**ICT progress update**
Audit Committee meeting 25 June 2012

# 1   Introduction

1.1   This report summarises the applicable elements of the ICT activity that are relevant in terms of a progress update that needs to be shared with the Audit Committee.

# 2   Progress Summary

**Work performed and work planned in relation to ICT security and Vulnerability Management**

2.1   Prior to the formation of One Connect Limited the county council's ICT services had taken an approach which selected security and vulnerability management products from multiple software vendors. Whilst this was seen as a good approach to get specific 'best in class' products, it did give a fragmented view of incidents and security.  A holistic view of all threats and management of threats was difficult and in many cases not possible to deliver.

2.2   In addition, it was identified very early in the delivery of the service by One Connect Limited that this area needed significant focus and attention. Specifically gaps were identified with respect to intrusion detection and security of laptops when they leave the corporate network and come back onto the network in support of an increased need for staff to be more mobile.

2.3   One Connect Limited have signed an enterprise agreement with a BT preferred supplier that is deemed as one of the market leaders in security protection and vulnerability management. This security product set is in the process of being implemented over the next 3 – 6 months. Through this work it will enable a single console view to be implemented that will allow the correlation of all vulnerabilities, events and threats across the organisation. With ability to drill down into the detail on individual incidents.

2.4   It is envisaged that after this has been implemented an audit will be performed to demonstrate the improvements that this has achieved against the previous concerns that were raised.

**Work performed and work planned in relation to the current Data Centre facility**

2.5   In the Audit progress report dated March 26th 2012 it was identified that the current data centre can meet current requirements, but an increasing number of services are being offered to other organisations and the council itself is increasing its reliance upon ICT solutions for the delivery of its own services. In addition, further demand for ICT services will exceed the data centre's current capacity,

2.6   In response to this One Connect Limited have been working with the council's property group over the last 6 months evaluating locations in County Hall to solve the highlighted issues. After numerous investigations One Connect Limited with the property group have agreed that no suitable location is available in the County Hall building that can meet the required standards for a modern data centre facility in the existing building.

2.7   It is deemed that the correct location is still County Hall and One Connect Limited have submitted a work package that has been approved by the County

Council to undertake with Property Group a feasibility study for a new data centre build on site at County Hall in the vicinity of the Portakabin 4 location. This exploratory work has just begun and it is expected to conclude in approximately 6 weeks. This will result in an agreement that subject to planning approval and acceptance of a proposal from the county council, a new data centre facility can be built that will be seen as a flagship data centre for the county council.

2.8 Realistically even with agreed planning permission, county council approval and accelerated building work and technical implementation, it is unlikely that the new data centre will be operationally live before the end of 2012, however all parties will ensure the timescales are realistic but optimised.

2.9 In parallel to this activity One Connect Limited has started to work on reviewing business continuity and is also considering options to provide a second data centre to create increased business continuity with respect to providing resilience should any major disaster occur that would mean a loss of the current data centre This work is being pursued in parallel to the new data centre activity.

**Work performed and work planned in relation to the Information Governance and Acceptable Use Policies (AUP's);**

2.10 One Connect Limited have been reviewing all of the Acceptable Use Policies and Information Governance Policies. In relation to this the ICT governance team are working making these easier to understand and ensure that staff are fully aware of their obligations. This is work in progress and will be completed over the next 6 months.

2.11 This activity is work in progress and will be led by the ICT Governance team, it will be reviewed and approved through the reformation of the Corporate Information Governance Group (CIGG) and the transfer of the Senior Information Risk Officer (SIRO) role and responsibility for information governance back to the council as this is wider than just ICT governance.

2.12 The vision is to make the content more readily available as clear concise, up to date online material that staff would access via mandatory e-learning and regular compliance checks and acceptance of obligations.

**Update in relation to other specific Audit issues relevant to ICT raised on the 26th March 2012 report**

**ICT vulnerability management**

2.13 See section 2.1 – 2.4 above

**Web/ internet use**

2.14 See section 2.1 – 2.4 above

**Management of children's social care referrals**

2.15 With respect to the ICT element around ceased workers, a work package and requirements definition are in the process of being agreed with the county council with respect to processes and technology that will allow a "joiners,

leavers, movers" process to be implemented alongside the implementation of an Identity Management System.

2.16 This will deliver single sign on and authentication and avoid multiple passwords being held. In addition this will also enable 'role based' authentication to be implemented for work groups and specific jobs such as social workers. This will ensure that access and control can be easily managed and controlled centrally to ensure individuals have the correct and appropriate authentication and access control that can easily be revoked where required.

## 3   What next  in relation to major ICT changes

3.1   The above project activities are all key priorities and these subject to approval by the county council, will form the priority of ICT's work alongside any other transformation Service Improvements Plans.

3.2   The work packages that will allow a more mobile workforce will be key moving forward and whilst these will be challenging, the security product sets and Identity management solutions will be essential to ensure that security and compliance is key.

3.3   In addition over the coming months an increased engagement with all directorates by ICT led by Andy Yates ( Head of Enterprise Architecture  and Design) will ensure that One Connect Limited ICT are delivering ICT solutions that align to the business requirements of each directorate.

3.4   This summary is a snapshot of activities on-going in ICT, for further information do not hesitate to contact :

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