Location	Area for assurance	Status	Mitigation in place	Planned actions
Municipal Offices	Power failure (meaning loss of PCs)	G	• Service business continuity plans • UPS would ensure that other sites (e.g. CBH, Leisure @) remain connected for 2 - 3 hours	• Accommodation strategy
	Loss of building	A	• Data centre is offsite • Service business continuity plans • Up to 40 desks at FOD on a reciprocal agreement • Access to a shared pool of laptops	• Accommodation strategy • Impacts on remote locations to be considered
	Data links	A	• Third party reliance via support contracts with 4 - 24 hour response	• Dual links to be investigated to remove single points of failure
	Loss of telephony	A	• Requires line diversion which may take up to 8 hours	• Options review being completed by Customer Services • Microsoft Lync implementation 2014/15
Data Centre, Coleford	Data back-up	G	• Increased bandwidth • Virtualised servers backing up every hour to DR site • Remaining applications back up overnight to tape drive	• Location and capacity of DR site to be reviewed
	Power failure	A	• UPS in place for up to 4 hours • UPS serviced and tested Jan 2014	• Generator to be installed by Sept 2014
	Loss of building	A	• DR servers at CBC	• Location and capacity of DR site to be reviewed • DR plan to be revised
	Overheating	G	• Air conditioning	• New evaporative cooling system being installed June 2014
	Staff shortages	G	• ICT shared service provides increased capacity and resilience • Generic posts remove single point of failure	• Use of third party support as required
DR centre, CBC	Power failure	A	• UPS in place for 2 - 3 hours	• Location and capacity of DR site to be reviewed
	Overheating	G	• Air conditioning sufficient for current DR use • Servers only fully activated in event of DR situation	• Location and capacity of DR site to be reviewed
	Capacity		• Bandwidth increased • Tiered priorities for application use	• Re-prioritisation by SLT and JMLG

Tier	Application	Virtualised	Servers needed	Notes
	Agresso ABW	Y	24	Back up replication takes place every four hours
	Eros – elections management system	Y	2	Full DR test late 2013 involving CBC FOD fail over, including staff and physical resources. SWAP validated.
	Idox	N	3	Not all virtualised yet so a nightly backup is required. Aim is by June 2014 to be included in the up to date processes. Would require Idox support to restore system – approx 3 – 6 days to complete.
	Uniform, Land Charges and Public Access	N	-	
0	Openrevenues – Council Tax, NNDR and Housing Benefits	Y	3	On a regular basis we take a copy of the nightly backups and restore into the Test System. This was completed several times over the recent year end Feb 2014. Full DR test scheduled for June 2014.
	Shared Drives – S, T and U	Y	3	Approx 4 days to recover in current format. Upgrade required to virtualise and the aim is by June 2014 for it to be included in the up to date processes.
	Intranet	Y	1	
	Infrastructure servers - e.g. email, remote access, security, anti-virus, BACS	Y	Up to 50	Key systems have a server within the DR site live at all times e.g. Bacs, Domain Authentication, email. We switch on a monthly basis between these during patch implementation without any users noticing.
	Tape drive	-	1	Would need a new physical server and physical tape library – usually 3 days to site and 1 day to build.
	Leisure system Advantage – sports centre management	Y	3	Hosting of application should be explored, with appropriate assurances obtained.
1	CHRIS 21 – payroll for CBH/CBC	Y	1	No longer a live system
	GRAVE – abandoned vehicles tracking	-		System hosted by SDC - internet access required
	Idox Redact – redaction software	Y	1	This is part of the desktop virtualisation project, aiming to be virtualised from June 2014. Currently 3 days to recover
	Committee Minutes – Modern.gov	Y	2	
	Lloyds link	-		Web application – internet access required
	Parking system – cash collectors	-		Application installed on PC. Require supplier Hoge100 input.