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East Dunbartonshire Council

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Information and Communication Technology

Major Incident Review 2013

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Purpose

This document aims to outline the procedures in place to effectively respond to and investigate any major ICT incidents that may occur.

A major incident will be any unplanned ICT service outage that is either defined in the major incident procedure or which may either cause, or have the potential to cause an impact on business critical services or systems or be an incident that has significant impact on reputation, legal compliance, regulation or security of the council.

Scope

To outline the process as well as roles and responsibilities of all those involved in any major incident and post incident reviews.

The major incident process will be declared and invoked as a result of:

- During normal Business Hours - a significant number of calls relating to the same issue being received by the Service Desk where the agreed criteria applies i.e. where significant business impact or reputation, legal compliance, regulation or security of the council is affected.
- Out of Hours – the Emergency Response Centre highlighting a possible major incident to a member of the ICT Management Team who would evaluate if the above criteria has been met, and invoke the major incident process, as part of the councils' business continuity plan.

Outline

A major incident process is defined as - a plan to ensure that any unplanned ICT service outage that has high visibility or may impact on the day to day business operations of the council is managed and coordinated by a dedicated major incident manager and team until full service is restored.

The process must have an effective and efficient system for responding to major incidents, which is appropriate to each individual circumstance.

This is to:

- ensure that an appropriate major incident manager is identified
- document appropriate arrangements to ensure that major incidents are identified and reported promptly to the major incident manager
- ensure that the major incident manager can call on a cross section of ICT staff as required to create an effective "fit for purpose" investigation team
- provide timely and effective communication to all stakeholders during a major incident
- ensure that an effective plan is in place to invoke internal and external partner involvement and support when required

- conduct a review of each major incident when service has been fully restored
- provide information about the cause of any major incidents and any relevant findings from investigations to identify root causes and options for a permanent solution to prevent the same or similar major incidents happening again
- liaise with all stakeholders and council management where applicable to confirm that any appropriate action to be taken or that any improvements to existing procedures will be implemented within an agreed specified timescale

Roles and responsibilities

The following roles and responsibilities are defined for managing major incidents:

Major Incident Manager

- This will be the ICT Support Team leader or in their absence a member of the ICT Management Team. The major incident manager will be responsible for coordinating the response to the incident from initiation to resolution. One of the first tasks will be to evaluate the impact and gather a cross section of ICT staff with varying skills and expertise which they feel will be best placed to resolve each specific incident. This initial team will remain fluid and may change for the duration of the Incident. The major incident manager will also be responsible for alerting the ICT Manager of the requirement to invoke the business continuity Plan if required. This document will be linked to the BC plan.

Problem Manager

- Once we have implemented a defined Problem Management process, an ICT Project Leader (Support) will take on this responsibility.

Major Incident Team

- This will consist of a cross section of ICT Staff as identified by the major incident manager, and its members may change as the incident develops or as required. It is expected that after consultation by the major incident manager with the respective Team Leaders or ICT Manager, that the requirements of this team will take priority over any existing workload.

Communication Lead

- The major incident manager will be the focal point for providing effective and timely updates and information during a major incident. They will take advice and guidance from the members of the major incident team. The ICT Service Desk Advisor will be responsible for ensuring the agreed communications are sent at the agreed intervals
- A priority role for the Service Desk will be to confirm affected systems and stakeholders and present this information to the incident team for consideration in creating a communication plan and update schedule. The ICT Service Desk is the custodian of the business continuity key contacts.

Communication Guidelines

It is expected that any communication plan will include updates to:

- **ICT Information Sources**

At the initiation of any major incident the following ICT Information sources will be updated to include information on the major incident:

- ICT Service Desk telephone message
- Self Service Portal (major incident update)
- ICT Analysts WebDesk support page (feeds from SS Portal)

- **All ICT Staff**

It is important that all ICT staff are made aware that a major incident has been declared and that the procedures contained in this document are being put in place.

- **Relevant stakeholders of affected systems** (appendix A)

An important part of any communication plan will be to inform and update the affected stakeholders on the major issue, as to what is being undertaken to resolve the problem as well as outline any interim solutions or workarounds being put in place. As part of the communication plan a schedule for updates to all parties will be agreed and implemented.

- **Emergency Response Centre**

Particular importance must be placed on any communication where a major incident impacts on any services delivered through the ERC

- **Internal and external partners** (appendix B)

If any internal or external partners are involved to resolve a major incident the communication plan must include agreed regular updates throughout the major incident until it is fully resolved. These updates will also inform the communication to stakeholders of affected systems

Post Major Incident Review

When any major incident has been investigated and resolved with full service restoration complete a review board will be convened to investigate each major incident.

The review board should consist of the following:

- At least one member of the ICT management team
- The major incident manager
- The problem manager
- ICT service desk adviser
- Relevant members of the major incident team (as required)
- Relevant stakeholders

The resultant documentation and feedback from any major incident review must:

- Ensure the course of events and decisions made during the major incident were recorded and documented effectively
- Identify root causes and options for a permanent solution to prevent the same or similar major incidents happening again where applicable
- Outline any changes or updates to current documentation or procedures
- Outline any requirements for skills, knowledge transfer or training
- Provide information for stakeholders and council management where applicable to confirm that any recommendations made or tasks assigned will be implemented within an agreed specified timescale



Contact Details

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