



STROUD DISTRICT COUNCIL

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Member Question to Council

Questions from Stephen Davies

Question 3

Stroud District Council servers went down on Monday 26th June. The servers have gone down before too, so what I would like to know is what back up do we have when servers go down to ensure that staff can continue to work and that residents are still able to contact SDC.

Reply

Incident

The service outage on Monday 26th June was caused by a loss of internet services to Ebley Mill due to a cable break in BT Openreach equipment 1km distance from the site. This did not cause the servers at Ebley Mill to go down, but there was service disruption.

A similar issue occurred last year, and the lessons learnt were applied to this issue which enabled a better response and significantly faster recovery.

Back-up

The Ebley Mill server room is the council's primary site for on premise IT services and the server room at Littlecombe is its secondary (Disaster Recovery) site. There are numerous perils that could result in service failures and the recovery responses are different.

If the scenario is of a main internet line into Ebley Mill failing, the officer impact is as follows:

- For officers who need to be in the Mill, a 4G router will be installed in the Council Chamber and this will allow access to the internet. On premise systems will be accessible from the Mill.
- Officers who can work from home will apply a manual reconfiguration and then be able to access the internet but not on premise systems until failover is invoked.
- Telephony calls will be received as normal in the Mill, but not for those working from home until failover is invoked.

In this same scenario, the impact for residents will be as follows:

- Residents will be able to send emails as normal and the council team will be able to view and respond to these emails when internet access is provided.
- Residents will be able to make telephone calls as normal.
- Social media platforms such as Twitter will continue to be operational.

The backup for the website is via the council's Littlecombe site