

Subject: Your Business at Risk

Status: For Publication

Report to: O&S Audit Task Group

Date: 24 January 2007

Report of: Andrew Buckle, Head of Customer Services & E-Government

Portfolio

Holder: Customer Services & E-Government

Key Decision:

NO/YES (Please highlight)

Forward Plan General Exception Special Urgency "X" In Relevant Box

1. PURPOSE OF REPORT

1.1 To update Members on the progress with the recommendations made by the Audit Commission Your Business at Risk report.

2. CORPORATE PRIORITIES

2.1 The matters discussed in this report are linked to and support the following corporate priorities:

- Embedding our customer promise and developing the Getting It Right First Time culture within the organization (customers)
- Improved front line services and improved performance across the 8 x8 by 2008 indicators (improvement)
- Working with Capita for the provision of the Councils Revenues, Benefits And Customer Access Services (partnerships)

3. RISK ASSESSMENT IMPLICATIONS

- Network attacks and loss of key data and increased costs associated with the network being down.
- Virus attacks to both servers and desktops.
- Unauthorised use of the Rossendale network.

4. BACKGROUND AND OPTIONS

4.1 The Borough Council's ICT strategy has been an essential tool in order to assist the Borough in driving up the security across the network and also making employees aware of the security risks. The aims of the strategy were designed to:-

- Ensure Rossendale Council has a secure and robust network.
- Providing Members and Officers with the flexibility of mobile working using RSA and Blackberry's.
- Developing suitable Disaster Recovery measures.
- Meeting all the Audit Commission's requirements from Your Business at Risk.
- To help facilitate cultural change within the Council which makes us more security focused.

4.2 Progress to Date

4.2.1 Since the implementation of the ICT Strategy the Borough has made significant progress in achieving the recommendations made by the Audit Commission.

- Implemented a new Nokia IP 390 firewall which is managed 24*7*52 weeks of the year. The firewall is managed by Integralis who have ISO 27001 security standard.
- New firewall reporting portal established to document all attacks on Rossendale by type and severity.
- Disaster recovery set up in Europe and USA for the management centre of the firewall.
- New change control procedure set up to determine all access rights and all security implications assessed before any network changes are made.
- New remote working implemented which is 128 bit SSL which is has secure has accessing a banks network will allow remote workers to connect to the Rossendale network. The remote working uses RSA secure tokens as a means of accessing the network. This will be rolled out to all Members and selected Officers.
- Sophos anti virus has been implemented on all the servers and will be deployed across all desk tops and laptops.
- A new ICT security policy and internet and email acceptable use policies have been developed and have been approved by the JCC. All Council employees will have to sign all the policies before being granted access to the network.
- The Capita network has been implemented and it meets all of the Rossendale security requirements, in addition we have set up 2 additional firewalls to make access to the Capita network as secure as possible.
- A full back up process has been established with Capita and the data is located at a different site.
- The Rossendale web server is located in a data centre that meets ISO the 27001 standard.

4.3 Actions still to implement

The following elements still have to be implemented:

- A new anti virus and anti spam solution for all emails.
- A URL filtering application to monitor all Rossendale user web activity.
- A storage solution SAN (Storage Area Network) to be used for both data backups and also disaster recovery.
- Complete disaster recovery for all systems.
- A full back up process to be established with Sungard.
- Full penetration testing to be carried out on the Rossendale network.

5.0 **Internal Audits**

5.1 Internal audits to assess compliance with the requirements set out by the Audit Commission have been started. Rossendale was audited in January 2007 by the County Council who are our appointed auditors and we are awaiting the results from the audit.

5.2 The audits will also be extended to the data centre sites of both Capita and Integralis.

6.0 **THE FUTURE**

6.1 The implementation of the Capita and Integralis contract provides a good opportunity to develop industry best practice in the areas of security and network protection and also refresh the associated Rossendale security policies. With the development of a complete disaster recovery solution this will provide all the resources that Rossendale require to achieve full compliance with the Audit Commission your business at risk report.

8. **COMMENTS OF THE HEAD OF FINANCIAL SERVICES**

N/A

7. **COMMENTS OF THE HEAD OF LEGAL AND DEMOCRATIC SERVICES**

7.1 There are no legal implications

8. **COMMENTS OF THE HEAD OF HUMAN RESOURCES**

8.1 N/A

9. **CONCLUSION**

9.1 Good progress has been made in implementing all the recommendations made by the Audit Commission Your Business at Risk report. It is recognised there is still work that has to be completed and the further development of the existing ICT strategy is essential in order to take security to the next level.

10. **RECOMMENDATION(S)**

10.1 Note the contents of the report and progress to date.

11. CONSULTATION CARRIED OUT

11.1 Lead Portfolio Holder

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Background Papers	
Document	Place of Inspection
Customer Services Strategy	www.rossendale.gov.uk