

# North Somerset Council

<b>REPORT TO THE</b>	<b>AUDIT COMMITTEE</b>
<b>DATE OF MEETING:</b>	<b>19 MARCH 2015</b>
<b>SUBJECT OF REPORT:</b>	<b>BUSINESS CONTINUITY REPORT 2014-15 &amp; 2015/16 PLAN</b>
<b>OFFICER/PRESENTING:</b>	<b>STEVE DE-BRUIJN SENIOR AUDITOR (BUSINESS CONTINUITY LEAD)</b>
<b>KEY DECISION:</b>	<b>NO</b>

## **RECOMMENDATIONS:**

The Audit Committee notes the outcome from Business Continuity work carried out in 2014/15 and recommends for approval the plan for 2015/16 (Appendix A).

## **SUMMARY OF REPORT**

This report outlines the progress the service and council has made in 2014/15 to implement the council's Business Continuity Strategy 2014/15 through the Business Continuity Action Plan.

### **1. POLICY**

Audit Committee and Corporate Management Team approved the Business Continuity Action Plan 2014/15.

### **2. DETAILS**

The Audit Committee received the Business Continuity Management Strategy 2012-15 and the Business Continuity Action Plan 2014-15 on 5 June 2014. Delivery of the plan is now complete for 2014-15 and is outlined below.

#### **2.1. HIGHLIGHTS OF BUSINESS CONTINUITY ACTIVITY DURING 2014-15**

Internal Audit continues to provide the Authority's Lead in Business Continuity ensuring that the Action Plan has been completed.

- A. The Corporate Plan has been updated and approved by the Chief Executive during September and has been exercised during 3 live events.
- B. Internal Audit participated in a Business Continuity/Emergency Management Exercise "Operation Cygnus" that tested the preparedness of the Council during a pandemic flu event.
- C. A Business Continuity exercise was conducted for the Area Officers to test their preparedness for a wide variety of disruptive scenarios.
- D. 54 Schools in North Somerset and 4 outside North Somerset were visited resulting in Business Continuity plans being developed and exercised at the schools.
- E. A Business Continuity exercise was conducted with the Returning Officer for Electoral Services to test their preparedness for a wide variety of scenarios that could occur on or around the election.

- F. A full review was conducted of the ICT incident occurring in November 2014 that resulted in the main network drives (B:/U) being unavailable for some users.
- G. Work has continued on Business Continuity issues throughout 2014/15 including renewing the chillers at Castlewood, reviewing the ICT transformation programme to ensure resilience both during the project and ensuring that the new infrastructure provides the required level of resilience and reviewing the care link system.
- H. Regular monthly meetings with ICT have been conducted regarding Business Continuity and Disaster Recovery. A test simulating a power failure at one of the data centres has been agreed but delayed at present due to the progress of the transformation project.

## **2.2. BUSINESS CONTINUITY PLAN 2015/16**

Emerging risks identified during the year include assurance around key external contractors having sufficient business continuity arrangements and risks around future service delivery through new ways of working from the Transformation Programme.

Internal Audit continue to provide assurance that the new data centre provides greater resilience to the Authority and, closer working with the ICT Client Manager and Agilisys has ensured any further issues have been mitigated. This will continue to be monitored through regular meetings in 2015/16. With more functions moving towards third party provision Internal Audit will continue to work closely with partners to ensure Business Continuity Plans are in place.

The Business Continuity Management Strategy will be refreshed during the year as the current version expires during 2015. Appendix A then details the key areas which are included for the 2015/16 Plan.

## **3. CONSULTATION**

The Business Continuity Management Strategy 2012-15, which contained the Business Continuity Action Plan 2014-15, was considered by the Audit Committee at their meeting on 5 June 2014. Further consultation has occurred with the Emergency Management function, Heads of Service and key senior managers including the Corporate Management Team.

## **4. FINANCIAL IMPLICATIONS**

None directly, but costs may be incurred to be met from existing service budgets.

## **5. RISK MANAGEMENT**

Business Continuity arrangements are essential to ensure that the Council is able to maintain its vital services and resources in the event of a disruption. The Council continuously reviews and tests its Business Continuity response to ensure the risks are adequately mitigated.

## **6. EQUALITY IMPLICATIONS**

None

## **7. CORPORATE IMPLICATIONS**

Effective business continuity management is essential to ensuring that the Council can continue to provide services to its customers in the event of a disruption.

## **8. OPTIONS CONSIDERED**

None.

## **AUTHOR**

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## **BACKGROUND PAPERS**

The Business Continuity Management Strategy 2012-15 and the Business Continuity Action Plan 2014-15

## Appendix A

## Business Continuity Action Plan 2015-16

No.	Action	Responsibility	Anticipated completion date
1	Continue to obtain assurance from external providers/contractors of Vital Services that they have a tested Business Continuity Plan. Any significant weaknesses to be reported to Corporate Management Team.	Directorate Business Continuity Co-Ordinators.	June 2015
2	All Vital Service Business Continuity Plans to be reviewed and any updates completed on contacts/locations roles and responsibilities. Updates to Senior Auditor (Business Continuity Lead)	Directorate Business Continuity Co-Ordinators.	Updates required September 2015/March 2016
3	Continue to exercise at desktop level in staff meetings with Internal Audit being present at key exercises throughout the year.	Directorate Business Continuity Co-Ordinators	Completed by the end of 2015/16
4	With Internal Audit Undertake any post action reviews of any live incidents reporting strengths and weaknesses to Internal Audit.	Senior Auditor (Business Continuity Lead) and Directorate Business Continuity Co-Ordinators	Post action reviews to be completed within a month of incident.
5	Continue to exercise the council's disaster recovery response in the event of a loss of Network and or telephony.	Strategic ICT Client Manager	Updates at ICT BC/DR meeting with report due November 2014.
6	Working with the Strategic ICT Client Manager ensure that any emerging BC risks post ICT Transformation Project are sufficiently mitigated.	Strategic ICT Client Manager/Senior Auditor(Business Continuity Lead)	Updates at ICT BC/DR meeting monthly through ICT transformation programme.
7	Exercise an ICT fail over test in conjunction with Agilisys and the ICT Client Manager. Report on findings to Corporate management team and Audit Committee.	Strategic ICT Client Manager/Senior Auditor(Business Continuity Lead)	