

ARGYLL & BUTE COUNCIL
SECOND INTERIM MANAGEMENT LETTER 2000/01
JULY 2001 (Updated 29 January 2003)

SECOND INTERIM MANAGEMENT LETTER

SECTION 6: ACTION PLAN

Reference No.	Recommendations	Responsible Officer	Agreed Date of Implementation	Update as at 11/10/02	Update as at 29/01/03
Ref 1	A review of controls over dial-up access should be undertaken and improvements made. Examples are: Restrictions on the use of dial up networking should be included within third party contracts and all dial-in requests should be formally recorded.	A. Connolly	End December 2001	Still having technical problems. Task has been reallocated and alternative funds have been identified. Completion date is now December 2002.	All technical problems have been resolved. A new procedure has been introduced which requires all third party access to be logged at the service desk. Procedure for requesting access by third party completed.
Ref 2	Service Level Agreements and maintenance contracts held with third parties should be updated on an on-going basis, have a confidentiality clause, and where relevant contain a clause regarding external dial-up.	K.Duncan	Stage 3 & 4 : End December 2001 Stage 5 : End March 2002	Administration support is now in place and existing maintenance contracts are being collated and reviewed. Appropriate training has been planned to allow scanning and indexing of documents for central storage. Completion date is December 2002.	The Contracts with those suppliers who support our business applications and/or have remote access to the Councils network have been revisited to introduce revised terms and conditions relating

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					to Confidentiality. Procedures for controlling Remote Access to our networks have been introduced as part of our existing agreements with those suppliers. Relevant contract documents have been collated centrally and following resolution of technical problems with scanning equipment, all will be available in electronic format centrally.”

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Ref 3	<p>In order to increase system resilience it is recommended that a contingency and scenario planning exercise be undertaken. This should enable a full risk assessment to be made and a detailed disaster recovery plan to be developed. This plan should then be tested and updated on an ongoing basis.</p>	G. Wilson	End October 2001	<p>The Information Security Forum has now been established. G Wilson is preparing a presentation on a full scale information security disaster recovery initiative to the forum. The project will have significant financial and resource implications for the Council with no budget yet identified to implement any solution. A contingency and scenario planning exercise will be undertaken prior to Christmas and will include an assessment of the Council's insurance policies to determine if data recovery and</p>	<p>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,</p>

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				<p>contingency costs can be partially met from insurance policies. A full risk assessment based on securing or replacing IT systems in the event of a disaster will have to follow</p>	<p>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.</p>

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Ref 4	Formal key performance indicators for the IT department should be established and reported to management on a regular basis.	G.Boyd	End September 2001 End December 2001	Currently looking at measurable P.I.'s Expect to have P.I.'s established and reported by end of December 2002.	Following review of options, IT propose to apply the current SOCITM Internal KPIs to their service . This proposal will be reported to the Council Management Team on 3 rd February 2003 and , subject to their approval , calculations against those KPIs will then start .
Ref 5	Controls over the Council network should be strengthened.	A.Connolly	End October 2001 April 2001	Are currently working on procedures – no date as yet. Are pushing to get a number of procedures by end of March 2003.	The procedure for authorising major changes to the network has been completed.

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				<p>Has not been done due lack of resources – should be done by March 2003. If not done by January 2003 additional staff will be brought in to do this. A new server has been installed to control FTP access. Work Completed. Backups are monitored manually – automatic monitoring is not essential. Work Completed</p>	<p>Router configuration sheets have been updated as required.</p>