

IT Disruption - Action Plan

Following the IT Disruption on 11-12 June 2019 an extensive post incident analysis process was implemented which included four separate debriefs and a debrief form was circulated to identify learning points.

The feedback from all of these sessions has been collated, resulting in the Action Plan below.

Progress against this plan will be monitored by the Resilience Manager Alison Sayers to ensure the learning outcomes from the outage are delivered.

Roles & Resources				
Ser.	Action required	Responsibility of	Notes/Progress	Date for completion/ RAG
RR1	Ensure Disaster Recovery (DR) arrangements and timescales are understood	Sean Kelly	IT to provide 'What we can do at Fakenham' sheet	November 2019
RR2	Exercise DR at Fakenham, preferably with Payments Team to practice dummy payments run	IT/Duncan Ellis/Alison Sayer		May 2020
RR3	Consider potential for some staff to take leave/flex in similar circumstances, then note in BC Plan	Heads of service/ Individual BC Plan Owners		March 2020

Roles & Resources				
Ser.	Action required	Responsibility of	Notes/Progress	Date for completion/ RAG
RR4	Consider printing solution that will work even when the server is down and multi-functional devices are not available	IT	IT to advise if there is an NNDC-wide solution Current workaround: Reprographics can print from a memory stick, but only if it is not password-protected	November 2019

Plans & Procedures				
Ser.	Action required	Responsibility of	Notes/Progress	Date for completion/ RAG
PP1	Consider inter-linked services in BC plans	Individual BC Plan Owners/ Alison Sayer	Where there are interdependencies between services ensure that these are reflected in the business continuity plans and, if needed, also in the Corporate Business Continuity Plan	March 2020
PP2	Simplify Business Impact Analysis and Business Continuity Plans to increase usability help embed Business Continuity Management	Alison Sayer	Following consultation with managers new Business Impact Analysis and Business Continuity Plan templates have been trialled. Will be discussed at EMT meeting 12 September	November 2019

Plans & Procedures				
Ser.	Action required	Responsibility of	Notes/Progress	Date for completion/ RAG
PP3	Ensure BC Plans are up to date and available	Individual BC Plan Owners	Missing contacts information has been updated. New Business Impact Analysis and Business Continuity Plan templates will be rolled out. A key performance indicator for the percentage of up to date critical business continuity plans is proposed. A target of 85% of critical plans being in date is suggested	Ongoing
PP4	Consider list of IT-free housekeeping jobs	Individual BC Plan Owners	Plan Owners to discuss with teams and add to their business continuity plans as appropriate	March 2020
PP5	Teams to review procedures and consider manual workarounds for when IT is down e.g. hard copies of vital documents or offline forms	BC Plan Owners and teams	Should be noted in Business Impact Analyses and business continuity plans	March 2020
PP6	Ensure Member contacts are up to date and available	-	Member contacts are now available	Complete
PP7	Ensure all calendars are available for viewing	Individuals via IT & Comms	Needs email/newsletter reminders to be sent out. Default set up for new staff	October 2019
PP8	Offline version of basic pay and pensions to be available to	HR/IT	Could be saved to a memory stick or desktop once a month	November 2019

Plans & Procedures				
Ser.	Action required	Responsibility of	Notes/Progress	Date for completion/ RAG
	ensure staff salaries and pensions can be paid			
PP9	Ensure sufficient cheques and signatories are available	HR		November 2019
PP10	Consider access to cash arrangements for vulnerable people	Benefits Team		November 2019
PP11	Re benefit payments, consider contingency arrangements for accessing data if Open Revenue were not available	Benefits Team		December 2019

Information Flow				
Ser.	Action required	Responsibility of	Notes/Progress	Date for completion/ RAG
IF1	Ensure 'emergency' website messages are available across all platforms	Sean Kelly	'How to' procedure needed, IT team members need to know where it is, prompt needed in Action Card in IT's business continuity plan	November 2019

Information Flow				
Ser.	Action required	Responsibility of	Notes/Progress	Date for completion/ RAG
IF2	Linked to above – develop 'black pages' text	Sean Kelly/ Louise Cowell/ Alison Sayer	Generic wording to cover both disruptions to business as usual and external major incidents that is not usually visible but can be activated when needed, even from off-site and when the NNDC website is unavailable	November 2019
IF3	Noticeboards needed at all entrance points during IT disruptions to explain current position	Alison Sayer/ Sean Kelly	Added to Silver Group Agenda. Needs to be added to an Action Card for IT disruptions in the Corporate Business Continuity Plan and also in the BC plan for IT.	December 2019
IF4	Consider options for contacts when Skype directory is not available	IT, then BC Plan owners	IT to advise if there is an NNDC-wide solution. NB Several critical services already use WhatsApp or standard texting to contact staff. Service/Team plans should include staff details plus numbers for internal/external customers	November 2019
IF5	Review texting/WhatsApp notification and update solution for key staff and Members in NNDC re IT disruptions	Sean Kelly	Advise on options and costs. Also, consider how the contacts will be kept up to date/amended and by whom	November 2019
IF6	Develop Contact Groups for above	Sean Kelly/ Sarah Bütikofer/	Heads of Service to discuss with managers, and Portfolio Holder to discuss with Members, then	November 2019

Information Flow				
Ser.	Action required	Responsibility of	Notes/Progress	Date for completion/ RAG
		Heads of Service	advise IT who needs to receive initial notifications and updates.	
IF7	Review fall back telephony arrangements, especially re urgent calls from vulnerable groups, including analog lines	IT/owners of Critical Plans	Requires input from plan owners, especially NNDC-Critical ones. (Some info should be available from the updated Business Impact Analysis documents)	February 2020
IF8	Discuss 'script' for staff to use when key IT is down to improve customer experience and manage expectations	TBC	This requires a conversation around Customer Standards and expectations.	November 2020