

Governing Body (public) meeting

DATE: 26 March 2015

Title	Disaster Recovery Test – March 2015
Recommended action for the Governing Body	<p>That the Governing Body:</p> <p>NOTE the outcomes of the CCG's second Disaster Recovery Test that took place on the 5th March 2015 as detailed below.</p>
Executive summary	<p>Introduction/Context: The CCG undertook its first Disaster Recovery test of its critical business systems on the 6th May 2014.</p> <p>Its second test took place this year on Thursday 5th March 2015 and was designed to test the CCG's response and processes in place in the event of an incident leading to the inaccessibility of the 221 Erith Road offices.</p> <p>As with last year, the DR exercise also tested staff access to the CCG's IT servers and systems from the CCG's disaster recovery centre which is deployed at Erith Health Centre. This gets activated in the event of a major incident taking place rendering the Head Quarters site at 221 Erith Road becoming unavailable to staff and access to systems then being diverted to the disaster recovery site at Erith Health Centre.</p> <p>This report describes the CCG's response to the notification of a major incident and the outcomes of the processes that were invoked during the test period.</p> <p>Scenario of the Disaster Test Event: At 10.00am on Thursday 5th March 2015 the CCG HQ building at 221 Erith Road became inaccessible to staff and visitors due to a complete power failure, with no lighting or heating and the backup generator failed to start. All critical IT systems at 221 and the CCG phone system were affected.</p> <p>Process of Events: An urgent alert SMS message was sent to all Directors and Assistant Directors advising them of the situation and asking them to cascade this information to their line reports and to advise that further updates would be accessible via NHS Mail.</p>

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This was done either verbally or by forwarding the SMS message onto relevant members of their teams.

An email alert using the NHS Mail service was also sent to all staff providing the same information in order to ensure that all staff received the message whether through their line manager or by email.

The outcomes summary attached illustrates the following findings:

- All staff within the CCG on the day had been informed of the test, either via the SMS alert message, the email message or by a systematic walk round of the building by the Director of Governance and Quality.
- Those staff nominated to support the DR test on the day had all been informed and met in the DR test room within 10 minutes of the incident notification to test accessibility of the key CCG systems.
- All of the critical CCG business systems tested were all accessible using the DR equipment based at Erith Health Centre. This included those systems physically hosted at Erith Health Centre as well as those externally hosted, i.e. SBS, NHS Mail, Bexley CCG Website, etc. Full details of the systems tested can be seen in appendix A.
- A short staff survey was conducted after the event, the results of which can be seen in Appendix B.

In conclusion, it was felt that the overall DR processes that took place within the CCG to test the response and the accessibility of the systems and servers on the CCG's DR site worked well.

Going forwards, the following process improvements for the DR test process are recommended:

- a) Disaster Recovery event to be declared by Chief Officer or Director within CCG who will notify the Assistant Director of ICT to run the DR processes as planned and tested above.
- b) The ICT team to set up an additional two icons on the RDP server to enable finance staff to access the SBS Oracle main screen and the South East CSU Portal easily.

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	<p>c) Whilst the current telephony system's ability to redirect any calls made to the CCG to a mobile phone was tested during a live event from the 19th December 2014 to 5th January 2015, it is recommended that the replacement telephony system being implemented in Quarter 1 of 2015 is also tested for its business continuity functionality and features during the next CCG DR test.</p> <p>Improvements were seen this year within the cascading of the information across the whole CCG; some of this could be attributed to staff receiving an NHS Mail email notification this year as well as receiving the information from line managers or the Executive Team verbally notifying staff already within the building.</p> <p>The CCG's Disaster Recovery process will be routinely tested on an annual basis.</p>	
Which objective does this paper support?	Patients: Improve the health and wellbeing of people in Bexley in partnership with our key stakeholders	
	People: Empower our staff to make NHS Bexley CCG the most successful CCG in (south) London	✓
	Pounds: Delivering on all of our statutory duties and become an effective, efficient and economical organisation	✓
	Process: Commission safe, sustainable and equitable services in line with the operating framework and which improves outcomes and patient experience	✓
Organisational implications	Key risks <small>(corporate and/or clinical)</small>	Without routine business continuity and disaster recovery tests being undertaken, the CCG could be at risk of key systems becoming inaccessible to staff during a major incident that may trigger longer term effects on business as usual.
	Equality and diversity	N/A
	Patient impact	N/A
	Financial	Dependant on the level and length of incident there may be financial implications to bear.
	Legal issues	N/A

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	NHS constitution	N/A
Consultation (public, member or other)	N/A	
Audit (considered/approved by other committees/groups)	N/A	
Communications plan	N/A	
Author	Nisha Wheeler, Assistant Director of ICT	
	Clinical lead Dr Howard Stoate CCG Chair	Executive sponsor Simon Evans-Evans Director of Governance and Quality
Date	6 March 2015	

SCENARIO TESTING OUTCOMES SUMMARY	
Staff involved in the testing:	Judith H, Jon W, Christine T, Charles OH, Joyce D, Eva D, Sukhbir S, Ravinder P
Time of notification from alert:	The testing notification was sent via NHS net SMS message at 9:57 am, using Bexley CCG DR distribution list on NHS Mail. Notification was provided to Directors and Assistant Directors to cascade the alert to team members.
How staff received the notification:	Staff received notification via the cascade process via their line manager, NHS Mail message and verbal communications from staff on the premises.
Time of volunteer staff attendance to testing area.	<ul style="list-style-type: none"> • First staff arrived between 10:02am and 10:09am • Survey results show that 84% of staff were aware of the testing incident within the first 15 minutes of the alert being raised.
Systems required to continue business working?	<ul style="list-style-type: none"> • Network access (O Drive)(Microsoft programmes) • Internet • Intranet • NHS Mail • Shared Business Services (SBS) • BPS • Safeguard (For incident reporting, Patient Experience Team) • Quality Management Alerts System
Testing scenarios	<p>The staff volunteers were provided with different scenario testing as follows:</p> <ul style="list-style-type: none"> • To access the organisation internet and intranet sites • To access NHS Mail (External system) • Gain access to the network drive (O Drive) with VPN token and Cisco Client installed using the DR backup site • Gain access to the network drive (O Drive) with no VPN or Cisco Client installed using the backup site. The staff volunteer made contact with members of the ICT Team via telephone, who provided instructions on installation and support • To access the Quality Alerts Management System and Safeguard system to resume normal work • A Finance member of staff to access SBS and BPS systems.
Outcomes synopsis	<ul style="list-style-type: none"> • All staff were able to access the systems required to resume business functions. • Positive feedback was received, with staff being able to access various systems between 10 – 30 minutes.

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<p>Contact made to other members of staff to assist in the process.</p>	<ul style="list-style-type: none"> • The majority of staff made contact with the ICT support team to assist with installation or instructions with some of the scenarios.
<p>Any other comments?</p>	<p>Comments made:</p> <ul style="list-style-type: none"> • Very smooth • Perfect test, but needed some help from ICT to access the O Drive • Easy – Well done ICT Team • Communications Team may also be able to use Twitter for messaging which can be accessed via mobile and web access.

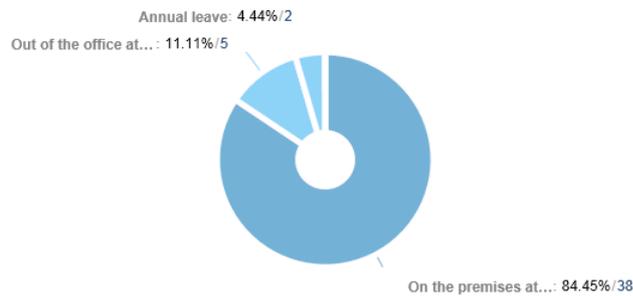


**APPENDIX B
DR TRESTING
REPORT**

DR SURVEY RESULTS TAKEN BETWEEN 4TH MARCH – 10TH MARCH 2015

1 Please state your location when the Disaster Recovery test took place on the 5th March. 45 Respondents
Please state your location when the Disaster Recovery test took place on the 5th March.

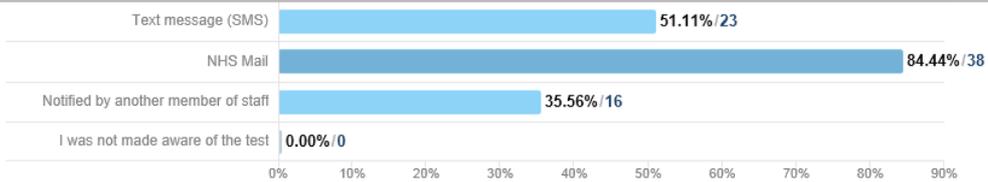
Bars Pie Data



TIMELINE Mar 4, 2015 - Mar 10, 2015

2 How did you find out about the disaster event taking place? 45 Respondents
How did you find out about the disaster event taking place?

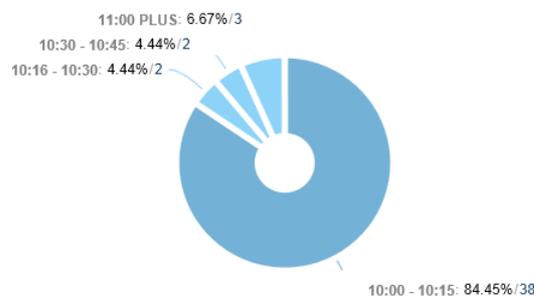
Bars Data



TIMELINE Mar 4, 2015 - Mar 10, 2015

3 At what time were you aware that a disaster testing was taking place? 45 Respondents
At what time were you aware that a disaster testing was taking place?

Bars Pie Data



TIMELINE Mar 4, 2015 - Mar 10, 2015