


# Business Bulletin

## **Governance, Risk and Best Value Committee**

**10.00am, Tuesday, 17 September 2024**

Teams Meeting

# Governance, Risk and Best Value Committee

Convener:	Members:	Contact:
<p>Councillor Kate Campbell</p> 	<p>Councillor Jule Bandel            Councillor Jack Caldwell            Councillor Christopher Cowdy            Councillor Katrina Faccenda            Councillor Simita Kumar            Councillor Joanna Mowat            Councillor Adam Nols-McVey            Councillor Kayleigh O'Neill            Councillor Tim Pogson            Councillor Louise Young</p>	<p><a href="#">Rachel Gentleman</a>            Committee Services            Manager</p>

Recent news	Background/Contact
<p><b>By Councillor Jenkinson - IT Service Availability (<a href="#">GRBV 7 May 2024</a>)</b></p> <p>A briefing note was circulated to GRBV Committee members on 9 May 2024 with a response to the request below.</p> <p>GRBV Committee on 4 June 2024 agreed that the briefing note circulated to members in response to the motion by Councillor Jenkinson - IT Service Availability is made public in the next Business Bulletin, with any commercially sensitive information being removed. (see below).</p> <p>Committee:</p> <ol style="list-style-type: none"> <li>1) Notes the system-wide IT outage on 11th April 2024 which affected both the learning and teaching (schools) and the corporate (non-schools) networks.</li> <li>2) Further notes that this planned outage impacted Wi-Fi, landlines, remote access, the Council's website, the Orb, MS Teams, libraries, myHR, Verint, plus many other internal and external facing systems.</li> <li>3) Agrees that it is inappropriate to plan a system-wide outage during the online working day.</li> <li>4) Therefore requests a Business Bulletin update to the next meeting of GRBV detailing the business case, technical detail (if</li> </ol>	<p><a href="#">Nicola Harvey</a></p> <p>Service Director –            Customer &amp; Digital            Services</p> <p>Corporate Services            Directorate</p> <p>Tel: 0131 469 5006</p>

not commercially sensitive), impact analysis and any financial implications this planned outage had on the Council.”

### Briefing Note Content

As part of planned works to continue to enhance the security of Council’s estate, on the night of 9th April 2024, CGI in tandem with Digital Services, concluded work to upgrade our networks – corporate, L&T and People’s Network.

This was a major piece of infrastructure work, which in the main was implemented successfully. Following this work, the majority of services were accessible and colleagues largely unaffected. During a post review of the implementation, a few areas were identified where remedial action was required. CGI worked on these issues with their suppliers over Wednesday 10th April and into Thursday 11th April as part of a ‘fix forward’ approach rather than disrupting all services with a rollback and a future outage.

This remedial work, agreed on the morning of the 11th April, was then planned to take place on Thursday 11th of April at 12:45 pm, with the aim of keeping disruption to a minimum, and also to enable the issues to be resolved quickly.

Communications were issued to Council colleagues to advise of potential disruption. The configuration changes carried out by the supplier involved, along with a reboot of the servers, were completed as planned within the allotted time and this in turn avoided a roll back of the upgrade and any further future outage/operational downtime.

As a general rule, the Council does not support planned system outages during the working day, and only supports these in exceptional circumstances. It should be noted that there is a large programme of operational IT change agreed between CGI and the Council and any outages for this are completed out of normal working hours.

Council notes that Planned outages during the working day are, and will continue to be, exceptional and agreed only where the outage is to restore services or prevent an unplanned outage as was the case on 11th April.

### **Capital Investment Board Update**

The Capital Investment Board met in May and agreed Terms of Reference and the Board approach to governance and oversight of the Council’s capital investment programme.

The Board will be chaired by the Interim Executive Director of Place and will meet quarterly.

[Alison Coburn](#)

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