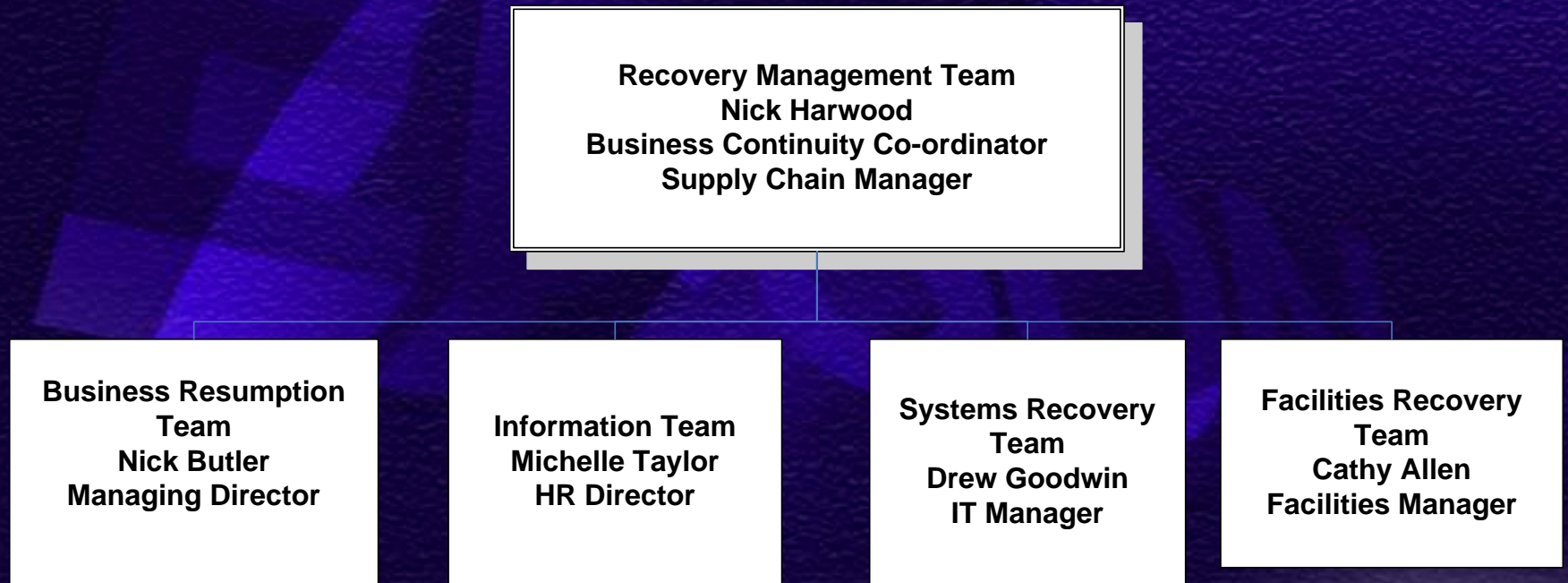


# Business Continuity Plan

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# **Business Continuity Plan**

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The plan is based on the concept of specialist teams each performing specified tasks and activities, directed and coordinated by a recovery management team.

# The Teams

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- **Recovery Management** - consists of Business Continuity Co-ordinator and the leaders of the other four teams. Responsible for the operational management of the recovery process.
- **Business Resumption** - responsible for maintaining business continuity, assessing the business impact, setting priorities
- **Information** - conveys information to staff and the media. It is responsible for all associated personnel issues.
- **Systems Recovery** – responsible for recovery and subsequent support of computer systems and communications
- **Facilities Recovery** - responsible for restoration of damaged facilities and the replacement of lost resources

# Function Recovery

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The plan is based on recovery of functions in the following priority order:

- **Phase 1 – 0 to 24 hours**
  - *Information Systems*
  - *Facilities*
- **Phase 2 – Day 2**
  - *Finance*
  - *Logistics*
  - *Home Sales*
  - *International Sales & Marketing*
  - *Corporate/HR*
- **Phase 3 – Days 3 to 7**
  - *Technical Service*
  - *Marketing*
  - *Product Procurement & Planning*

# Flow of Business Continuity Plan

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The plan is based around the following phases of recovery:

- **Phase 1 – 0 to 24 hours**
  - *Assess extent of disaster and activate appropriate recovery plan*
  - *Priority given to recovering computer systems and communications and providing temporary facilities for core business activities*
- **Phase 2 – Day 2**
  - *Facilities for key business functions established and operational*
  - *Recovery of systems and provision of facilities for other users commenced*
- **Phase 3 – Days 3 to 7**
  - *Business functions operating from Recovery Centre, with some users working from home*
- **Phase 4 – Weeks 2 to 4**
  - *Repair Campus or plan new office accommodation, new communications infrastructure*
- **Phase 5 – Weeks 4 to 6**
  - *Plan to vacate Recovery Centre, return to Campus or new office accommodation*

# Information required from the business

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- **Business Impact Assessment**
  - *Quantify the impact that the loss of each business function would cause*
- **Resource Usage**
  - *Identify the minimum resource usage requirements of each business function*
- **Resource - People Requirement**
  - *Identify the minimum number of people required by each business functions*
- **Schedule Business Functions**
  - *Understand the criticality of each of the business functions, in order to schedule their recovery in the correct order of priority*
- **Communication Flow**
  - *Establish the communication path to all staff*
- **Process to update this information**
  - *Quarterly review and sign off to state information correct*
  - *All information placed on CD and distributed*

# Planning

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- Planned for varying degrees of disaster from loss of IT to total loss of premises
- Need buy in from business regarding information i.e. customer base, staff data base & it MUST be updated
- Who & what are the priorities
- Test your IT recovery capability, without it your business has gone
- Explosion at 0600 Sunday, by 1030 Monday everyone up & running from home or recovery centre
- We now have a complete flu-pandemic plan..... You have been warned

# Buncefield



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# **Lessons Learnt**

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- **EXPECT the UNEXPECTED**
- **Ensure all BC teams give out the same message**
- **Ensure BC team all have senior management mobile and home numbers**
- **Find effective method of communicating with staff for the critical initial period. i.e. website, free phone and lists of contact numbers for cascading**
- **Keep it simple**
- **Record the costs**
- **Set up SEVERAL alternative points for BC team to initially meet**

## **At the time**

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- **Use all means available to tell staff & customers what is happening**
- **We used our website (one for internal & one external)  
A freephone number previously issued to staff and our staff contact data base**
- **Keep BC plan in several places including DR team laptops company safe, bank vault. Include items for emergency (i.e. cheque books)**
- **We were lucky it happened on a Sunday**

# Lessons Learnt

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- Identify the providers for alternative network sites
- How will you get staff there
- Where will they sit
- There are many small details that will need decisions, empower people
- Test IT changes with provider
- Telecoms mail transfers
- **TELL STAFF WHAT IS HAPPENING**

# People

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- First week everyone wants to help the business get back on its feet. The Dunkirk Spirit is apparent
- After 4 weeks morale needs a little boost
- After 8 weeks people will be glad to return to their normal environment

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- IT'LL NEVER HAPPEN TO US
- Buy in from the Board
- Plan & Test

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