

Appendix D - Disaster Recovery Arrangements - List of Critical IT Systems

Critical IT Systems Requiring Recovery Within 24 Hours

(In Addition to Corporate Telephony, Internet, Email, CIS Intranet and S Drive)

System	Service Area	Users (Critical Functions)	Contact Name	Notes	System Covered by DR Plan?
CareFirst	Health & Wellbeing Partnership	Providing Community Care Act assessments.	Jeff Saffin		Covered
		Safeguarding Adults.	Jeff Saffin		
		Providing a hot cooked community meal.	Jeff Saffin	Recovery required within 0.5 day	
		Providing personal home care services.	Jeff Saffin	Recovery required within 0.5 day	
		Homelessness.	Jeff Saffin		
		Providing Residential care.	Jeff Saffin		
		Providing Mental Health Act assessments.	Jeff Saffin	Recovery required within 1 hour	
		Housing, accommodation and home seekers.	Jeff Saffin		
		Providing domestic home care services.	Jeff Saffin		
		Brokerage Support.	Jeff Saffin	Recovery required within 1 hour	
	Children Young People and Family Services	Front-line Childcare Duty Services	Trina Shane		
		Children in Care	Charlie Moat		
		Children in Need	Trina Shane		
		Support to Disabled Children and Duty Service at RUH	Trina Shane		
		Maintain Record of Children with Protection Plans	Margaret Hudd		

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System	Service Area	Users (Critical Functions)	Contact Name	Notes	System Covered by DR Plan?
		Children Subject to Statutory Orders	Charlie Moat		
	Resources and Support: Finance	Maintain and develop social services client records system for children and adults.	Richard Brewer		
Maracis	Health & Wellbeing Partnership	Providing Mental Health Act assessments.	Jeff Saffin	Recovery required within 1 hour	This is a NHS system so not included in our DR service.
Housing Register	Health & Wellbeing Partnership	Housing, accommodation and home seekers.	Jeff Saffin		This is Abritas, externally hosted so not included in DR service
Agresso	Health & Wellbeing Partnership	Process payments to providers.	Jeff Saffin		Covered
	Resources and Support: Finance	Financial Systems Management	Rob Cook		
	Resources and Support: Finance	Payment - Processing of payments for vulnerable persons	Andrew Baldwin/Helen Caldwell		
	Resources and Support: Finance	Deputyship Role for vulnerable persons	Andrew Baldwin/Helen Caldwell		
	Resources and Support: Finance	Payments to suppliers for goods and services and reimbursements of Petty Cash floats made via Agresso.	Andrew Grieve		
	Resources and Support: Finance	Treasury Management	Gary Adams		
	Revenues Benefits and Council Connect	Benefits Processing	Helen Lossl		
	Revenues Benefits and Council Connect	Council Tax & NNDR Billing, Collection and Administration	David Waters		

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RON	Legal and Democratic Services	Registrars	Alison Manning	Recovery required within 3 hours	Not covered, but externally hosted
Stopford Booking System	Legal and Democratic Services	Registrars	Alison Manning	Recovery required within 3 hours	Not covered, but externally hosted
ICS	Children Young People and Family Services	Front-line Childcare Duty Services	Trina Shane		Covered
	Children Young People and Family Services	Children in Need	Trina Shane		
	Children Young People and Family Services	Support to Disabled Children and Duty Service at RUH	Trina Shane		
Young Offender Information System	Children Young People and Family Services	Youth Offending Team: [Youth Court and Young People in Custody]	Sally Churchyard		Not covered
UMIS and NATSEN - web-based	Children Young People and Family Services	Youth Offending Team: [Youth Court and Young People in Custody]	Sally Churchyard		Not covered
Documentum	Children Young People and Family Services	Children in Care	Charlie Moat		Not covered
	Children Young People and Family Services	Children Subject to Statutory Orders	Charlie Moat		

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	Resources and Support: Finance	Maintain and develop social services client records system for children and adults.	Richard Brewer		
Resourcelink	Resources and Support: Property Services	Provision of community meals to vulnerable adults	Ian Crook		Covered
	Resources and Support: Property Services	School Meals	Ian Crook		
	Improvement and Performance: Human Resources	Resourcelink	William Harding / Claire Young		
Door Entry System	Resources and Support: Property Services	Facilities Management	Alison Hayes	Recovery required within 30 minutes	Not covered
Asbestos Database	Resources and Support: Property Services	Building Consultancy: Emergency property maintenance to key buildings	Dave Bull / Kevin Moore	Recovery required within 30 minutes	Covered
Landesk software	Resources and Support: Transformation	MBS IT Help Desk	Tony Deacy/Sally Cummings		Mouchel system
Mitel phone system	Resources and Support: Transformation	MBS IT Help Desk	Tony Deacy/Sally Cummings		Will be covered after upgrade
	Revenues Benefits and Council Connect	Council Connect Contact Centre / Switchboard to access services	Emma Stevens		

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IDS Web - Share point knowledge base.	Resources and Support: Transformation	MBS Desk Top Support	Tony Deacy/Sally Cummings		Mouchel system
	Resources and Support: Transformation	MBS Server Support	Tony Deacy/Sally Cummings		
	Resources and Support: Transformation	MBS Network Support	Tony Deacy/Sally Cummings		
	Resources and Support: Transformation	MBS Application Support	Tony Deacy/Sally Cummings		
Servers Alive - Server monitoring	Resources and Support: Transformation	MBS Server Support	Tony Deacy/Sally Cummings		Mouchel system
HP Insight Manager - monitors health of all server hardware.	Resources and Support: Transformation	MBS Server Support	Tony Deacy/Sally Cummings		Mouchel system
VPFM & Netvoyant - network monitoring & analysis	Resources and Support: Transformation	MBS Network Support	Tony Deacy/Sally Cummings		Mouchel system
Ops Manager - Telecomms monitoring software.	Resources and Support: Transformation	Telecoms Support & Switchboard	Tony Deacy/Chris Curtis		Mouchel system
Client Software to workstations	Resources and Support: Finance	Financial Systems Management (Council Payments, Cash posting)	Rob Cook		Covered

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Cheque printer	Resources and Support: Finance	Financial Systems Management (Council Payments, Cash posting)	Rob Cook		This is a networked printer used for standalone cheque printing. So covered by Network resilience.
WINBACS	Resources and Support: Finance	Financial Systems Management (Council Payments, Cash posting)	Rob Cook		PC based, not covered but being replaced by client server version
	Revenues Benefits and Council Connect	Benefits Processing	Helen Lossl		
	Revenues Benefits and Council Connect	Council Tax & NNDR Billing, Collection and Administration	David Waters		
RADIUS cash receipting	Resources and Support: Finance	Financial Systems Management (Council Payments, Cash posting)	Rob Cook		Covered
	Revenues Benefits and Council Connect	Council Connect Contact Centre / Switchboard to access services	Emma Stevens		
	Revenues Benefits and Council Connect	Council Connect Front-facing Offices (Keynsham, Guildhall Bath, Hollies)	Emma Stevens		
	Revenues Benefits and Council Connect	Benefits Processing	Helen Lossl		
	Revenues Benefits and Council Connect	Council Tax & NNDR Billing, Collection and Administration	David Waters		
Scan Coin Payment Kiosks - relies on a network windows server (Vulcan) which logs all monies taken by the machines.	Revenues Benefits and Council Connect	Council Connect Front-facing Offices (Keynsham, Guildhall Bath, Hollies)	Emma Stevens	Support for this is also provided by third party suppliers	Backend d/base is covered

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SAP CRM (Live) and SAP connector (provides link SBS Confirm / CRM)	Revenues Benefits and Council Connect	Council Connect Front-facing Offices (Keynsham, Guildhall Bath, Hollies)	Emma Stevens		Not covered
BucksNet eCash (Epay system)	Revenues Benefits and Council Connect	Council Connect Front-facing Offices (Keynsham, Guildhall Bath, Hollies)	Emma Stevens	Internet required for E-Pay access	Not covered
NorthGate Revenues & Benefits (Live)	Revenues Benefits and Council Connect	Council Tax & NNDR Billing, Collection and Administration	David Waters		Covered
	Revenues Benefits and Council Connect	Benefits Processing	Helen Lossl		Covered
Civica Comino – Live	Revenues Benefits and Council Connect	Council Tax & NNDR Billing, Collection and Administration	David Waters		Covered
	Revenues Benefits and Council Connect	Benefits Processing	Helen Lossl		Covered
Cems & Crem software - in-house system.	Customer Services: Environmental Services	Cemeteries and Crematorium	Rosemary Tiley	Immediate recovery required	Not covered
CAPS Uniform	Customer Services: Environmental Services	Hazardous Waste / Contaminated Land	Cath Humphries		Covered
	Customer Services: Environmental Services	Pest Control	Cath Humphries		Covered

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	Customer Services: Environmental Services	Infectious Disease Control (incl Food-poisoning)	Sue Green		
	Customer Services: Environmental Services	Food Alerts	Sue Green		
	Customer Services: Environmental Services	Response to high priority complaints about food / food premises	Sue Green		
	Customer Services: Environmental Services	Workplace accident investigations	Sue Green		
	Customer Services: Environmental Services	Zoonoses Control	Sue Green		
Groundview	Customer Services: Environmental Services	Hazardous Waste / Contaminated Land	Cath Humphries		This is a PC based system, externally supported.
SBS	Customer Services: Environmental Services	Dangerous dogs	Cath Humphries		Covered
ICPS	Customer Services: Environmental Services	Parking Services – Emergency Maintenance/Mgt of Car Parks	Kelvin Packer		Not covered, parking system
WPS	Customer Services: Environmental Services	Parking Services – Emergency Maintenance/Mgt of Car Parks	Kelvin Packer		Not covered, parking system

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Parkmobile	Customer Services: Environmental Services	Parking Services – Emergency Maintenance/Mgt of Car Parks	Kelvin Packer		Not covered, parking system
Parkeon	Customer Services: Environmental Services	Parking Services – Emergency Maintenance/Mgt of Car Parks	Kelvin Packer		Not covered, parking system
UTMC - Traffic Signals system	Customer Services: Environmental Services	Street Lighting Maintenance Illuminated Traffic Signs Maintenance	Kelvin Packer		Not covered
One system	Customer Services: Environmental Services	Home to school transport	Jon Evans		Covered
Newsflash	Improvement & Performance: Comms & Marketing	Media communications	Jonathan Mercer		This is a PC based system so not covered by the DR Service
GIS Planweb	Resources and Support: Risk and Assurance	Emergency Duty Officer (Risk Management Team)	Andy Cox/Richard Look		Not covered
Bankline	Resources and Support: Finance	Treasury Management	Gary Adams		Backend dbase is covered