

Request 8134 – Data Sources

1. Which of the following data sources is the local authority responsible for protecting?
 - Personal citizen data
 - Personal staff / civil servant data
 - Research data
 - Intellectual property
 - Other, please specify

2. What is the average length of time data is stored by the local authority?
 - Less than one year
 - More than one year
 - More than three years
 - More than five years
 - More than 10 years
 - Other, please specify

3. Do you store data in the following locations?
 - Private cloud
 - Public cloud
 - On-premises data centre
 - Colocation data centre
 - File server
 - Other, please specify

4. A) Do you have a back-up of your organisation's data?
 - Yes
 - No
 - Other, please specify
B) If yes, what third party organisations (vendor and / or supplier) do you use to back-up your organisation's data?

5. Does your organisation have a disaster recovery plan in case of IT failure / outage?
- Yes
 - No
 - Other, please specify
6. A) Does your organisation have an official / formal policy detailing the disaster recovery process in the event of an IT failure / outage?
- Yes
 - No
 - Other, please specify
- B) If yes, how often is this updated?
- At least once a month
 - Once or more a year
 - Less than once a year
 - It has never been updated
 - Other, please specify
- C) Can you share the official policy?
7. A) Does your organisation conduct tests on its data backup and IT disaster recovery system?
- Yes
 - No
 - Other, please specify
- B) If yes, how often does your organisation test its data backup and IT disaster recovery system?
- At least once a month
 - Once or more a year
 - Less than once a year
 - It has never been updated
 - Other, please specify

8. A) Does your organisation use Microsoft Office 365?
- Yes
 - No
 - Other, please specify
- B) If so, how many users do you currently have?
- 0-99
 - 100-249
 - 250-499
 - Over 500
 - Other, please specify
9. A) How many unplanned IT outages has your organisation experienced in the last 12 months? (from the date of receiving this request)
- B) If more than zero, on average, how long did each of these unplanned IT outages last?
10. A) How many cyber-attacks against your organisation have you recorded in the last 12 months? (from the date of receiving the FOI request)
- B) If more than zero, of these incidents, how many had an impact on the organisation's operations?
11. When was the last time your organisation updated the following processes?
- The way data is backed up
Insert date:
 - The way data backup and IT disaster recovery systems are tested
Insert date:
 - Your organisations use of cloud computing technology
Insert date:

Definitions:

Re the above, the following definitions have been provided to help with this request.

- A backup is a copy of computer data taken and stored elsewhere so that it may be used to restore the original after a data loss event.
- An unplanned IT outage is a period of downtime during which IT systems are unavailable due to a network or power fault / failure.
- A cyber-attack is an attack launched from one or more computers against another computer, multiple computers or networks. Specific examples include but are not limited to ransomware and phishing attacks.

Response

Which of the following data sources is the local authority responsible for protecting?

- Personal citizen data
- Personal staff / civil servant data
- Research data
- Intellectual property
- Other, please specify

What is the average length of time data is stored by the local authority?

- Less than one year
- More than one year
- More than three years
- More than five years
- More than 10 years
- Other and specify this is dependent on type of data due to different retention schedules.

Do you store data in the following locations?

On premises, co located and externally hosted SaaS

A) Do you have a back-up of your organisation's data?

Yes

B) If yes, what third party organisations (vendor and / or supplier) do you use to back-up your organisation's data?

Mixture of enterprise tools, services and systems used across the service.

5. Does your organisation have a disaster recovery plan in case of IT failure / outage?

Yes

6 A) Does your organisation have an official / formal policy detailing the disaster recovery process in the event of an IT failure / outage?

Yes

B) If yes, how often is this updated?

Subject to regular and frequent changes as part of Change and release process that relate to infrastructure services

C) Can you share the official policy?

No. We unable to disclose this as this would involve the disclosure of information about the institution 's security infrastructure and systems , which could provide individuals or groups with information that could aide in an attack on the institution's systems.

7. A) Does your organisation conduct tests on its data backup and IT disaster recovery system?

Yes

B) If yes, how often does your organisation test its data backup and IT disaster recovery system?

Backups tested at monthly, DR failover tests annually, moving to 6 monthly

8. A) Does your organisation use Microsoft Office 365?

Yes

B) If so, how many users do you currently have?

500+

9. A) How many unplanned IT outages has your organisation experienced in the last 12 months? (from the date of receiving this request)
7 unplanned service interruptions
- C) If more than zero, on average, how long did each of these unplanned IT outages last?
Average duration of incident 2.7 hours
10. A) How many cyber-attacks against your organisation have you recorded in the last 12 months? (from the date of receiving the FOI request)
It is not possible to provide this information in a reasonable timescale on covering individual email phishing attempts, malware blocked, etc. covering all attack vectors where the council was the intended target. This is because our protective measures and systems operate at multiple levels including with 3rd party suppliers and partners. There have been no successful ransomware incidents or malware infections impacting the council in the last 12 months.
- B) If more than zero, of these incidents, how many had an impact on the organisation's operations?
N / A
11. When was the last time your organisation updated the following processes?
Back up processes and procedures are reviewed regularly as part of weekly change and release processes where there is an impact on storage / infrastructure services.
DR testing was last reviewed August 2020
Use of cloud computing technology last reviewed October 2020