

WEST DUNBARTONSHIRE COUNCIL

Report by Chief Executive

Corporate Services Committee: 27th June 2007

Subject: Disaster Recovery of Critical Corporate Computer Systems

1. Purpose of Report

- 1.1** As agreed at the last Corporate Services Committee on 28th March 2007 this report is to update members on the Council's Disaster Recovery plans for corporate computer systems.

2. Background

- 2.1** ICT & Business Development has a contract with HP Synstar for them to provide replacement hardware in the event of a major hardware failure in the computer room in the Council Offices in Garshake Road.
- 2.2** The contract allows for the delivery of compatible servers to be delivered to the computer room in the Council Offices in Rosebery Place. Corporate Computer Systems would then be recreated on these servers from backup files to allow the client sections to access their systems. The computer room in Rosebery place is protected by a fire extinguishment system and has a standby generator to provide a backup power supply.

3. Main Issues

- 3.1** ICT & Business Development staff conduct 2 tests per year of the Disaster Recovery plan at the HP site in Livingston. Each test recreation is done on a different system each time so that we are able to document any issues which arise and their resolutions. Client staff are also involved in these tests to confirm that the relevant system has been successfully restored.
- 3.2** It should be noted that the Disaster Recovery plan is invoked only in the event of a major hardware failure with at least one server which hosts Corporate Computer Systems. The definition of major would be a decision by the hardware maintenance supplier that the hardware fault could not be repaired in a reasonable time.
- 3.3** It should also be noted that the Disaster Recovery Plan is not invoked when a system fails because of a software problem, as recreation of a failed system would only provide a replacement system with the same software fault. Any failure due to a software fault would have to be fixed by the software maintenance supplier.

4. Personnel Issues

- 4.1** There are no personnel issues.

5. Financial Implications

- 5.1** The current contract with HP Synstar runs from December 2005 for a period of three years at an annual cost of £20,864.

6. Risk Analysis

- 6.1** By arranging such a contract, the Council is planning for the agreed recovery of Critical Corporate Computer Systems caused by major hardware failure.

7. Conclusions

- 7.1** Members are asked to note the arrangements which are in place to provide hardware cover for Critical Corporate Computer Systems.

8. Recommendation

- 8.1** The Committee is asked to note this report.

David McMillan
Chief Executive
Date: 06 June 2007

Ward Affected: None

Appendices: None

Background Papers: Report to Audit & Performance Review Committee on 22nd June 2005 – A Tested Disaster Recovery Solution
Report to Audit & Performance Review Committee on 23rd March 2005 – Disaster Recovery Update
Report to Council Meeting on 25th June 2003 – Disaster Recovery Solution
Report to Council on 27th February 2002 – Draft Disaster Recovery Plan (ISP 16.1)

Person to Contact: Angela Clements, Head of ICT & Business Development
Telephone 01389 737373