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**ARGYLL AND BUTE COUNCIL  
REPORT BY HEAD OF I.T. INFRASTRUCTURE**

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**AUDIT COMMITTEE**

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**SECOND INTERIM MANAGEMENT LETTER 2000/01 – I.T. UPDATE**

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This report updates members on the outstanding items from the Second Interim Management Letter 2000/01. At the time of the last report in October 2002, five items remained outstanding. My update to the Audit Committee outlined the pressures and resource difficulties faced by the IT department and the Committee agreed on a plan of action for the five remaining items. Despite those pressures, I am pleased to report that three of the 5 items have now been concluded with the remaining two proceeding as agreed at the last meeting.

The two remaining items are as follows:

1. Key Performance Indicators

An analysis of the most appropriate indicators has been concluded and a report submitted to the Management Team on 3 Feb 2003 for consideration. The report suggests applying the national Society of Information Technology Managers (Socitm) internal indicators to the service and these will be measured and reported on an ongoing basis.

2. Disaster Recovery

An initial contingency planning exercise has been completed and a decision taken to employ external assistance to progress the project. Newell and Budge are now working with IT staff to prepare a report on the options available to the Council to ensure Unix and Microsoft Exchange services face minimal disruption in the event of a disaster. The report will outline weaknesses in current server rooms and backup procedures, highlight the various commercial options available to the Council, including the delivery and configuration of replacement servers, prioritise services based on input from the IT management and senior officers of the Council, and suggest ways in which a recurring contingency planning exercise can be introduced to the Council's standard procedures. A request for funding has been included in the forthcoming budget process and the report will be submitted to the Management Team in March 2003.

Gerry Wilson  
Head of I.T. Infrastructure  
29 January 2003