

Open Report on behalf of Executive Director Performance and Governance

Report to:	Audit Committee
Date:	26 September 2011
Subject:	Disaster Recovery - SAN Replacement

Summary:

The replacement of the Storage Area Network (SAN) for the Council is due to complete at the end of October 2011 and will include mirrored storage of data across two SAN devices. The new SAN devices have been installed, configured and tested and data migration from the old SAN devices is underway.

The loan SAN that was provided by HP following the SAN failure in November 2010 is still in place and Mouchel have agreed with HP that this will continue until the migration is complete.

Following the completion of this migration one of the two SAN devices will be relocated to a separate site to start to improve the Council's disaster recovery process.

A plan for further improvements in ICT resilience is being prepared and a report will be provided to the Executive making recommendations about improving disaster recovery for the County Council based on cost benefit considerations.

Recommendation(s):

That the Audit Committee notes the progress made in replacing the Council's storage area network and approach to further disaster recovery considerations.

Background

In November 2010 Lincolnshire County Council experienced loss of operational use of business critical ICT systems over a period of 5 days as a result of the failure of a key piece of technology, a storage area network (SAN) device, which responsible for the storage of much of the Council's business critical data. At this time the SAN which failed was a single point of failure as no other access to this data was possible. The data was not lost or compromised but was inaccessible by staff providing Council services.

As a result of this incident an additional SAN was provided on loan from HP, at no rental cost with the Council providing the additional storage disks (met from

contingency), to allow the most critical data to be replicated, reducing the impact of any further issues with the SAN prior to its replacement.

The Council's ICT Partner Mouchel has worked closely with Council staff to review the Council's data storage requirements and conducted a procurement exercise to enable them to provide the Council with a more up to date and resilient storage service.

The new equipment was installed during August and configuration and testing has now been completed. The movement of data from the old SANs to the new SANs is a time consuming exercise that has to be managed carefully to reduce impact on service provision; Council Services cannot use data whilst it is being transferred. This transfer process has now started, mainly taking place out of hours to maintain services and will be completed by the end of October removing the current reliance on old and loan equipment.

Following the completion of this data transfer one of the two new SAN devices will be relocated to another site to ensure that the Council's data is not all stored at the same location.

A plan for further improvements in ICT resilience is being prepared and a report will be provided to the Executive making recommendations about improving disaster recovery for the County Council based on cost benefit considerations.

Conclusion

Good progress is being made with the implementation of replacement SAN devices and this is planned to be complete by the end of October 2011 including all data transfer. This provides improved resilience and security for the Council's most business critical data.

Consultation

Councillor K J Smith, Executive Member for ICT is being kept up to date with progress of this activity.

a) Policy Proofing Actions Required

n/a

Background Papers

No background papers within Section 100D of the Local Government Act 1972 were used in the preparation of this report.

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