	Health and Safety	1	Public Health/Statutory Function	MVM M3	Yes		Yes	Yes	28 days				
Bourne Hill	ES	Street Cleaning	1	Public Health	In house database	Yes		Yes	Yes	28 days				
Bourne Hill	FS	Accountancy and Audit	2 or 3	Depends on time of year	MS products, Agresso, Hexagon	4	6	7 (1 office, 6 home working)	Yes	28 days				Audit - somewhere up to 6 months
Bourne Hill	FS	Payment / Accounts	3		None	4	4	1 plus 4 for homewo rking	Yes	28 days				

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Bourne Hill	Legal & Property	Land Charges	1	Need to provide seraches for public	Innogistics "Fast Charges"	Yes		Yes	Yes	2-7 days				No staff could work from home
Bourne Hill	Legal & Property	Property	3		None	Yes		Yes	Yes	14 days				All staff could work from home with PCs etc provided.
Bourne Hill	Legal & Property	Legal	3		None	Yes		Yes	Yes	14 days				All staff could work from home with PCs etc provided.
Bourne Hill	PPT	Payroll	1	Morale / Legal Obligations	Team Spirit (Selven)	Yes			Yes	14 days				8 staff could work from home with laptops etc
Wyndham Road	Dev Svs	Development Services	2	Fast Plan, Internet/Intranet, MS office products	None	Yes	Yes	Yes	Yes	2 wks				50% could work from home temporarily
Wyndham Road	Dev Svs	Building Control	1	Safety/ Statutory Function	Fast Control	Yes	Yes	Yes	Yes	Nil				All could work from home temporarily
Wyndham Road	FPT	Forward Planning and Conservation	3	no front line service and wouldnot have an immediate impact on number of people	Microsoft Office/ Graphics /Web packages	3		2	Yes	2 -7 days	A0 plotter and A3 scanner			6 staff could work from home from days 2-7 with extra PCs and printers.
Penny-farthing House	FPT	CCTV	1	Health and Safety	Tyco	Yes - 8		1	Yes		Citywatch radio system			Could manage without printer till 28 days.
Penny-farthing House	Rev & Ben	Benefits	1	Welfare	Academy and Agresso	Yes	Yes	Yes	Yes	Immediate				4 immediately with 10 by 14 days and 22 by 28 days, 11 staff could homework with 4 required immediately and 11 by day 14.
Penny-farthing House	Rev & Ben	Council Tax and Business Rates	1	Loss of Income	Academy, Paris, Agresso	4 to 11 after 14 days		Yes	Yes	Immediate				Can manage with one PC and printer for up to 28 days

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Penny-farthing House	Rev & Ben	Fraud	2		Academy (2 weeks)	Yes		Yes	Yes	Immediate				Can manage with one PC for first 7 days then need 5 PCs and 3 to allow staff to work from home.
Penny-farthing House	Rev & Ben	Car Park Machines	1	Loss of Income	Paris and Agresso (2 weeks)	1 to 4 after 28 days		Yes	Yes	Immediate	Coin counting machine			
Penny-farthing House	Customer Services	Customer Services	1	Support Benefits	CRM, Academy, Paris, MS Office	1		1 (2-7 days)	Yes	2 days				
24/26 Endless Street	HM	Modernisation to Housing Stock	3		None (4 Weeks)	1		1	Yes	Immediate				10 staff could work from home if provided with IT equipment.
24/26 Endless Street	HM	Void Control	3	Database at some stage would be required	None (4 Weeks)	1		1	Yes	2-7 days				
24/26 Endless Street	HM	Admin Support	3		None (4 Weeks)	1		1	Yes	2-7 days				
24/26 Endless Street	HM	Tenancy Management	3		None (4 Weeks)	1		1	Yes	2-7 days				
24/26 Endless Street	HM	Rent Arrears	3		Simdell	4		1	Yes	2-7 days				9 staff could work from home with IT equipment provided.
24/26 Endless Street	HM	Repairs Service	1	Health and Safety	Simdell	6		1	Yes	2-7 days				6 staff could work from home if provided with IT equipment.
24/26 Endless Street	Strategic Housing	Strategic Housing	2		Simdell (1 Week)	Yes		Yes	Yes	2-7days				7-8 people could home work.Aaeron would be needed to provide support for reinstallation

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24/26 Endless Street	Strategic Housing	Housing Rents	1	Loss of Income	Simdell	Yes		Yes	Yes	Immediate				2 staff could homework.
24/26 Endless Street	FPT	Markets and Fairs	3	Mainly manual systems	None	No		No	No	28 days				No staff can work from home
24/26 Endless Street	FPT	Hackney Carriages	2	Statutory but short period of inactivity would be unlikely to be critical	Local Authority Licensing Package	1		1	Yes	2-7 days				No staff can work from home
37 Endless St	FPT	Transportation	2	Delay could impact on implementation of major project.	WCC Links	4		1			A0 plotter, A4 scanner			5-6 staff could work from home and that some staff would use home PCs. Would need access to server and specialist programs.
Crane Street/ Café Circolo	FPT	Parking Services	1	Loss of Income	Software for PCs	Yes		Yes	Yes	2-7 days	Ticket machines			3 PCs by 2-7 days
Mere Info Office	CS	Customer Services	3		CRM, Academy, MS Office, Web, Simdell, Planning System	1		1 (2-7 days)	Yes	2 days				
Amesbury Info Centre	CS	Customer Services	3		CRM, Academy, MS Office, Web, Simdell, Planning System	1		1 (2-7 days)	Yes	2 days				
3 Rolleston Street	MEDT	Economic Development	2		Email/ Council Network/ MS Products	Yes		Yes	Yes	14 days				4 staff could work from home from day 14 and would require PCs etc
3 Rolleston Street + Guildhall	MEDT	Tourism	2	To maintain accommodation booking and information service	Email, Internet, MS office, DMS,	Yes		Yes	Yes	2-7 days				4 staff could work from home from day 2-7 and would require PCs etc
3 Rolleston Street	MEDT	Media and PR	1	Ability to communicate in an emergency	Email/ Council Network/ MS Products	Yes		Yes	Yes	Immediate	No			3 staff could work from home and would require PCs etc from day 1.
Bishopdown Call Centre	Strategic Housing	Services to Older People	1	Welfare	Initial Shorrocks and telephone lines	Yes		Yes	Yes					
Maltings Car Park	FPT	Shopmobility	3	Operation can be run on manual records	Access database	No		No	No	Indefinitely				