From:	**Gary Cooke, Cabinet Member for Corporate and Democratic Services**
	Rebecca Spore, Director of Infrastructure
	Michael Lloyd, Head of Technology Commissioning & Strategy
To:	**Policy and Resources Cabinet Committee** - **14th March 2016**
Subject:	**ICT Service Resilience**
Classification:	**Unrestricted**

Past Pathway of Paper: None

Electoral Division: Not applicable

Summary: This paper seeks to update members following the disruption to ICT services on the 9th February 2016.

Recommendation

The **Policy & Resources Cabinet Committee** is asked to NOTE the report.

1.   **Introduction**

This paper provides an overview to the Policy & Resources Cabinet Committee of an incident on the 9th February at Sessions House, County Hall which impacted on ICT systems.

2.   **The Report**

On the 9th February the Fire Suppression System in the Data Centre at Sessions House was triggered and the emergency power off protection system was activated. The system operated as expected.

Fire system specialists isolated the cause to a zone in the ICT data centre. It should be noted there was no fire. Investigations have concluded that the system was activated as a result of a fault on an chiller unit.

The incident initially had a major impact on all ICT service delivery across the county.

Once the initial assessment of the ICT data centre was undertaken ICT's business continuity procedures where implemented enabling critical systems to be delivered from our secondary data centre, providing access to those connected to the network to email, electronic documents and case management systems. A communication strategy was put in place to ensure that business critical functions were able to be maintained.

From the time the ICT Datacentre was declared safe and remedial tasks completed the ICT system recovery took six hours to complete. Through the course of the evening on the 9th February and the early hours of 10th February our systems were restored enabling business as usual to be restored ready for the start of business on Wednesday morning. There were some residual issues with some systems which were resolved through the course of the day.

In order to improve our ability to respond in the future a number of short, medium and long term actions have been identified to improve our ICT resilience particularly in network connectivity for the County all complex. Where appropriate these have been fed through to the Cross Directorate Resilience Group for action.

Conclusion

Increasingly technology plays a key role in supporting the delivery of the County Council's business. Moving forward, particularly with budget pressures, consideration needs to be given to ensuring that we have the necessary infrastructure and support in place to ensure that our systems retain the necessary level of resilience.

Members need to be aware that ICT system availability is proportional to the investment made in technology, balanced with the risk and likelihood of total system loss. Currently ICT, in conjunction with the business, have had to make investment decisions to ensure our key systems which support front line services are resilient and highly available.

If the Council wishes to increase ICT system availability more widely, significant investment in both capital and revenue will need to be made to ensure all systems have increased resilience.

The ICT strategy is currently being refreshed to ensure that our technology strategy is in line with the Councils future business needs, whilst addressing the budget pressures faced by the Authority as a whole. The way in which technology is delivered is fundamentally changing as we take advantage of new technology delivery models such as cloud computing, which inherently provides more resilience at lower cost. This new model for the delivery of technology will reduce the reliance on our in house data centre.

3   Recommendation(s)

Recommendation(s):

The **Policy & Resources Cabinet Committee** is asked to NOTE the report

4. Background Documents

4.1 There are no further background documents

5. Contact details

Report Author

- Michael Lloyd
- 03000 410341
- Michael.Lloyd@kent.gov.uk

Relevant Directors:

- Rebecca Spore, Director of Infrastructure
- 03000 416716
- Rebecca.Spore@kent.gov.uk