



The Corporation of the Town of Tecumseh

Technology & Client Services

To: Mayor and Members of Council

From: Shaun Fuerth, Director Technology & Client Services

Date to Council: February 22, 2022

Report Number: TCS-2022-02

Subject: Business Continuity and Disaster Recovery Strategy

Recommendations

It is recommended:

That Technology & Client Services Report TCS-2022-02 Business Continuity and Disaster Recovery Strategy **be received**;

And that the independent third party final summary report, “Tecumseh Business Continuity and Disaster Recovery Strategy Summary Report – February 2022” as prepared by Perry Group Consulting Inc. **be endorsed**;

And further that the independent third party final summary report “Tecumseh Business Continuity and Disaster Recovery Strategy Summary Report – February 2022” as prepared by Perry Group Consulting **be posted** to the Town of Tecumseh website in accordance with the requirements of the Municipal Modernization Program Intake 2;

And furthermore that Administration **report back** to Council with a framework for the implementation of report recommendations regarding business continuity and disaster recovery.

Background

As part of the 2021 Information Technology Service Review (ITSR) conducted by Perry Group Consulting (PGC) there were a number of recommendations including the

development of a Business Continuity and Disaster Recovery Strategy for the Town of Tecumseh.

Subsequent to the ITSR the Province announced a second intake to its Municipal Modernization Program (Program).

The Program is a provincially funded program designed to assist small and rural municipalities modernize services.

The review stream investigates opportunities to modernize service delivery processes with the objective of finding savings and efficiencies. These initiatives are to be undertaken by a third party reviewer and result in a public report posted to the municipality's website.

The Town submitted an application towards the Review Stream of the Program seeking funding to support four projects, one being a Business Continuity and Disaster Recovery Strategy, as detailed in Council Report "CAO-2021-05 Municipal Modernization Program – Intake 2". The Town was awarded \$40,000 through the Program to undertake this work.

Business Continuity and Disaster Recovery (BC/DR) planning is an essential part of the Town's ability to provide services in the event of an incident that causes disruption to these services. A BC/DR strategy allows the municipality to determine which services are critical and should be given priority when restoring services after a disaster or in an emergency. This project included a detailed assessment of the core services delivered by the Town's departments, applications (in-house and Cloud-based) and the supporting infrastructure.

The development of the BC/DR Strategy is expected to:

- Establish policies, standards and procedures.
- Conduct a Risk Assessment of the applications used for business functions/service delivery.
- Identify the business impact of service outages.
- Identify risks, vulnerabilities and threats.
- Include test plans, cases, scenarios and training.
- Include DR workflows and gap analysis.

The goal is to develop a BC/DR Strategy that ensures recovery strategies are consistent with the priorities for recovery of business functions and processes identified during a Business Impact Analysis (BIA) and Risk Assessment.

Comments

This consultation began in October 2021 and included the following components:

1. Reviewed all current materials: BIA's, crisis management plans, BCP documents, etc.
2. Identified gaps and developed detailed project schedule.
3. Prepared Project Portal and provided access to authorized staff.
4. Conducted BIA interviews with all Town departments and IT staff through virtual meetings.
5. Identified IT Services Catalogue requirements.
6. Conducted an IT threat and risk analysis – understanding of the technical environment, vulnerabilities and critical assets of the Town. Identified the nature and source of potential disruption events that pose business continuity risks to the Town.
7. Reviewed and finalized BIA recommendations. Uploaded results to the Portal and published the BIA's online (all information can be downloaded by the Town).
8. Reviewed the Town's current backup and disaster recovery policies.

Prior to this project, the Town did not have current BIA's for each department. Through these interviews a detailed inventory of critical processes was developed and used to build the BC/DR Strategy.

Once reviewed, these BIA's for each department were compared to the Town's IT Service catalogue to determine the corresponding Critical IT Services needed to support the business unit inline with the respective Recovery Time Objectives (RTO's).

The attached summary report was authored by Gary Walker of PGC and contains highlights of the above noted review and work plan. A detailed report is provided to Administration for operational purposes and is not a public document in the interests of security.

Consultations

All Departments

Financial Implications

The third party review cost of the Business Continuity and Disaster Recovery Strategy is fully funded through the Municipal Modernization Program – Intake 2.

Link to Strategic Priorities

Applicable	2019-22 Strategic Priorities
<input type="checkbox"/>	Make the Town of Tecumseh an even better place to live, work and invest through a shared vision for our residents and newcomers.
<input type="checkbox"/>	Ensure that Tecumseh's current and future growth is built upon the principles of sustainability and strategic decision-making.
<input type="checkbox"/>	Integrate the principles of health and wellness into all of Tecumseh's plans and priorities.
<input checked="" type="checkbox"/>	Steward the Town's "continuous improvement" approach to municipal service delivery to residents and businesses.
<input type="checkbox"/>	Demonstrate the Town's leadership role in the community by promoting good governance and community engagement, by bringing together organizations serving the Town and the region to pursue common goals.

Communications

Not applicable ☐

Website ☒ Social Media ☐ News Release ☐ Local Newspaper ☐

This report has been reviewed by Senior Administration as indicated below and recommended for submission by the Chief Administrative Officer.

Prepared by:

Shaun Fuerth, BCS
Director Technology & Client Services

Recommended by:

Margaret Misek-Evans, MCIP, RPP
Chief Administrative Officer

Attachment Number	Attachment Name
1	Tecumseh Business Continuity & Disaster Recovery Strategy Summary Report