



disaster recovery plan

01/08/2008 rev16/06/09

INTRODUCTION

Nearly every day there are many unpublicised disasters, man-made and natural, which devastate both private and public sector business units. Where the disruption affects critical business procedures, the consequences can be severe and include substantial financial loss, an inability to achieve levels of service, embarrassment and loss of credibility or goodwill for the organisation concerned. The consequential damage can have a much wider impact on staff welfare and the general public. The benefit therefore of having a recovery plan that can be implemented with the minimum delay, will significantly reduce the level of disruption to CuCo Creative and should ensure the rapid resumption of services to the public.

This plan outlines the actions required by the senior management assisted by selected support staff.

AIM

The aim of this plan is to ensure that the critical functions located at CuCo are reinstated as soon as possible, ensuring an unbroken level of services, whilst full restoration is planned for and implemented.

OBJECTIVES

- a. To mobilise the organisational structure required to manage the recovery.
- b. To list the immediate action to be taken.
- c. To list the short term measures necessary to replicate essential systems.
- d. To list the medium term measures necessary to build up the replicated systems.
- e. To describe long term recovery action.

PLAN ASSUMPTIONS

The plan assumes a worst-case scenario in which critical information systems and resources are destroyed by fire, other natural events, or by unauthorised entrants committing acts of destruction, theft or sabotage that prevent key service delivery functions being undertaken. It is assumed that the CuCo policy applies to records management, file management, computer security in general and virus protection in particular, and is being applied in all offices. Similarly, it also assumes that fire prevention, physical security and health and safety at work standards are also being applied.

It assumes that inventories of hard/software, other business systems and major items of equipment are maintained by all departments.

USE OF THE PLAN

This plan is designed to be used by all staff involved in the recovery process. The plan outlines the recovery process in detail and is generic to CuCo.

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RECOVERY STRATEGY - ACCOMMODATION

Wherever possible, CuCos premises will be utilised to locate critical business functions. Areas that are not normally staffed will be used: e.g. meeting rooms. An element of disruption over protracted periods may well have to be accepted by all parties. The displacement of non-critical functions, or functions that can be re-sited with little impact, will be carried out to provide accommodation for critical business functions. In the event of serious extensive damage to CuCo property, it may become necessary to allow staff were possible to work from home, and either of the Directors homes would be set-up to contain IT back up facilities, sufficient communications and work station areas for priority staff. Property may be leased on a short term basis until such time as full replacement or refurbishment has taken place in the damaged premises.

IT ARRANGEMENTS

Each workstation has a local back up drive (updated on an hourly basis), this drive is back up to a RAID1 system and a duplicate of this is stored off site, so in the event that one or more of the computers goes down/is damaged the work will have all been backup according the our Back-up Schedule.

All software install discs are duplicated and located off site, alongside backup drives

In the short term a personnel computer can be used as a stand in until a new machine can be purchased and can be up and running within 5hrs.

All our workflow systems (contact databases, workflow management, time management, payroll, invoicing, accounting, etc) are all managed online, so any disruption would have no effect on them. A backup of this is kept locally as well and can be read by MS Excel.

ORGANISATION

In the event of a major incident resulting in the loss of all or some of the critical functions at CuCo, the management team will assemble, their responsibilities are:

- a. Evaluating the extent of the damage and the potential consequences
- b. Implementing measures to prevent loss or damage to life, property and resources and making the site secure and safe.
- c. Authorising recovery procedures in order to provide an operational service to staff and clients.
- d. Ordering and acquiring replacement equipment where so authorised.
- e. Keeping control of expenditure arising out of recovery operations.
- f. Organising the return to normality once the emergency period has passed.

disaster recovery plan

01/08/2008 rev16/06/09

PLAN ACTIVATION

Authorised Expenditure The MD will authorise any expenditure needed for the prevention of further loss of life or injury, or loss or damage to property and assets and authorise the expenditure necessary for making sites secure and safe. Records of expenditure relating to the incident should be kept.

Cash Although the normal procedures of official orders, invoicing and creditor payments should apply, where immediate or cash payments are required, these can be arranged through the MD.

Insurance Before ordering the replacement of high value assets the Insurance company should first be consulted in order to clarify the terms of existing cover.

Salvage In the immediate aftermath of a serious incident there will be a requirement to initiate salvage operations and the repair of items contained in the damaged area. An inventory of usable equipment, furnishings, documents and supplies, will need to be compiled.

IMMEDIATE ACTION

1. Make an assessment of damage done and site security;
2. Open a log of events;
3. Advise the Insurance Company;
4. Arrange for an initial meeting with the following objectives:
 - To define the problem, the extent of disruption, its consequences and the probable implications for the foreseeable future.
 - To select a specified location as an operations centre.
 - To agree each team member's objectives for the following three hours.
 - To set up a second meeting for three hours later.

ACTION TAKEN DURING NEXT THREE HOURS

1. Establish the operations centre either on or off site
2. Use the centre as the main point of contact for the emergency services, public utilities, senior management, staff, clients and Insurance Company.
3. Issue announcements to staff and clients
4. Undertake a site survey with departmental managers. Main points:
 - who can use the site immediately?
 - who can use the site after cosmetic attention?
 - when can they re-occupy the site?
 - who cannot be re-housed in the short term?
 - what amount of office space is required for priority one functions
 - which priority one functions can share accommodation on a temporary basis?
 - decide outline strategy for re-occupation of and/or re-deployment to an alternative site.
5. Organise safety survey and arrangements to make the site secure.
6. Consider salvage options.
7. Start planning the order of critical business functions in accordance with pre-planned priorities.
8. Assess the impact on the telephone network and make contact with appropriate staff and agencies required to reinstate networks.
9. Assess the impact on IT hard/software, peripherals and network installations:
 - a. decide what is reinstatable using in-house resources;
 - b. which equipment will require external services for reinstatement;
 - c. plan and implement the initial in-house deployment of supporting staff;
 - d. alert staff and suppliers of the increasing demands to be made on them.
10. Make an initial assessment about the replenishment of damaged furniture, fittings, equipment and supplies. Alert staff and suppliers of the likely demands on them.

disaster recovery plan

01/08/2008 rev16/06/09

11. Arrange for an second meeting with the following objectives:
 - a. to receive initial reports;
 - b. to agree objectives for the next 24 hours;
 - c. to establish staff rotas;
 - d. to set up a third meeting for 24 hours later.

ACTION TAKEN DURING THE NEXT 24 HOURS

1. Continue to maintain log of events and keep staff and clients regularly updated.
2. EITHER plan the re-allocation of office space on site in accordance with departmental priorities OR plan to move to an alternative site. Consider the following points:
 - a. contact with commercial estate agents to acquire alternative site;
 - b. transport arrangements to and from all temporary locations;
 - c. the removal of vital documents from the disaster site and subsequent storage;
 - d. the removal of re-usable equipment from the disaster site and subsequent storage;
 - e. space requirement for critical business functions;
3. Agree essential installation schedules with public utilities and other suppliers at either the disaster site or alternative site (electricity, heating, lighting, water, air conditioning, fire detection/alarm systems, access control systems, telephones).
4. Agree office equipment and supplies delivery schedules.
5. Check on measures being taken for disaster site safety and security
6. Implement salvage plan and arrange temporary storage as necessary.
7. Reorganise postal arrangements as necessary.
8. Finalise telecommunications services to the required site(s).
9. Define the priorities for restoring networks on a gradual basis in order to provide a minimum initial communications requirement for departmental critical functions.
10. Prepare to initiate interim back-up procedures for priority systems.
11. Finalise requirements for hard/software and peripherals replacements and agree installation schedules.
12. Start and maintain a record of financial expenditure and collate information as may be required by the Insurance Company.
13. Consolidate with core team members arrangements for reinstating critical business functions in priority order whether on-site or at alternative premises. Brief staff accordingly.
14. Ensure that clients are re-assured that service delivery will be returned to normality as soon as possible.
15. Hold a third meeting after 24 hours to finalise plans and/or monitor progress.

ACTION TAKEN DURING THE NEXT MONTH

1. Continue internal and external announcements as necessary and the record of events.
2. Continue to keep financial records.
3. Monitor the installation/repair of essential services to the disaster site/alternative site (electricity, heating, lighting, water, air conditioning, fire detection, alarm systems, access, control systems, telephones).
4. Continue removal and re-deployment of salvaged items from the disaster site.
5. Monitor measures being taken for disaster site safety and security.
6. Maintain liaison with the Insurance Company.
7. Ensure that the telecommunications network is tested and operates. Continue to provide support/re-configuration to departments when required.
8. Monitor the programme for the installation and back-up of IT networks, hard/software and peripherals in the agreed order of priority.
9. Monitor the programme for the delivery of supplies to the disaster/alternative site.
10. Monitor the reinstatement of functions in order of priority and the consequent effects on service delivery.
11. Monitor overall progress on a regular basis.
12. Co-ordinate interim and/or final report drafting.