



**REPORT of  
DIRECTOR OF STRATEGY, PERFORMANCE AND GOVERNANCE**

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**to  
STRATEGY AND RESOURCES COMMITTEE  
5 DECEMBER 2019**

**IT BUSINESS CONTINUITY REQUIREMENTS**

**1. PURPOSE OF THE REPORT**

- 1.1 As part of the implementation of the Maldon District Council Future Model a review of the Information and Communications Technology (ICT) structure and functionality was undertaken. Six key areas of the onsite ICT infrastructure have been identified as requiring urgent works to ensure continuity of service and improved disaster recovery.
- 1.2 Replacement of the SAN Disk Array in conjunction with five other essential projects are required urgently to continue system functionality and service delivery from January 2020. This will cover the key areas of Maldon District Councils ICT Structure needs which will then last for the next eight to ten years. The predicted cost based on market estimates will be £130,000.
- 1.3 Each project has been itemised and broken down to give a complete view of the work required and tender exercises have been completed for all the proposals.
- 1.4 If this work isn't carried out the Council will lose access to its Revenues and Benefits, Civica and Uniform software as well as overall systems as saved data levels reach the limit of the current systems capacity. Due to the systems impacted this work is noted as business critical to the functioning of Maldon District Council.
- 1.5 The Committee are requested to approve this additional spend in the current financial year from the Capital Programme.

**2. RECOMMENDATION**

That the addition of the new SAN Array Disks as well as the implementation of the software for Revenues and Benefits, Civica and Uniform be approved as a capital scheme to the 2019 / 20 Capital Programme totalling an estimated £130,000.

**3. SUMMARY OF KEY ISSUES**

**3.1 SAN Array**

- 3.1.1 The Council is undergoing a Transformation Programme, and as part of the activity, there has been some investment and improvement to IT. Some of the remaining

legacy systems that were out of scope of the Transformation Programme are now approaching the end of their working life in their current versions and require renewal.

3.1.2 In addition, the Council is also at full server capacity for data storage and now, as a contingency, is having to delete data in the form of vital snapshots to fit in all current Council information and long-term backups. This is not secure as the equipment the Council has is at risk of failure and would cause significant service disruption, as experienced on the week commencing 9 September 2019.

3.1.3 Purchase of the new SAN Array would provide enough data storage capacity for a further ten years (based on current data usage and a quoted storage capacity of 129TB). The current equipment has been in situ for up to nine years.

### **3.2 Windows 2016 / 2019 Server addition**

3.2.1 Within the datacentre Maldon District Council (MDC) use a Microsoft Datacentre licence for all servers, this allows specialists to build an unlimited number of servers which can be fully licenced now MDC have the 2016 server licence, however, 2019 is now available.

3.2.2 To keep all servers up to date with current systems and services we require the new licence agreement which will in turn allow MDC to run 2019 server licences on all current and future systems.

3.2.3 Microsoft release a new server version once every three years and all companies support up to one version behind this meaning, we have a six-yearly window for scheduling.

### **3.3 Revenues and Benefits Version change (Software and Server)**

3.3.1 Capita will be withdrawing support for server 2008 as of January 2020. Due to this we now need to migrate the 2008 server housing Revenues and Benefits to server 2012 (the most up to date supported version Capita allow and included in the 2019 server licence). This in turn allows Capita to run the Revenues and Benefits software by January 2020.

3.3.2 Capita have a ten-day involvement in this change which is linked to the charges for this project. They would perform the Revenues and Benefits upload once the server is in place and build by MDC staff. This is due to Capita's retained access to the Revenues and Benefits database.

### **3.4 Civica version change (Software and Server)**

3.4.1 As of January, server 2008 will no longer be supported, to continue the support agreement with Civica, MDC would have to be moved to the latest version on a server with server 2016 minimum.

3.4.2 To achieve this Civica must move the software and data to a new updated server, this work is carried out by Civica and is quoted for below.

### 3.5 Uniform version change (Software and Server)

- 3.5.1 As with Civica the Physical Server on site is currently server 2008. Due to this being decommissioned we need to virtualise Uniform. To do this once the new SAN is in place and the new Datacentre licence is available MDC staff can setup a new virtual server for Uniform. Using this server Uniform engineers will then install the Uniform database to the latest version whilst transferring the server to the virtual environment, this will give MDC better disaster compliancy as well as a faster Uniform server for staff to work on. This is again a needed project to continue using Uniform after Jan 2020.

### 3.6 ESX Host Addition

- 3.6.1 Following the software works listed above, due to the additional stress on the current Datacentre Hosts we need to consider adding an additional ESXi host for the system. This will allow for the additional servers which are currently physical to be migrated to the virtual system giving better speed and control.

## 4. CONCLUSION

- 4.1 Without the above equipment and software replacement, the Council faces a real and very high risk of catastrophic data loss alongside the interruption to service delivery for staff and the public.
- 4.2 This equipment needs to be replaced at the earliest opportunity, using the most cost-effective procurement.

## 5. IMPACT ON STRATEGIC THEMES

- 5.1 This may have an impact on the Medium Term Financial Strategy (MTFS) as unplanned but business critical spending.

## 6. IMPLICATIONS

- (i) **Impact on Customers** – This proposal safeguards the service delivered to customers.
- (ii) **Impact on Equalities** – This proposal has no impact on equalities.
- (iii) **Impact on Risk** – This proposal significantly reduces risk to the organisation of not being able to perform its statutory duties.
- (iv) **Impact on Resources (financial)** – This proposal has an impact on the corporate reserve.
- (v) **Impact on Resources (human)** – This proposal has no impact on human resources.

- (vi) **Impact on the Environment** – This proposal has no impact on the environment.

Background Papers: None.

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