

BUSINESS CONTINUITY/DISASTER RECOVERY POLICY

OVERVIEW TO BUSINESS CONTINUITY PLAN

Business Continuity is the process which a business or organisation undertakes to ensure its resilience to disruption or disaster. In the production of this Business Continuity/Disaster Recovery Policy, Englishcombe Parish Council is committed to minimising the interruption to the Parish council business during a disruption or emergency.

This document will be issued to all members of staff and Councillors, to be used for reference in the event that any of the identified threats to business continuity should occur.

This document will be reviewed and updated annually, or as and when required, if any new threats are identified or any other changes need to be made.

BUSINESS CONTINUITY & PARISH COUNCIL SERVICES THREAT ANALYSIS

All of Englishcombe Parish Council's staff work from home and there are no physical premises. Threats to business continuity include:

- The suspension/failure of utility and communication services; typically these are power, telephone, fax, post, ADSL Internet access systems and the mobile telephone network
- The failure or malicious attack on Internal IT systems; typically this involves the failure of IT hardware and loss of key data through either accidental or malicious attack (IE: computer virus)
- The loss of key staff through illness, accident or personal reasons; typically this involves a non-planned absence which prevents staff from being able to continue to perform their normal working functions

KEY PERSONNEL - AREAS OF RESPONSIBILITY

Mr Jack Turner – Locum Clerk and Responsible Finance Officer.

Administration systems, communications (telephone, Internet access and mobile phones), Administration staff availability (loss of key staff, staff absence, illness etc), Finance systems (accounting, banking, pension scheme, customer/order/suppliers database).

BUSINESS CONTINUITY THREATS PRIORITIES & METHODOLOGY

PERSONNEL

Notify relevant staff/Councillors (via email/phone) of person not available to perform their normal work duties

Determine nature and duration of unavailability of staff member

Notify customers if necessary and advise them of the person to contact until further notice

Appoint someone to take over that person's responsibilities and duties in their absence

If the staff member becomes permanently unavailable, notify key customers if required and appoint a permanent replacement as soon as practically possible

UTILITY SERVICES & COMMUNICATIONS

ADSL/Internet/Email Access

- Determine nature of fault, contact IT Support.

Telephone Lines/System

- Determine nature of fault, contact Network Provider.
- Source suitable replacement phone switch, if required, at earliest opportunity and install

Mobile Phone Services Provider

- In the event that the network should fail, use email and landlines to communicate until the service is re-instated.

Englishcombe Parish Council

IT SYSTEMS & KEY DATA

Preventative Procedures

- Backups of all programmes (apart from payroll) stored in the External Hardrive and The Cloud.
- Email and website through Vision ICT – All data stored in the Cloud.

Virus or Malicious Attack on Systems

- Determine nature if Virus/Spyware or Systems Intrusion
- Contact IT Support.
- Investigate source of attack and implement procedure or suitable software fix to prevent any future occurrence

PANDEMIC SITUATIONS

Preventative Procedures

- In the event of a global pandemic situation, Englishcombe Parish Council will follow HM Government/Unitary Authority instructions and guidelines regarding dealing with the situation linked to all assets and working environments.