ANNUAL GOVERNANCE STATEMENT 2017/18

Action Plan 2018/19 - Issues identified in 2017/18

During 2017/18 SIAS conducted audits across a number of services in East Herts.

The substantial assurance opinion overall on financial systems (same as 2016/17) has been concluded from the nine financial systems audits where an opinion has been given. Three received full assurance, five substantial assurances and one moderate assurance. No high priority recommendations were made in these audits.

The moderate assurance opinion overall on non-financial systems (same as 2016/17) has been concluded from the nineteen audits where an opinion has been given. Two received full assurance, twelve substantial assurances, three moderate assurances and two limited assurance. Five high priority recommendations were made in these audits, however they represent only two areas of concern, Tree Surveying and IT Disaster Recovery.

Issue	Recommendation
<u>Tree Surveying</u> It is recommended that the service is let in accordance with the Council's contract standing orders for future years.	To retender the tree risk inspection contract and to design and procure a new schedule of works based maintenance contract.
<u>IT Disaster Recovery</u> Management should put in place a defined procedure for establishing a single data centre in the event of a loss of synchronisation between the two data centres.	A technical procedure for establishing all IT services at a single data centre is to be drafted. This will be further refined following testing and use. Additional connectivity options are being considered and will be implemented as part of the outcomes from the IT Disaster Recovery

These procedures should be incorporated within the IT disaster recovery planning. Furthermore, additional connectivity should be added to the IT network so that the single point of failure for Stevenage Borough Council is addressed. IT Disaster Recovery - continued	review in January 2018. A review of IT Disaster Recovery arrangements will be undertaken, which will re-establish the councils' business requirements and identify the technical solutions needed. Appropriate environmental controls should be installed at both data centres so that they can continue to operate in the event of a disaster. This should include: • Appropriate UPS deployed at both data centres • Appropriate power sources to support the continued operation of air conditioning at the Daneshill site. Management should define the processing capacity threshold at which it is no longer possible for a data centre to operate as the single data centre. This should be monitored and, where exceeded, appropriate action should be taken. Management should assess the risk of the data centres becoming unavailable and, where necessary, revise the risk treatment plans. Senior management at both Councils, supported by the Service, should perform a business impact assessment with regards to the loss of IT and define their respective risk appetites so that appropriate actions are taken by the Service.

We propose to address the previously described matters to further enhance our governance arrangements. We will monitor our performance against these recommendations as part of our next annual review.

Certified by the leader of the Council and the Head of Paid Service:

Signed...Dated.........................

Councillor Linda Haysey
Leader of the Council

Signed...Dated.........................

Liz Watts
Chief Executive