

Disaster Recovery and Business Continuity Plan

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Introduction

Good business practice suggests that all organisations should have a plan to address a disaster scenario describing how the organisation would continue to operate in the event of the loss of all or part of its business infrastructure, or is unable to access elements due to other events.

Whilst there is considerable focus on the total loss of a building, in the main the more likely situation is loss of part of a building or denial of access to a site due to other circumstances.

The Institute for Research in Schools (IRIS) currently occupies space within the Simon Langton Grammar School for Boys' (SLBS) in Canterbury, and as such is a subset of any plan held for the school. In all probability any invocation would emanate from the school following an event impacting them.

The purpose of this document is to outline the key personnel and activities requiring attention in the event of invocation. The permutations are almost endless depending on the time of day, day of week nature of the incident, and anticipated duration, therefore this plan is no more than a framework of activities to be considered, and most importantly a list of key contacts.

This document does not cover any activity to be undertaken by the school with regard to media contact if appropriate.

The plan owner and lead on any invocation is the Director of Operations, or in their absence the Director of IRIS.

Hard copies of the plan are to be held by the Director and Director of Operations, with a spare copy held securely offsite.

Experience of invocation would suggest that common sense, ingenuity and collaboration will address most situations.

Current Status

IRIS occupies space within the Langton Star Centre, one desk within the main school administration office in the main building, and space within the main server room, again in the main building.

The Star Centre is a standalone building on the campus, and is accessed going passed the main building. Two possible scenarios exist:

- Full or partial loss of the Star Centre preventing access,
- Incident within the main building that prevents access to the Star Centre despite it being unaffected.

Files held on the main server are backed up off site, and can be recovered from the backup by TQS, the IT provider, within 5 hours.

Email is provided via the SLBS servers. There is no back up to the email server, any emails up to the point of the last login by a user are held on their laptop. Any emails received between last log in and invocation of an alternative server would potentially be lost depending on the situation. This may in part be mitigated by also having access to the email account via mobile devices which would

download automatically as soon as an email is received. Temporary access to send and receive emails can be provided by TQS with a 3 hour lead time. As an ultimate backup personal email accounts could be used as an interim measure. The IRIS website is hosted in the cloud and would not be impacted, however, loss of the IRIS server would prevent access to the files and documents that are downloadable from the website.

All of this could be mitigated through purchase of a second server to be based off site to host emails accounts as well as the files and documents linked to the website. .

Landline numbers are part of the SLBS infrastructure provided by BT into the main building.

All IRIS staff, and key contractors have laptops with remote access functionality, and as such are able to work from home, or an alternative location if the situation became prolonged.

Finance support is provided by SLBS under a Service Level Agreement, and is subject to SLBS DR/ BCP arrangements. The Director of Operations has online access to the bank account.

IRIS's insurance policy covers replacement of IT equipment and any additional costs incurred as a result of business interruption , including the cost of alternative premises should that be required.

Invocation Plan

All communication to be via mobile/ home landline as email cannot necessarily be relied upon depending on the circumstances.

Roles & Responsibilities

Director of Operations

1. Initial point of contact and ongoing contact point with SLBS Senior Management Team (SMT)
2. Initiator of IRIS telephone cascade.
3. Initiator of IT recovery, if appropriate.
4. Instigating posting of web site message.
5. Updating of key stakeholders during the incident, and on resolution.
6. Work with Director and PR Contractor on any media message – restricting comment to the impact on IRIS, any comments with regard to SLBS should be handled by them.
7. Work with Director and key SLBS personnel to develop any workaround plan in the event of a long term situation.

Director

1. Deputise for the Director of Operations in their absence.
2. Contact point for media / stakeholder queries.

TQS

1. Initiate backup server recovery when requested.
2. Email server interim solution when requested.

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