

Finance & Resources Committee Meeting, 31 January 2013

Business Continuity Incident

Executive summary and recommendations

### **Introduction**

An issue with the telephone system, that was under investigation by the IT Department and their support companies escalated suddenly on the 5<sup>th</sup> of November to impact the whole organisation. All network attached devices were effected, other than the door control system.

Some initial work by IT restored services for the rest of the evening but services were again disrupted on Tuesday morning.

The probable cause was located, and tested by the IT team, and long term preventative measures enabled. The root cause of the failure appeared to be a meeting room telephone where both external connections were directly connected to the network.

Phone calls in the 33 Stannary Street building were limited to 60 seconds on some phones between the end of October and 6<sup>th</sup> November.

Approximately 1 hour was lost company wide on 5<sup>th</sup> November, and transient loss of telephony or computer based services continued over the following morning.

The incident illustrates how dependant HCPC are on the network infrastructure.

### **Decision**

The Committee is requested to note the document.

### **Background information**

None

### **Resource implications**

Financial implications

### **Appendices**

Business Continuity Report - Network & Phone Access issues October / November 2012

### **Date of paper**

20 December 2012