

Business & IT Continuity Plan Encom Systems Ltd.

1. Aim of the plan

This plan has been designed to prepare *Encom systems Ltd* to cope with the effects of an emergency. It is intended that this document will provide the basis for a relatively quick and painless return to “business as usual” regardless of the cause.

2. Objectives of the plan

To provide a flexible response so that *Encom Systems Ltd.* can:

- Respond to a disruptive incident (incident management)
- Maintain delivery of critical activities/services during an incident (business continuity)
- Return to ‘business as usual’ (resumption and recovery)

3. Your Business Priorities: Critical Function Checklist

Add the services / products that you identified to most important for your business to continue into the table below. This list may be used as a checklist to ensure that critical tasks are completed on time.

Priority	Critical function	Timeframe	Page
1	Access to Accounts software (<i>Exchequer</i>) Manual back-up and restore	Within 4 hours	2
2	Access to CRM customer data (Microsoft Dynamics Cloud based)	Within 2 hours	3
3	Access to Email (Microsoft Outlook Cloud based)	Within 2 hours	4
4	Access to Telephones (Cloud based ability to forward to any external number)	Within 2 hours	5
5	Access to bank & revenue (Cloud based)	Within 2 hours	6
6	Access to all office documents (Manual back-up)	Within 4 hours	7

4. Critical Function Analysis and Recovery Process

Priority:	1	Critical function:	Access to Accounts software
Responsibility: <i>(role responsible for leading on this activity, plus deputies)</i>			John Morgan
Potential impact on organisation if interrupted:			Medium (Staff have to manually process transactions until restored)
Likelihood of interruption to organisation:			Minor
Recovery timeframe: <i>(how quickly must this function be recovered to avoid lasting damage)</i>			24 Hours
Resources required for recovery:			
Staff <i>(numbers, skills, knowledge, alternative sources)</i>			Access to one of Encom’s IT engineers
Data / systems <i>(backup and recovery processes, staff and equipment required)</i>			The Exchequer package is standalone and can be restored onto an individual PC/Server within 1 hour
Premises <i>(potential relocation or work-from-home options)</i>			See Note above. Restoration onto Laptop facilitates work off premises
Communications <i>(methods of contacting staff, suppliers, customers, etc)</i>			Staff can be contacted directly through mobile
Equipment <i>(key equipment recovery or replacement processes; alternative sources; mutual aid)</i>			All key equipment is available through suppliers at short notice

5. Critical Function Analysis and Recovery Process (continued)

Priority:	2	Critical function:	Access to CRM customer data (Microsoft Dynamics Cloud based)
Responsibility: <i>(role responsible for leading on this activity, plus deputies)</i>			John Morgan
Potential impact on organisation if interrupted:			Medium (Staff have to access customer basic details through mobile devices until access is available through cloud)
Likelihood of interruption to organisation:			Minor
Recovery timeframe: <i>(how quickly must this function be recovered to avoid lasting damage)</i>			48 Hours
Resources required for recovery:			
Staff <i>(numbers, skills, knowledge, alternative sources)</i>			Access to one of Encom’s IT engineers
Data / systems <i>(backup and recovery processes, staff and equipment required)</i>			Access to the internet
Premises <i>(potential relocation or work-from-home options)</i>			All data available once access to the internet is restored locally or remotely
Communications <i>(methods of contacting staff, suppliers, customers, etc)</i>			Staff can be contacted directly through mobile
Equipment <i>(key equipment recovery or replacement processes; alternative sources; mutual aid)</i>			All key equipment is available through suppliers at short notice

6. Critical Function Analysis and Recovery Process (continued)

Priority:	3	Critical function:	Access to Email
Responsibility: <i>(role responsible for leading on this activity, plus deputies)</i>			John Morgan
Potential impact on organisation if interrupted:			Medium (Staff have access through cloud once internet access is restored)
Likelihood of interruption to organisation:			Minor
Recovery timeframe: <i>(how quickly must this function be recovered to avoid lasting damage)</i>			48 Hours
Resources required for recovery:			
Staff <i>(numbers, skills, knowledge, alternative sources)</i>			Access to one of Encom’s IT engineers
Data / systems <i>(backup and recovery processes, staff and equipment required)</i>			Access to the internet
Premises <i>(potential relocation or work-from-home options)</i>			All data available once access to the internet is restored locally or remotely
Communications <i>(methods of contacting staff, suppliers, customers, etc.)</i>			Staff can be contacted directly through mobile
Equipment <i>(key equipment recovery or replacement processes; alternative sources; mutual aid)</i>			All key equipment is available through suppliers at short notice

7. Critical Function Analysis and Recovery Process (continued)

Priority:	4	Critical function:	Access to Email
Responsibility: <i>(role responsible for leading on this activity, plus deputies)</i>			John Morgan
Potential impact on organisation if interrupted:			Medium (Staff have access through cloud once internet access is restored)
Likelihood of interruption to organisation:			Minor
Recovery timeframe: <i>(how quickly must this function be recovered to avoid lasting damage)</i>			48 Hours
Resources required for recovery:			
Staff <i>(numbers, skills, knowledge, alternative sources)</i>			Access to one of Encom’s IT engineers
Data / systems <i>(backup and recovery processes, staff and equipment required)</i>			Access to the internet
Premises <i>(potential relocation or work-from-home options)</i>			All data available once access to the internet is restored locally or remotely
Communications <i>(methods of contacting staff, suppliers, customers, etc.)</i>			Staff can be contacted directly through mobile
Equipment <i>(key equipment recovery or replacement processes; alternative sources; mutual aid)</i>			All key equipment is available through suppliers at short notice

5. Emergency Response Checklist

This page should be used as a checklist during the emergency.

Task	Completed (date, time, by)
Actions within 24 hours:	
Start of log of actions and expenses undertaken (see section 9 Action and Expenses Log)	
Liaise with emergency services (see section 6E Contact List – Emergency Services)	
Identify and quantify any damage to the organisation, including staff, premises, equipment, data, records, etc	
Assess the key priorities for the remainder of the working day and take relevant action. Consider sending staff home, to recovery site etc	
Inform staff what is required of them. <i>[Insert arrangements decided by organisation e.g. would staff be sent home? Will staff work from recovery site? Etc]</i>	
Identify which critical functions have been disrupted (use section 3 Critical Function Checklist)	
Convene those responsible for recovering identified critical functions, and decide upon the actions to be taken, and in what time-frames (use section 4 Critical Function Analysis and Recovery Process)	
Provide information to: <ul style="list-style-type: none"> • Staff • Suppliers and customers • Insurance Encom Systems Ltd. 	
Publicise the interim arrangements for delivery of critical activities. Ensure all stakeholders are kept informed of contingency arrangements as appropriate <i>[Insert how this will be done e.g. website/telephone etc. Consider who needs to know the interim arrangements e.g. key stakeholders, customers, suppliers etc]</i>	
Recover vital assets/equipment to enable delivery of critical activities. The essential equipment/resources/information that need to be recovered where possible are: <i>[Insert details as relevant]</i>	
Daily actions during the recovery process:	
Convene those responsible for recovery to understand progress	

made, obstacles encountered, and decide continuing recovery process	
Provide information to: <ul style="list-style-type: none"> • Staff • Suppliers and customers • Insurance Encom Systems Ltd. 	
Provide public information to maintain the reputation of the organisation and keep relevant authorities informed	
Following the recovery process:	
Arrange a debrief of all staff and identify any additional staff welfare needs (e.g. counselling) or rewards	
Use information gained from the debrief to review and update this business continuity management plan	

6. Contact List

Staff

This section contains the contact details that are essential for continuing the operation of the organisation.

Name	Job Title	Office Contact	Mobile Contact	Home Contact
Staff name	Manager	000000000	000000000	000000000

Key Suppliers Contact List

Supplier	Provides	Telephone	E-mail

Fire Service	Emergencies	999
Floodline	Information service	0845 988 1188
NHS Direct		0845 46 47
Police	Emergencies	999
	Non-emergency matters	101

Insurance and Finance Companies

Service	Encom Systems Ltd.	Telephone	E-mail
Banking			
Insurance			

8. Emergency Pack Contents

As part of the recovery plan for the organisation, key documents, records and equipment are held off-site at *{location}* in an emergency pack. This pack may be retrieved in an emergency to aid in the recovery process.

The contents of the emergency pack comprise the following:

Documents:

- A copy of this plan, including key contact details
- Insurance policy

Records:

- Computer backup tapes and / or disks
- Financial records

Equipment:

- Spare keys
- Torch and batteries

9. Actions and Expenses Log

This form should be used to record decisions, actions and expenses incurred in the recovery process. This will provide information for the post-recovery debriefing, and help to provide evidence of costs incurred for any claim under an insurance policy.

Date/time	Decision / action taken	By whom	Costs incurred