

APPENDIX 1

Annual Governance Statement – High Level Action Plan

<i>Action</i>	<i>Priority</i>	<i>Officer Responsibility</i>	<i>Action to date / Action Required</i>	<i>Resolved</i>	<i>Original Implementation Date</i>
<p>Monitor the performance of the out-sourced ICT service to ensure it is achieving service and budgetary targets. The disaster recovery plan should be tested.</p>	<p>High</p>	<p>Shared Director of Finance</p>	<p>Position September 2013 The ICT service is being monitored monthly and has a range of PIs against which performance is measured. In addition there are fortnightly meetings to discuss ongoing issues.</p> <p>The Disaster Recovery Plan is due to be tested between January and April 2014.</p> <p>Position March 2014 The Disaster Recovery Plan will be tested in May 2014.</p> <p>Position June 2014 In progress. Backup solution architect is currently assessing ability to recover. This is all feeding into the data centre migration project. The disaster recovery test is scheduled prior to the data centre move</p> <p>Position September 2014 The data centre migration project has been delayed resulting in the disaster recovery test now rescheduled for October/ November 2014.</p> <p>Position November 2014 The data centre move timeframe has been extended to migrate services/hardware from mid Dec 2014 to end of Jan 2015. Revised Disaster Recovery test now Feb 2015.</p> <p>Position March 2015 DC Migration timeframe TBC. Disaster Recovery test will happen prior to any DC migration now. This is currently being scheduled.</p> <p>Position June 2015 IT modernisation is still to be agreed. The Disaster Recovery testing is expected to be completed in August 2015. DC migration will then follow this.</p>	<p>x</p>	<p>March 2014</p>

			<p>Position September 2015 This will now be reviewed in light of the decision to terminate the Capita contract.</p> <p>Position November 2015 <i>These recommendations will be taken into consideration in the new arrangement for the ICT service from June 2016.</i></p>		
The Disaster Recovery Plan is not current. The Council should take priority to ensure the kit list is updated and fit for purpose.	High	Capita Account Director	<p>The Council will ensure that the kit lists are updated and fit for purpose in conjunction with Capita who are responsible for the third party contracts for DR. IT DR and business continuity plans should be reviewed annually to ensure its continuing suitability, adequacy and effectiveness</p> <p>Position September 2015 The kit list has been updated for both Three Rivers and Watford Council's. There is now a draft disaster recovery plan in place.</p> <p>This will now be reviewed in light of the decision to terminate the Capita contract.</p> <p>Position November 2015 <i>These recommendations will be taken into consideration in the new arrangement for the ICT service from June 2016.</i></p>	x	August 2015
The lack of an effective testing strategy for Disaster Recovery may mean that gaps and defects in the plan may not be identified	High	Capita Account Director	<p>Once the kit lists are updated DR tests will take place on critical systems and their key dependencies</p> <p>Position September 2015 This is yet to be scheduled. This will now be reviewed in light of the decision to terminate the Capita contract</p> <p>Position November 2015 <i>These recommendations will be taken into consideration in the new arrangement for the ICT service from June 2016.</i></p>	x	August 2015

<p>There is insufficient evidence from Capita Secure Information Solutions LTD (CSIS) to support closure of actions to address performance issues</p>	<p>High</p>	<p>Capita Account Director</p>	<p>The CSIS account Director will agree a clear formal process for completion and closure of incidents within their team and gain formal approval of this process from Council</p> <p>Position September 2015 This is yet to be scheduled. This will now be reviewed in light of the decision to terminate the Capita contract</p> <p>Position November 2015 <i>These recommendations will be taken into consideration in the new arrangement for the ICT service from June 2016.</i></p>	<p>✘</p>	<p>August 2015</p>
<p>Key Performance Indicators (KPI's) and the inclusive Service Level Agreements are not being met, having been agreed by both parties and appropriate financial penalties are not being enforced</p>	<p>High</p>	<p>ICT Section Head Client</p>	<p>Discussions between the Council and CSIS should take place once improvements have been observed with the delivery of ICT Shared Services. This should encompass the current KPI definitions and how they are measured with associated targets. This would include the amount of physical evidence deemed appropriate and sufficient to support the closure of tickets</p> <p>Position September 2015 Remediation ended on July 31. This position is currently under review by Council Officers. Some outstanding remediation works have been moved by agreement between both parties to a continuous service improvement plan. Service levels continue to not be met for Helpdesk resolution. Service credits are to be applied from 1 August. Positive call closure remains in place whereby the policy is that no ticket is closed without agreement by the user themselves. The exception to this is if the user does not respond in 5 working days.</p> <p>This Council has taken the decision to terminate the Capita contract in June 2016.</p> <p>Position November 2015 <i>These recommendations will be taken into consideration in the new arrangement for the ICT service from June 2016.</i></p>	<p>✘</p>	<p>August 2015</p>