TO:	CHAIR AND MEMBERS FINANCE AND ADMINISTRATIVE SERVICES COMMITTEE MEETING ON MONDAY, OCTOBER 15, 2012
FROM:	JOSEPH EDWARD CHIEF TECHNOLOGY OFFICER TECHNOLOGY SERVICES DIVISION
SUBJECT:	BUSINESS CONTINUITY INITIATIVE (SERVER CO-LOCATION) BETWEEN CITY OF LONDON(COL) AND LONDON HYDRO (LH)

RECOMMENDATION

That, on the recommendation of the Chief Technology Officer of the City of London:

a)   the attached proposed by-law (Appendix "A") **BE INTRODUCED** at the Municipal Council meeting on October 30, 2012 to:

    i)   approve an agreement (attached as Schedule 1 to the by-law) with London Hydro Inc. for co-locating some of the servers, switches, etc. in each other's data centres to provide business continuity;

    ii)   delegate to the Mayor and City Clerk the authority to execute the agreement; and

b)   the Civic Administration **BE AUTHORIZED** to undertake all the necessary administrative acts in connection with this matter.

PREVIOUS REPORTS PERTINENT TO THIS MATTER

Item 4 –Information Technology Strategy, Finance and Administrative Services Committee – January 16, 2012

IT Strategy First quarter report, Finance and Administrative Services Committee – April 16, 2012

BACKGROUND

On January 16, 2012, the Technology Services Division (TSD) presented the City of London Information Technology (IT) Strategy to the Finance and Administrative Services Committee. This Strategy was developed to enable the City to achieve the results outlined in the City of London Strategic Plan by aligning IT investments with corporate priorities, and by leveraging IT as a strategic asset to enable growth and service excellence. Developing shared services models and working with public and private partners, especially with boards and commissions, were identified as part of the Strategy to be implemented in the next three years.

London Hydro (LH) is currently executing a three-year rolling Technology Innovation & Leadership Strategy, initially approved in November 2010 and endorsed annually by the London Hydro Board of Directors. Their Strategy includes a major thrust for collaboration and shared services with others such as the City of London. The London Hydro Board of Directors receives updates on the execution of the Strategy in the monthly CEO report. The April 2012 report highlighted the first opportunity for such collaboration, an initiative to connect LH and TSD data centres.

In the past few months, the Council has spoken loudly and clearly about the need to work together to leverage technologies, rather than implementing technologies in our own "silos". The recent consolidation of data centres in Canada and the USA is a good example of governments

moving towards shared services models to produce operational cost efficiencies. Ultimately these models bring enormous benefits to the citizens we all serve and increase the Return on the IT Investment (ROI) we each make in our own organizations. There are organizations going beyond consolidation and taking advantage of "cloud" technologies. The Technology Services Division (TSD) is in the process of developing a "cloud" strategy to improve service and reduce cost.

In 2011, TSD commissioned a Disaster Recovery (DR)/ Business Continuity (BC) study of our IT infrastructure to identify any concerns with regard to providing resilient IT services. This study highlighted several issues, and TSD has addressed the most urgent ones. TSD has also explored various options for establishing a DR site, including approaching other members of the Larg*Net group, such as UWO and Fanshawe College, to discuss working together to establish a joint DR site. This discussion is still ongoing.

There would be two levels to the DR site. One would address 80% of the day-to-day issues such as technical and power issues; the other would address 20% of the issues such as earthquake, floods, etc. Due to cost associated with establishing a DR site to handle 20% of the issues, TSD made a decision to address the 80% day-to-day the issues first.

Using each others' data centers to address the City of London's and LH's storage and DR issues became a higher priority. Once implemented, TSD will co-locate some of our servers at an LH facility and LH will co-locate some of their services in our data center. This will enable both parties to address 80% of DR related issues and to improve the resiliency of IT services. In addition, this will result in cost savings for both organizations.

The Technology Services Division and London Hydro have been exploring various opportunities to work together for our mutual benefit and ultimately for the benefit for our citizens. The attached agreement outlines the co-location initiative.

Project Cost:
This project covers the establishment of fibre connection between the City of London data centre and London Hydro data centre. The estimated cost for this project would be around $20,000 for the City of London. This will be covered within the existing capital budget.

Acknowledgement:
This agreement has been reviewed by the City of London legal services and by the Risk Manager for the City of London RISK Management division.

Conclusion:
TSD and LH are very excited about this opportunity, as it will save thousands of dollars in co-location costs while improving the resiliency of our systems and the services we provide to our stake holders.

RECOMMENDED BY:	
JOSEPH EDWARD CHIEF TECHNOLOGY OFFICER CITY OF LONDON	