

Freedom of Information Request

Date of receipt: 29th November 2022

Date of response: 12th January 2023

Freedom of Information request regarding States of Guernsey IT Failure

Request

Government servers failed on the morning of Friday 25/11/2022. This led to many of the systems that the States run for the public going down, affecting nearly all States departments, as well as hospitals, schools, parish websites and leisure services for several days.

Blaming an air conditioning failure, your spokesman said: *'This failure caused the temperature to quickly rise, resulting in the **server** going into "preservation mode" to ensure data was protected,'*

*'While the forced shutdown successfully protected the **server** itself and safeguarded all data held by the States of Guernsey, it did cause **significant performance issues** across the States IT network.'*

That is clearly an understatement, given the multitude of services going down.

1. Please provide the exact reason/s for the failure:
 - a. How did it occur?
 - b. Was it human error?
 - c. Who was responsible?
 - i. How will they be disciplined?
2. What alarms were triggered?
 - a. How were they responded to?
 - b. In what time period?
3. What is the scale of the incident?
 - a. What proportion of servers were affected?
 - b. What proportion of services were affected?
 - c. Are there servers run by the States that are not backed up?
 - i. If not, why not?
 - d. Has data loss occurred?
 - e. Was there any colocation of servers to mitigate against potential disasters?
 - f. Has damage to equipment occurred?

4. Has advice been offered in order to improve States IT services in this area?

- a. If so, when?
- b. What was the nature of the advice?
- c. Has it been followed?
- d. Who gave the advice?

5. What measures will be taken to ensure this does not happen again?

- a. How will they be enforced?
- b. When will they be enforced?
- c. What sanctions will be applied if they are not?

Response provided by the Policy & Resources Committee:

I can confirm that some of the information you have requested (many of those in sections 1, 2 and 3) is already in the public domain via a media release published on 2nd December 2022. You can access that release here: [More detail provided on States IT system issues - States of Guernsey \(gov.gg\)](https://www.gov.gg/More%20detail%20provided%20on%20States%20IT%20system%20issues%20-%20States%20of%20Guernsey)

As confirmed publicly by the Head of the Public Service in media interviews on 7th December 2022, we are currently carrying out an in-depth review into all the circumstances regarding the recent IT outage. Mr de Garis also confirmed that the findings/outcomes of the review will be made public, but not the full report as it will contain detailed information about our IT infrastructure that would present a security risk if published. This detail would fall under exception to presumption of disclosure 2.1 of the FOI Code (Security and external relations); particularly 'Information where non-disclosure is required for the security, safety and well-being of the Bailiwick'. Providing a response to the request at the current time would also fall under exception to presumption of disclosure 2.10 of the FOI Code (Publication and prematurity in relation to publication) which states 'Information, which is or will soon be published, or whose disclosure would be premature in relation to a planned announcement or publication'. It is considered that the publication of the answers to the FOI request could also prejudice the outcome of the review.

We will nevertheless be as transparent as possible and publish all possible findings in due course.