



REPORT TO: Scrutiny and Overview Committee
LEAD MEMBER: Chairman of the Scrutiny ICT Working Group

20 February 2019

Update on the work of the Scrutiny ICT Working Group

Purpose

1. To update the Scrutiny and Overview Committee on the work of the committee's ICT Working Group

Background

2. The ICT Working Group was set up by the Scrutiny and Overview Committee in December 2018, in response to the ICT outage which occurred in November 2018. A scoping document which includes the group's Terms of Reference, is attached at Appendix 1.

Work to date

3. On 21 January 2019 the working group met with David Edwards (Interim Head of 3C ICT) and Alex Young (Network and Infrastructure Manager, 3C ICT) who explained the causes of the ICT outage. The reasons for this has raised concern regarding a potential lack of policies and testing.
4. The group will be meeting with Bob Palmer (SCDC Executive Director) to discuss the 3C Shared Services Management Board and the relationship between the Council and the ICT shared service.
5. The group has reviewed the following documents:
 - Server Room Outage Summary Report (November 2018)
 - ICT Major Incident Report
 - IT Disaster Recovery Consolidation Internal Audit Report (November 2018)
 - 3C ICT Incident Management Procedure
 - SCDC Emergency Management Plan
 - SCDC Corporate Business Continuity Plan
 - SCDC ICT Disaster Recovery Plan

Concerns and emerging recommendations

6. The group is concerned about the lack of a 3C ICT Business Continuity Plan, Disaster Recovery Plan and Security Policy. 3C ICT will be drafting a Disaster Recovery Plan following the completion of the current server room project. Taking into account the capacity of 3C ICT staff to undertake this work and the urgent need for it, the working group may recommend that Cabinet considers commissioning an external consultant to carry out this work. It is thought that an external perspective in

carrying out this work, may also be helpful. There would be cost implications for this, which would have to be shared across the partner councils.

7. The November ICT outage was largely attributable to failures by providers. The group may propose that the cost is explored of insuring the Council against consequential losses resulting from failures by providers.
8. An apparent lack of Member involvement in the 3C Management Board is a concern. The group may recommend that there is Member involvement in this from each partner council.
9. The severity of risks identified in the internal audit report are critical; assurance is needed that these are being addressed.
10. It may be worth setting up a joint Scrutiny working group across the three partner councils.

Report Author: Scrutiny ICT Working Group

Appendix 1

Scrutiny and Overview Committee Scoping Document

Title	ICT working group
Brief description	To look into the ICT shared service and whether this is fulfilling the needs of the council.
Service area and relevant Portfolio Holder:	Service area – 3C ICT Lead Cabinet Member – Councillor Philippa Hart
Members of the working group	Cllrs Brian Milnes, Grenville Chamberlain, Sarah Cheung Johnson, Steve Hunt
Officers involved	Bob Palmer (Interim Executive Director) David Edwards (Interim Head of 3C ICT)
Reason for review	The review was commissioned following an ICT outage experienced by the three councils in November 2018. At its meeting in December 2018, the Scrutiny and Overview Committee agreed that a working group would look into this.
Terms of reference	To understand: <ul style="list-style-type: none"> • the reasons for the ICT outage which occurred in November 2018; • whether the 3C ICT service is properly fulfilling the needs of SCDC; • whether the 3C ICT management structure is sound and fully accountable to all partners.
Potential outcomes	Scrutiny involvement will help to identify any issues with the shared ICT service, reasons for the November 2018 ICT outage and what may need to be implemented to avoid this happening again, and if appropriate make recommendations to Cabinet regarding this.
Methodology/approach:	Working group meetings with relevant officers to understand the reasons for the November 2018 ICT outage and to understand the structure of the service and its relationship with the partner councils. Findings to be brought back to Scrutiny and Overview Committee on an ongoing basis. Any final recommendations to be made to Cabinet.
Relevant documents	<ul style="list-style-type: none"> • IT Security Policy • Business Continuity Plan • Disaster Recovery Plan • Risk Assessment • Major Incident Report • IT Disaster Recovery Consolidation internal audit report (November 2018)
Relevant corporate objective	Providing first class services to residents