

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 Dana Building, 165 Queen's Gate London, and as such is a subset of any plan held for the Science Museum. In all probability any invocation would emanate from the museum 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 Dana Building for administrative purposes, all servers are held off site with TQS Limited and backed up using the offsite facilities operated by TQS. All email is operated in the cloud, and part of Microsoft's infrastructure.

The Dana Building is a standalone building on the campus, and is accessed independently of the main Science Museum. Two possible scenarios exist:

- Full or partial loss of the Dana Building preventing access,
- Incident within the main building or immediate area that prevents access to the Dana Building despite it being unaffected. This potentially has the greater potential to occur due to the close proximity of a number of Foreign Embassies.

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.

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 Crossley under a Service Level Agreement, and is subject to Crossleys own DR/ BCP arrangements. The Director of Operations has online access to the bank account and accounts.

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 Science Museum/ British Science Association 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 the Science Museum should be handled by them.
7. Work with Director and key Science Museum/ BSA 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.

Jacek Kadziolka (Website developer)

1. Post holding message when required.
2. Redirect download pages once back up server live.

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Contact Details

Name	Mobile	Landline	Alternative email