

Head of ICT and Financial Services

Project Update

Following the tender process outlined in my report to members of 29th January, the Disaster Recovery contract was awarded to Synstar Business Continuity on 29th March 2004. Synstar are a specialist Disaster Recovery and Business Continuity provider based in Livingston. They have a worldwide network of over 50 centres in 11 countries and have been providing this type of service for 22 years and successfully supported over 500 client disasters.

The contract applies to those servers originally identified by the SMT as key servers. It provides replacement equipment of similar specification to either the affected server site or the Disaster Recovery facility in Ardrishaig.

After the award of contract, a 90 day validation period commenced. During this time equipment and procedures of both Synstar and ICT were examined and tested.

The validation period culminated in a simulated dual server failure test on 21st – 22nd June 2004, which was carried out in the Disaster Recovery facility in Ardrishaig. The servers involved were the primary Kilmory e-mail server and the Campbeltown payroll/personnel server. Both servers were successfully restored well within the parameters set out in the Disaster Recovery plan and tested by users of these systems. The validation period and the subsequent testing were completed satisfactorily and a copy of the certificate is appended.

Building work on the Disaster Recovery facility, requested by Zurich Insurance, to enhance the security of the building is progressing. The alarm has been upgraded and Property have completed the design phase of the building work. It is stressed that the outstanding building security work does not directly affect the functionality of the facility nor has any impact on the operation of the live Disaster Recovery service from Synstar.

The contract is now considered fully operative. Exercises will be carried out at six monthly intervals to hone the response of the Disaster Recovery team and the Council's Internal Audit partners, KPMG, have agreed to audit the service in November and December of this year. Further details and all project documentation are available in Exchange, public folders under IT Dept and Disaster Recovery.

Judy Orr

Head of ICT and Financial Services

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For further information please contact: Gerry Wilson x8936