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Department: Technology Group
Our ref: MGLA220816-3155

Date: 25 August 2016

Dear ██████████

Freedom of Information request

Thank you for your email of 22 August 2016, which was received by the Greater London Authority.

Please see our responses to your Freedom of Information inquiry on Disaster Recovery at the Greater London Authority.

Question 1: Do you have a disaster recovery plan in place to protect data?

Answer: **Yes**

Question 2: Have you got a set time in which you have to recover lost data by?

Answer: **We have a disaster recovery plan which aims to restore all systems and data within a day. If an individual reports that they have lost data (say by deleting something in error) we aim to restore that data within a day.**

Question 2a: If yes, how long is this period?

Answer: **See previous answer**

Question 3: Is there an agreement in place between the council and your current IT provider that states a timeframe for the recovery of lost data?

Answer: **See above**

Question 4: In the last 12 months, how many times have you had to use a disaster recovery plan and how long did it take you to recover data?

Answer: **We have not had to invoke our disaster recovery plan in the last 12 months – we have run a test of it which was successful.**

Question 5: In the next 12 months, does your council plan to increase, decrease or not change spending on disaster recovery?

Answer: **No change**

Question 6: Do you have a central resource to manage your disaster recovery across multiple departments?

Answer: **Yes – but for Business Continuity rather than Disaster Recovery. The IT department have responsibility for the restoration of data for all the GLA – so that is within the IT Disaster Recovery plan – however, there are business continuity plans for all the teams – and there is a central resource that helps co-ordinate this work.**

If you have any further questions relating to this matter, please contact me, ensuring that you quote the reference at the top of this letter.

Yours sincerely

David Munn
Head of Technology

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