

**Subject:** Implementation of Disaster Recovery / Government Connect

**Status:** For Publication

---

**Report to:** Cabinet

**Date:** 22 October 2008

---

**Report of:** Head of customer Services and ICT

---

**Portfolio**

**Holder:** Customer Services

---

**Key Decision:** Yes / No

Forward Plan  General Exception  Special Urgency

---

**1. PURPOSE OF REPORT**

- 1.1 To inform Members of the implementation of Disaster Recovery and the transmission of confidential data from the DWP. The changes required form part of the Government Connect programme which is being managed by Central Government.

**2. CORPORATE PRIORITIES**

- 2.1 The matters discussed in this report impact directly on the following corporate priorities and associated corporate objective.
- Delivering Quality Services to Customers (Customers, Improvement)

**3. RISK ASSESSMENT IMPLICATIONS**

- 3.1 As from April 2009 the only way that all Local Authorities will be able to communicate with the DWP is via the Government Connect dedicated circuit. The announcement to make Government Connect mandatory was only made in mid August 2008. All Authorities must comply with all of the Government Connect requirements.

Government Connect is mandatory and the existing computer interfaces that Rossendale use will be switched off at the end of March 2009.

Rossendale will have to use the Government Connection to administer the Revenue and Benefits function and also to send their performance information i.e. National indicators via Government Connect. As from April 2009 the only

way to communicate with the DWP will be via the Government Connect.  
**Rossendale cannot perform its statutory duties without having access to the DWP information.**

#### **4. BACKGROUND AND OPTIONS**

4.1 Government Connect is a regulatory requirement from Central Government and is also covered by statute law. There are a number of requirements that any Local Authority or agency who wants to use Government Connect must adhere to. The following three elements must be met by anyone who accesses any RESTRICTED information. All the information that Rossendale use for Revenues and Benefits is classified as RESTRICTED:

##### **Legal Requirements:**

- Civil Contingencies Act (2004) Category 1 Responder.
  - A failure to meet legal obligations.
  - A failure to meet public expectations.

A key driver for ensuring that all Local Authority information is secure and backed up and can be restored following an emergency, this is covered by ICT business continuity. The current disaster recovery provision is highlighted in APPENDIX 2. Rossendale need to upgrade the existing Business continuity provision to meet the requirements of Government Connect.

Business continuity is provided by ensuring the continuity or uninterrupted provision of operations and services. In order to understand how business continuity can be provided it is necessary to know what security risks an organisation may face.

- Data Protection Act (1998).
  - Confidentiality: Ensuring that information assets are only accessible to those authorised to have access to it.
  - Integrity: Safeguarding the accuracy and completeness of information assets and processing methods.
  - Availability: Ensuring that only authorised users have access to RESTRICTED information.
- The Freedom of Information Act (2000).

##### **Business:**

- Adverse publicity of failures.
  - Bad Publicity arising from not being able to deal with an emergency situation.

- Loss of business information leading to financial costs.
  - This can lead to corruption, loss or disclosure of information.

**Regulatory Requirements:**

- Combined Code on Corporate Governance (2003).
- Business Requirements.
- Corporate Policy – Manual of Protective Security.

It is for these reasons that Central Government has produced a nationally recognised system (Government Connect) for protecting information. In order to successfully implement this system a series of security policies, procedures and requirements will have to be implemented so that the information can be protected appropriately.

All Local Authorities that handle, use, store and dispose of secure information has to abide by Central Government’s policy with regard to securing information appropriately.

4.2 The scope of Government Connect security policies covers the following areas:

- Hardware.
- Physical Security.
- Disaster Recovery.
- Software.
- Transmission and Storage of media including user education.
- Information used by people within an organisation.

All of the requirements for the above areas are contained in a Code of Connection (CoCo) requirements document. There are 91 specific requirements that Rossendale will have to meet to allow the Council to use Government Connect.

The DWP will also audit the Local Authority to make sure that the CoCo requirements have been implemented. The DWP have the right to terminate the connection if they find any omissions or errors with the CoCo.

4.3 The environmental impact of the proposed solution also reduces the Rossendale carbon footprint by utilising new technology such as virtualisation and a shared storage platform.

Rossendale commits to ‘developing local solutions to climate change’. ICT equipment is recognised as a major contributor to our organisational ‘carbon footprint’ and work is underway to reduce the impact of our technology on the

environment. We are to review ways in which the energy consumption of both our desktop equipment and server portfolio can be reduced by using 'virtualised' environments.

Business cases have demonstrated the financial and environmental benefits of virtualised environments as well as business continuity and information security improvements.

## **COMMENTS FROM STATUTORY OFFICERS:**

### **5. SECTION 151 OFFICER**

- 5.1 Government Connect is mandatory and the project will be funded completely through revenue savings which have been made in the area of ICT software licenses.

### **6. MONITORING OFFICER**

- 6.1 Government Connect is essential and has to be implemented in order to ensure that Rossendale meets the regulatory requirement from Central Government.

### **7. HEAD OF PEOPLE AND ORGANISATIONAL DEVELOPMENT (ON BEHALF OF THE HEAD OF PAID SERVICE)**

- 7.1 There are no people issues involved with the implementation of Government Connect.

### **8. CONCLUSION**

- 8.1 In summary, Government Connect is mandatory and Rossendale have to implement the enhanced disaster recovery that is required for Government Connect. Failure to do this will result in the Authority being unable to perform its statutory services such as Revenues, Benefits and also not being able to submit its performance management information required by the Local Area Agreement.

### **9. RECOMMENDATION(S)**

It is recommended that Rossendale implement the enhanced Disaster Recovery requirements that are required to meet Government Connect through the most cost effective solution available to the Council.

It is intended that the desired solution will be cost neutral and will be funded through revenue savings generated by the rationalisation of ICT software licenses. Further savings will be generated through the realisation of the benefits accrued by the ICT strategy.

**10. CONSULTATION CARRIED OUT**

10.1 Consultation carried out with the Portfolio Holder, Shadow Portfolio Holder and the Executive Management Team has taken place. In addition further consultation has taken place with the Lancashire ICT Directors.

**11. EQUALITY IMPACT ASSESSMENT**

Is an Equality Impact Assessment required Yes / **No**

Is an Equality Impact Assessment attached Yes / **No**

**12. BIODIVERSITY IMPACT ASSESSMENT**

Is a Biodiversity Impact Assessment required Yes / **No**

Is a Biodiversity Impact Assessment attached Yes / **No**

<b>Contact Officer</b>	
Name	Andrew Buckle
Position	Head of Customer Services and ICT
Service / Team	Customer Services and ICT
Telephone	01706 238606
Email address	andrewbuckle@rossendalebc.gov.uk

Either

Background Papers	
Document	Place of Inspection

## APPENDIX 1

### **Analysis of Proposed Budget Funding for Govt connect**

	2008-09 Budget	2009-10 Budget	2010-11 Budget
Actual Software revenue savings	22,000	36,000	40,000
Projected Revenue savings		4,000	5,000
Saving from IT		25000	20,000
<b>subtotal budget available</b>	<b>22,000</b>	<b>65,000</b>	<b>65,000</b>
<b>Anticipated Costs</b>			
Costs of service	10,000	65,000	65,000
		-	-
Total costs	<b>10,000</b>	<b>65,000</b>	<b>65,000</b>
<b>Surplus / (Deficit)</b>	<b>12,000</b>	-	-

APPENDIX 2

**Lancashire Capabilities Resilient Telecoms Questionnaire**

This questionnaire is primarily aimed at Cat 1 responder organisations.

**Organisation:** Rossendale Borough Council

**Name / Designation:** Andrew Buckle Head of Customer Services and ICT

Does your organisation have access to the communication facilities below, both as business as usual and in the event of a major incident response?	Reply	Comments/Additional Information
Mobile telephony / GSM	<b>No</b>	Rossendale have no back up mobile solutions, if the Orange network goes down there is no alternative that can be invoked.
Landline telephony / PSTN	<b>No</b>	There is no Disaster Recovery / BCM for any of the Landlines / PSTN. Rossendale use Cisco Voice over IP and have no backup / publisher server, remote survival switches so we would be unable to take calls even during a power failure.
Virtual Private Network (VPN)	<b>No</b>	There is no Disaster Recovery / BCM for our VPN. Rossendale have implemented F5 SSL VPN, we have no backup F5 that could be used in the event of an emergency. All of the Rossendale remote working services and the RSA would be lost in the event of a disaster.
Internet based services – WebPages etc.	<b>Yes</b>	Rossendale host the web server in the Docklands in London and we have a full DR / BCM plan that can be invoked in case of an emergency. This is separate to the main Rossendale data centre and as such would not be affected in the case of a local disaster.
Internet based services: e-mail	<b>No</b>	There is no Disaster Recovery / BCM for our email services. Rossendale have implemented Exchange 2003 and Outlook Web Access for remote working, we have no backup Exchange or proxy server that could be used in the event of an emergency. All of the Rossendale email services would be lost in the event of a disaster.
Internet based services: VOIP (Voice over IP) telephony	<b>No</b>	There is no Disaster Recovery / BCM for our Cisco Voice over IP, we have no backup publisher server, Cisco Survivable remote Site Telephony so we would be unable to take calls during a power failure.

		The Cisco Call Manager and core network switch are not duplicated. The Call Manager handles all of the telephony routing and call redirection and there is no resilient server in place.
Pagers	N/A	Rossendale do not use pagers.
Telephone Conferencing	<b>No</b>	There is no Disaster Recovery / BCM for telephone conferencing.
Video Conferencing	N/A	Rossendale do not use video conferencing.
Airwave	N/A	Rossendale does not use Airwave.
<b>Does your organisation have access to the communication facilities below, both as business as usual <u>and</u> in the event of a major incident response?</b>	<b>Reply</b>	<b>Comments/Additional Information</b>
Other TETRA based systems (please specify)	<b>No</b>	No Tetra based systems DR. A DR solution is planned to be developed.
Privileged access to GSM networks ie ACCOLC	<b>Yes</b>	Rossendale has privileged access to GSM networks.
CB (Citizens Band) Radio	N/A	Rossendale does not have a CB radio.
Raynet (Radio Amateurs' Emergency Network)	<b>Yes</b>	Rossendale has access to Raynet as a backup. We have an agreement
Satellite voice / data service, including Contingency Telecoms Provision	<b>Yes</b>	Rossendale has access to a satellite telephone.
Private Mobile Radio (eg two-way VHF /UHF)	N/A	Rossendale do not use Private Mobile Radio (eg two-way VHF /UHF).
Data service (GPRS) enabled communicator (pocket PC, smart phone or Blackberry type device)	<b>No</b>	There are approximately 70 devices the majority being Blackberry. However, there is no DR / BCM for the bes server, if this server is lost the devices would be rendered useless and could only be used as a mobile phone.
3 <sup>rd</sup> Generation mobile network	<b>Yes</b>	Rossendale have limited access to 3 G plus networks approximately 20 data cards.
WiFi (wireless local area networks)	N/A	Rossendale does not have a WIFI network.
Does your organisation have access to any other	<b>No</b>	Rossendale does not have access to any other communication systems.



communications systems which have not been identified above? If Yes, please provide details.		
---	--	--

### **Miscellany**

Does your organisation have plans in place to provide alternative power supplies, in the event of power failure/cut, in order to maintain your telecoms and IT systems?	<b>No</b>	We have no uninterruptable power supplies or alternative generation in the event of a power outage.
Does your telecom service provider(s) have business continuity plans in place?	<b>Yes</b>	BT would be able to re-route some of their existing network in the event of an emergency but we have no SLA for this agreement.
Accurate telecoms records are a vital part of any telecom recovery process.  Does your organisation regularly maintain accurate telecoms records?	<b>No</b>	At present we do not have records for all the voice IP, switches, routers these are kept with our current ICT provider Sungard.
Does your organisation have more than 1 telecom service provider for your landlines?	<b>No</b>	BT is the only telecom provider, they provide all the Rossendale Lines, ISDN's and circuits.
Does your organisation have tried and tested business continuity which include telecom and IT recovery.?	<b>No</b>	Rossendale only have ICT / telecoms disaster recovery for the Revenue and Benefits system and the associated 0845 telephone number for the service. All other Council systems at present do not have Disaster Recovery, UPS protection or back up electricity generation.

Can you please provide details of your lead ICT manager, for inclusion in the LRF Resilient Telecommunications Plan.

**Name: Andrew Buckle**

**Designation:**

**Contact Details:**

**Office Hours: 07854026590**

**Other Hours: 07854026590**