

ESSENTIAL REFERENCE PAPER 'B'

STATUS OF HIGH PRIORITY RECOMMENDATIONS

No.	Report Title / Date of Issue	Recommendation	Current Position
1.	Follow-up of Various ICT reviews (IA Report 22/6/09)	It is recommended that options for ICT business continuity are reviewed before expensive solutions are commissioned. These should take into account the possible mid-term accommodation changes under consideration.	<p>East Herts Executive approved the Business Case for setting up shared ICT Services on 23rd July 2013. A key proposal within the business case was to deliver core ICT services from the two data centres already in place and operational in Stevenage. This solution provides for all technology to be recoverable from either site within four hours. This includes scenarios such as fire or flood which might render either of the two data centres inoperable.</p> <p>Given the reasonable prospect that this solution would be supported by Members no significant work was undertaken to take forward interim solutions focused around the existing East Herts ICT infrastructure pending a decision on shared services.</p> <p>The first meeting of the Shared Services Partnership Board is to take place on 9th September 2013. It is likely that work to deliver the new infrastructure (which is already underway) will be prioritised by the Board. On that basis it is expected that the following prudent timeframe estimates will be</p>

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		<p>A detailed timetable be prepared and issued to ensure that the Council's Business Continuity and Disaster Recovery Plan is completed and tested.</p> <p>The Information Technology Team should approve and oversee the implementation of the Council's Information Systems Strategy.</p>	<p>met:</p> <ul style="list-style-type: none"> ▶ Core infrastructure delivered through the data centre – December 2013 ▶ Priority Business Applications transferred into new environment – April 2014 <p>A plan exists and has been tested for the business continuity solution operating at Stevenage. This will be updated and tested in the new shared services environment by December 2013.</p> <p>An approach to delivering a new ICT Strategy for East Herts has recently been agreed with the portfolio holder. This will involve putting in place a Member Working group who will work with officers to agree a strategy. The strategy will then be implemented by the Head of Shared ICT, Business Improvement and Print and Graphic Design Services. A timetable is yet to be definitively agreed and will be subject to the availability of Members and officers participating in the</p>

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		IT management should consider the implementation of fire suppression systems in the Council's two computer rooms.	<p>group. However, the broad aim is to agree the strategy through Executive no later than December 2013.</p> <p>This recommendation is no longer relevant as services will be sited in Stevenage in the future. Fire suppression systems are already in place for the new solution.</p>
2.	Payroll Review (IA Report 18/01/11)	A disaster recovery plan should be put in place for the Payroll/HR system, Delphi-Millennium as soon as possible and tested for effectiveness. In the interim, develop clear manual contingency arrangements should the Payroll/HR system fail for any length of time.	The payroll system is now hosted at Stevenage and a comprehensive business continuity solution is in place which involves the system being recoverable within 4 hours should either of the two existing data centres fail (see response to recommendation 1).
3.	Business Continuity (IA Report 7/6/11)	It is recommended that the Business Continuity Plan is reviewed annually. It is further recommended that the Business Continuity Plan is communicated to staff and made	The Plan will be reviewed as recommended and communicated immediately once available by December 2013.

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		<p>available on the intranet.</p> <p>As per the 2011-12 Business Support ICT Service Plan it is recommended that the Disaster Recovery Plan is finalised and approved and includes a section on the ability to recovery data and a section on IT back-up. It is further recommended that the Disaster Recovery Plan is tested after it has been finalised.</p>	<p>This is covered under the response to recommendation 1 above and the undertaking to complete and test the Disaster Recovery Plan by December 2013.</p>