

Committee: Finance and Administration

Date: 12 October 2009

Title: ICT System Backups

Author: Adrian Webb, Director of Central Services, 01799 510421

**Stephen Joyce, Chief Finance Officer,
01799 510628**

Agenda Item

4

Item for decision

Summary

- 1 The Council ICT system back up solution has developed faults which are unable to be resolved due to the system no longer being in production and replacement parts no longer being available. There is an upgrade path to a more modern and reliable disk rather than tape based system.

Recommendations

- 2 The Committee is recommended to:
 - a) Approve the adjustments to the Capital Programme, including a Supplementary Estimate of £30,000, as set out in paragraph 11 of this report
 - b) Authorise an exception to Contract Standing Orders as set out in paragraph 13.

Background Papers

- 3 None.

Impact

Communication/Consultation	None.
Community Safety	None.
Equalities	None.
Finance	A revision to the 2009/10 and 2010/11 capital programme to enable the project to go ahead. An additional £30,000 of capital funding will be required.
Human Rights	None.
Legal implications	None.
Sustainability	None.
Ward-specific impacts	None.
Workforce/Workplace	None.

Situation

- 4 The Council has a backup solution which it uses to backup and restore 70 plus systems on a daily, weekly and monthly basis. The solution was installed 5 years ago and was due for review in 2011/12. Unfortunately the technology on which the current solution is based is no longer available and the solution has developed a number of issues.
- 5 The council cannot afford to risk losing its data. The commonly accepted norm is for data to be stored for 3 months before being replaced. The problems with the current solution mean that backups are only being kept for 3 weeks. This is clearly unacceptable and cannot be allowed to continue.
- 6 In addition, the current solution is tape based and located in the Lodge House. This is too near to the main council building and would likely be lost in the event of a major disaster befalling the main offices. A new solution would see backups being moved to the cellar of Walden Place.
- 7 The council has experienced two recent losses of systems (within the last 5 years) which have required a full restore. One system took five days to recover and the other nine days, this is not acceptable but is typical of a tape based system. The new system will be disk based that is both quicker to backup as well as being quicker to restore.
- 8 Officers are also currently in talks with Chelmsford Borough Council over a reciprocated disaster recovery partnership for some other key systems.
- 9 The upgrade to the new solution would cost in the region of £150,000 but would see a small reduction in the annual support fee.
- 10 The existing capital programme has been reviewed and the replacement network principally postponed to 2010/11. A capital item for telephony integration has been removed from the programme completely as it is now deemed non-essential.
- 11 The net effect of all of the proposed changes is an increase in the two year capital programme of £30,000 in total. The 2009/10 capital programme has been reduced by £50,000 (£634,000 - £584,000). The 2010/11 capital programme has increased by £80,000 (£230,000 – £150,000). The revised programme is as shown on the next page. The net increase of £30,000 constitutes a Supplementary Estimate under Financial Regulation 7.20 for which Finance & Administration Committee approval is required.

Description	Slippage from 2008/09	Budget Original 2009/10	Budget FY 2009/10	Budget FY Revised 2009/10 revised	Budget FY 2010/11 as per budget book	Budget FY 2010/11 revised
	£	£	£	£	£	£
INTRANET	0	18,000	18,000	18,000	0	0
MINOR PROJECTS	0	20,000	20,000	20,000	20,000	20,000
E-GOV BVPI 157	68,000	50,000	118,000	118,000	0	0
NETWORK UPGRADE	120,000	0	120,000	120,000	0	0
NETWORK SHELTERED HOUSING	0	10,000	10,000	10,000	0	0
OCELLA SYSTEM	0	60,000	60,000	20,000	0	0
DOCUMENT IMAGING	30,000	50,000	80,000	80,000	0	0
NETWORK REPLACEMENT	0	150,000	150,000	10,000	0	140,000
FINANCE SYSTEM UPGRADE	0	58,000	58,000	38,000		
BACKUP	0	0	0	150,000	0	0
CORPORATE WORKFLOW	0	0	0	0	70,000	70,000
TELEPHONY INTEGRATION	0	0	0	0	60,000	0
IT CAPITAL PROGRAMME	218,000	416,000	634,000	584,000	150,000	230,000

- 12 It is intended to award the contract for the upgrade by the end of October with the new solution up and running by the end of the calendar year at the latest.
- 13 Due to the need to secure a prompt solution, there is insufficient time to engage in a competitive tendering process. However, advantage can be taken of OGC framework contracts to ensure compliance with EU procurement rules. This requires an exception to the Council's Contract Standing Orders to be authorised in accordance with Standing Order KK2.1(d).

Risk Analysis

Risk	Likelihood	Impact	Mitigating actions
The council systems are lost and data is not recoverable	3 - Current system is not reliable	4 - Loss of a major system would be catastrophic	New backup solution
The project does not deliver the required resilience	2 - Significant work is being done to ascertain present usage and future growth	2 - Backups would take longer as would restores. Retention periods would reduce	New solution is scalable so additional storage can be purchased at relatively low cost

1 = Little or no risk or impact

2 = Some risk or impact – action may be necessary.

3 = Significant risk or impact – action required

4 = Near certainty of risk occurring, catastrophic effect or failure of project.