External Supplier Control Obligations

Premises Power Resilience (Technical Controls)

Control Title	Control Description	Why is this important
1. Premises Power Resilience	Premises power resilience is designed to provide seamless service continuity or recovery within the defined Recovery Time Objective (RTO). To ensure premises resilience in the event of an electricity supply failure, a combination of the following must be in place to meet the defined RTO: 1. Uninterruptible Power Supply (UPS) systems must be in place to support critical datacentres and/or server rooms to seamlessly transfer to generator power. 2. Standby generation allowing for at least one independent backup component ("N+1 configuration") (minimum) to critical services; 3. Fuel storage must be maintained to permit generators to operate up to 48 hours or a re-supply contract must be in place to permit ongoing generator operation; 4. Workstations that support critical activities must be supported by UPS to enable ongoing operations or to ensure systems can shut down in a controlled manner to ensure no loss of critical data; and 5. There must be diverse internal power supplies/switching to critical services/systems to prevent a single point of failure within the power infrastructure. In addition, the following must be in place to support premises resilience: 1. Cooling for critical datacentres/servers must have sufficient additional capacity to ensure appropriate cooling in the event of any cooling unit failures. 2. High sensitivity fire detection must be in place within data halls, server rooms and critical plant rooms.	It is vital to have robust premises power resilience to ensure ongoing operations and to prevent electrical services or data being lost because of external or internal power failure.
2. Premises Power Resilience Infrastructure Maintenance	Supplier must undertake annual (or as per manufacturer specifications) maintenance of all applicable infrastructure that supports ongoing operations in the event of a power failure including generators, UPS and electrical switchgear. The condition and age of critical electrical infrastructure must be assessed to ensure that it remains operationally viable. Where concerns on age or condition are	It is vital that systems are subject to routine inspection and maintenance to minimise the risk of failure and to ensure that systems operate as designed in the event of a power outage or component failure.

	identified, that are beyond repair, consideration must be taken to replace or enhance the system/component affected.	
3. Premises Power Resilience Infrastructure Testing	Supplier must undertake annual (as a minimum) testing to validate that its critical systems (UPS, Generators, switchgear etc) work as designed to operate in the event of a power supply failure. Any issues identified during testing that impact on the recovery capability must be fully remediated and further testing conducted to confirm the system is operating as designed.	It is vital that systems are subject to routine testing to ensure that they operate as designed and any issues identified are appropriately remediated.