

WEST DUNBARTONSHIRE COUNCIL

Report by Chief Executive

Corporate Services Committee: 28 March 2007

Subject: New Service Disruption Procedure

1. Purpose

1.1 To advise Committee of the Service Disruption Procedure recently introduced by ICT & Business Development.

2. Background

2.1 A key objective of introducing the new Service Disruption Procedure is to monitor and record failures or planned disruption of all systems and server failures and to help identify problem areas with these systems.

2.2 The disruption process also rapidly advises all WDC departments of their relevant system or server failure to allow for planned disruptions.

3. Main Issues

3.1 ICT & Business Development has recently created a facility to log all types of system or server disruption on their HEAT Call Management system.

3.2 A service disruption procedure has been introduced to allow ICT & BD to react immediately when problems or faults arise on corporate systems and servers. This procedure also allows us to analyse all incidents and put preventative measures in place to avoid any further disruption to the service. Lists have been created in the global address list to quickly enable groups of people to be emailed details of their relevant system or server disruption. This provides valuable information on the cause of the problem and the length of time the system is expected to be unavailable, allowing the relevant users to make other provision until the problem is resolved.

3.3 Furthermore, it is anticipated that the continuous monitoring of servers or systems in this way will identify common problem areas enabling appropriate action to be taken to avoid any unnecessary risks.

3.4 There is also a server status procedure in place when there is a known area of concern with specific servers or systems. This process is to ensure that all server and system problems are logged onto the ICT & Business Development HEAT call management system with planned timescales for action to resolve the problem. The Server Status information is monitored to ensure action is being taken to avoid a much greater system disaster thus minimising the service disruption to departments.

3.5 In the event that WDC email becomes unavailable a procedure of phoning key users or schools is in place. The Key users should cascade the information throughout their department and then subsequently all relevant areas are notified when the service is available again.

4. Personnel Issues

4.1 There are no personnel issues.

5. Financial Implications

5.1 By minimising disruption in this way this new procedure should reduce costs due to systems unavailability and service disruption.

6. Risk Analysis

6.1 This preventative maintenance will minimise the risk of future systems service disruption to the Council.

7. Conclusions

7.1 The Committee is asked to note how the provision of this ICT & Business Development Service Disruption procedure addresses continuous service improvement for ICT & Business Development.

8. Recommendation

8.1 **The Committee is invited to note this report.**

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Date: 15 March 2007

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Appendices: None

Background Papers: None

Wards Affected: None