

## Case Study

# Financial System Management Disaster Recovery Exercise



## The Financial System Management Disaster Recovery Exercise Simulation took place in November 2022, which involved all NHS Health Organisations.

### Background

Disaster recovery is the process of recovering live systems and all information held within the system should something go seriously wrong. This means that systems can be reinstated with data that will be accurate within 24 hours of the collapse with no more than one day of downtime.

It is crucial that we test our Financial Management Systems on an annual basis to ensure they can be restored as quickly as possible and that our contingency plans are effective.

Due to unprecedented reasons outside of the control of Central Team eBusiness, such as the National weather emergency "Storm Eunice" and the critical electrical works at Health Board sites, the annual National Disaster Recovery Exercise had needed to be rescheduled and had not taken place since 2019.

### What happened?

The National Disaster Recovery Exercise took place in November 2022 and involved all NHS Health Organisations.

Three Health Organisations completed transactional testing, such as Accounts Payable invoices, orders, journals and inventory sales orders etc and the remaining Health Organisations undertook full reporting reconciliation testing.



## What benefits were realised?

- ✓ The simulation exercise allowed for the establishment of a Disaster Recovery environment within agreed timescales. This provides assurance in the event of a real Disaster Recovery situation, that the process has been tested and proven to work.
- ✓ We were able to establish whether any previous failures/issues encountered in a previous disaster recovery exercise occurred again.
- ✓ To note any issues that arose and to establish resolutions.

## Key learning?

- ✓ The timescales for carrying out reconciliation reports needs to be reviewed and possibly extended, as performance issues meant it took longer than expected.
- ✓ We recognise that the disaster recovery service isn't at the same capacity as the LIVE system but needs to meet business expectations in the event of a real disaster recovery.
- ✓ Further investigation is needed as to why Qlikview service was not at the standard that was expected.

## Future/Next steps

A lessons learnt report will be completed to aid future learning. As well as procedures needing to be updated to factor in additional information with steps in place. This will be shared with other system owners across NWSSP to inform their own disaster recovery plans.

Performance issues in the core systems will need to be explored to ensure that the disaster recovery system will be at the same capacity to meet business expectations.

QlikView will be investigated as to why it failed. This will enable us to meet the business expectations in the event of a real disaster recovery situation.

