TORONTO

STAFF REPORT
ACTION REQUIRED

Disaster Recovery Planning for City Computer Facilities

Date:	April 3, 2008
To:	Audit Committee
From:	Jeff Griffiths, Auditor General
Wards:	All
Reference Number:	

SUMMARY

The objective of our audit was to review the working relationship between the City and its Agencies, Boards and Commissions in relation to information technology disaster recovery planning, City disaster recovery planning policies and procedures and the role of the Information and Technology Division in the creating, coordinating and overseeing disaster recovery planning initiatives for City computer facilities.

Certain additional work is needed in order to protect and maintain critical City information technology resources in the event of an extended service disruption or disaster. As the City's Information Technology Governance and Transformation Project unfolds, management should place a high priority on addressing the challenges and gaps identified in this report in disaster recovery planning and preparedness.

The implementation of the recommendations in the report will improve the City's approach to disaster recovery planning for City computer facilities to minimize the negative effects of extended computer service interruptions and maintain critical public services in the event of a disaster.

RECOMMENDATIONS

The Auditor General recommends that:

1. The City Manager develop a formal disaster recovery planning and preparedness protocol with the Agencies, Boards and Commissions. The protocol should ensure coordination, collaboration and communication related to computer facility disaster recovery planning and preparedness.

2. The City Manager implement a disaster recovery and business continuity program that includes divisional roles and responsibilities, resource and training requirements, and simulation and plan maintenance schedules.

3. The Chief Information Officer to report to the Business Advisory Panel on a periodic basis. Such reporting to include updates on disaster recovery planning and preparedness for information technology systems.

4. The Chief Information Officer take action to ensure management responsible for maintaining City computer systems receive timely direction, guidance and training on preparing consistent City-wide disaster recovery plans.

5. The Chief Information Officer review the backup and storage procedures of City information technology units for:

   a. compliance with acceptable standards and practices for data backup and storage requirements; and

   b. provide divisions with the opportunity to participate in existing data storage arrangements within the City or with the outside service provider.

6. The City Manager, in consultation with the Chief Information Officer, direct divisions to test information technology disaster recovery plans on a regular basis.

7. The Chief Information Officer develop disaster recovery testing guidelines and provide training necessary to ensure cross-divisional consistency.

FINANCIAL IMPACT

The implementation of recommendations in this report will improve management controls over disaster recovery planning for City computer facilities. The extent of any resources required or potential cost savings resulting from implementing the recommendations in this report is not determinable at this time.

DECISION HISTORY

This review was conducted as part of the Auditor General's Annual Work Plan and was conducted in accordance with generally accepted government auditing standards.

COMMENTS

The Auditor General's report entitled "Disaster Recovery Planning for City Computer Facilities contains 7 recommendations and is attached as Appendix 1. Management's response to each of the recommendations contained in this report is attached as Appendix 2.

CONTACT

Alan Ash, Director, Auditor General's Office
Tel: 416-392-8476, Fax: 416-392-3754, E-mail: aash@toronto.ca

Ben Smid, Senior Audit Manager, Auditor General's Office
Tel: 416-392-8478, Fax: 416-392-3754, E-mail: bsmid@toronto.ca

SIGNATURE

_____
Jeffrey Griffiths, Auditor General

06 ITD 01

ATTACHMENTS

Appendix 1:   Disaster Recovery Planning for City Computer Facilities, March 2008

Appendix 2:   Management's Response to the Auditor General's Review of Disaster
               Recovery Planning for City Computer Facilities, March 2008