

## Appendix 2

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# ICT Service Continuity Plan

Version 1

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## **ICT Continuity Plan components**

The complete ICT Continuity Plan consists of the following documents:

1. The ICT Continuity Plan
2. Priority of Service Restoration (ICT Systems) – Held under separate cover
3. The ICT Continuity Plan (Contacts) – Held under separate cover
4. Software installation guides - CD held under separate cover

## **Distribution**

All members of the ICT Implementation team  
(ICT Administration, ICT Technical Team, ICT Management Team)

Emergency Planning Officer

Risk Management Group

Audit

Legal & Property

Exchequer services

Health and Safety

## **Introduction**

Planning for the business continuity of Salisbury District Council in the aftermath of a disaster is a complex task. Preparation for, response to, and recovery from a disaster affecting the administrative functions of the Council requires the cooperative efforts of many support organisations in partnership with functional areas supporting the “business” of Salisbury District Council. This document records the Plan that outlines and coordinates these efforts, reflecting the analyses by representatives from these organisations and by the ICT Service Manager, Glen Holmes.

For use in the event of a disaster, this document identifies the computer recovery facilities (Warm Start Recovery Site) that has been designated as backup if the functional areas are disabled.

It also details alternative options for potential secondary (cold start) recovery sites in the event that the main “warm start” site is disabled or unavailable in some way.

## **How to use this document**

Use this document to learn about the issues involved in planning for the continuity of the critical and essential functions at Salisbury District Council, as a checklist of preparation tasks, for training personnel, and for recovering from a disaster.

This document is divided into four parts, as the table below describes.

- I. Information about the document itself.
- II. Design of the Plan that this document records, including information about the overall structure of business continuity planning at Salisbury District Council.
- III. General responsibilities of the individual Support Teams that together form the ICT Continuity Management Team, emphasising the function of each team and its preparation responsibilities.
- IV. Recovery actions for the Support Teams and important checklists such as the notification list for a disaster and an inventory of resources required for the environment.

Please note In the event of a disaster all existing Service Level Agreements are suspended.

Please also note that this plan does not currently cover the Council’s telephony systems.

## **Existing Business Teams and role descriptions**

For the purpose of this document team role definitions have been limited to their relevance to ICT Continuity:

### ICT 3<sup>rd</sup> Line Support –

Currently the 3<sup>rd</sup> line support function is responsible for the implementation of new systems and resolving faults with the network infrastructure, corporate application systems (who have no specific Business function supporting them) and core servers

### ICT 2<sup>nd</sup> Line support –

The 2<sup>nd</sup> line technical support team are responsible for the support and implementation of all desk systems and peripheral devices. These include :-

- Personal computers (PC)
- Tablet PC's
- Laptops
- Printers
- Scanners
- Personal Digital Assistant (PDA's)
- Digital cameras

It also provides a First line ICT Service desk function

### BTNI –

British Telecom Northern Ireland, based in Belfast, currently provide facilities in partnership style support role specifically covering our network structure, out of hours, Unix support, hardware support (such as Cisco Contracts for our network devices or HP contracts for our server hardware) and control of sub application support contracts (such as Capita Direct)

### ICT Administration -

The ICT Administration function is currently responsible for the procurement and distribution of all Corporate ICT supplies. This function also manages software and hardware asset control.

### ICT Business Support –

Business Support staff currently provide liaison between ICT Services and the Business functions of our Customers in the Organisation. They also provide ICT systems support and development facilities to enhance our Business customer's services.

### Property Management –

Property Management are responsible for the maintenance and security of all Corporate Buildings. During an incident this team will be responsible for providing out of hours access to Council buildings.

### Emergency Planning Officer –

The Emergency Planning Officer role is invoked in the case of a major or Ward incident within the Council's service to the Community remit and exists to guide the organisation.

## **ICT Continuity Incident role definitions**

### ICT Incident Manager:

It is the responsibility of the appointed ICT Incident Manager to assess, categorise and escalate any event in accordance with the guidelines set out in this document.

It is also the responsibility of the ICT Incident Manager to co ordinate and organise the appropriate action plan for the relevant event and they have the authority to invoke the specific levels of the plan in line with the strategy set out in this document.

The role will, in the event of a major disaster, involve close liaison with the Corporate Incident Manager.

Staff priority order to fill this role in the event of an incident :-

1. Head of ICT Services
2. ICT Service Manager
3. ICT Business Support Manager

### ICT Implementation Team

The implementation team will consist of the members of the existing 3<sup>rd</sup> line Technical team. In the event of an incident this team will have the authority to utilise the resources of the 2<sup>nd</sup> line Technical team as necessary to assist in the recovery of Services.

### ICT Customer Liaison

The ICT Customer liaison role will be responsible for providing regular updates and information regarding the incident to the relevant Departmental super users, general staff affected, ICT service desk and where appropriate the Emergency Planning Officer or Corporate Incident Manager.

In the event of an incident, one or more, members of either ICT Administration team, 2<sup>nd</sup> Line technical team or members of Business support will assume this role.

### ICT Service Desk

The service desk will, when and where possible, provide a central point of contact for all ICT related Business Customer queries and fault calls during an Incident. It will also provide liaison between the Council and any external ICT support provider.

Should it be necessary, this function can revert to a paper based logging and prioritisation system to distribute fault calls and systems information to the appropriate support or incident teams.

This role will be filled by one or more members of the 2<sup>nd</sup> line Technical team or members of the Business Support team, as assigned at the time by the ICT Incident Manager.

## **Assessment and Categorisation**

### Single server failure

In the event of a single server failure the ICT 3<sup>rd</sup> line support team should investigate and rectify the fault using existing rectification practices.

These may include :-

- restoration of systems from the last known successful backup.
- use of spares from the DHS (Definitive Hardware Store).
- hardware repair under the terms of a contract with an external provider.

### Multiple server failure (0-5 devices)

It is the responsibility of the ICT Incident manager to assess the best course of action based on potential repair timescales, type of disaster and impact on Business services. Review the Priority of Service Restoration (for security reasons this document is placed in a sealed envelope and carried with this plan) to ascertain the Business impact and restoration order.

These actions might include

- restoration of systems from the last known successful backup.
- use of spares from the DHS (Definitive Hardware Store).
- hardware repair under the terms of contract with an external provider.
- invocation of the Disaster Recovery support Contract to supply temporary server replacements to the main server site.

### Multiple Business service failure and Environmental Infrastructure failure

In the event of a Multiple Business Service and/or Environmental infrastructure failure surrounding the core systems the Warm Start recovery Plan should be invoked.

Likely Environmental Infrastructure failures include the following:

- Damage to Building fabric or structure.
- Sustained loss of mains power (a period over 4 working hours)
- Sustained loss of the Air conditioning systems leading to overheating (over 30 degrees Celsius)
- Sustained loss of building security

Many Disaster support contracts have a definitive time period during which their devices can be used by a customer following invocation. This period is likely to be 12 weeks from the date of delivery. Therefore once systems have been restored to basic operation it will be the task of the ICT Incident Manager to arrange for an audit of "Replacement system requirements" to be conducted.

Upon production of the "Replacement Systems requirements" information, suitable systems may be procured.

It should be noted that that there is likely to be at least a 10 day delivery delay period of new ICT equipment due to the modern supply policies adopted by manufacturers.

## **Warm Start Recovery Plan**

A "Warm Start Recovery" site has been reserved the address of which can be found in the ICT Continuity Plan (Contacts) list, held under separate cover, or by contacting the ICT Service Manager.

In the event of the ICT Incident Manager invoking the Disaster Recovery support contract and requesting the delivery of replacement servers the delivery address above should be given:-

At the invocation of a major disaster the ICT Incident Manager may request that existing Council staff vacate the first floor Depot Offices, in order to provide suitable accommodation of core staff to operate the recovered Business Systems (as listed in the Priority of Service Restoration which is held in a sealed envelope and carried with this plan) during the period of the event.

## **Potential Secondary sites (Cold Start)**

In the event that the Warm Start Recovery site is not available the following SDC owned sites should be utilised in the event of a major incident occurring. The addresses of these locations can be found in the ICT Continuity Plan (Contacts) list, held under separate cover, or by contacting the ICT Service Manager.

## **Major Local Incident**

Should an event occur that renders Salisbury City inaccessible the Disaster Recovery Contract contains an ability to instigate the delivery of a small mobile office facility that can be used in conjunction with the mobile replacement server unit. Both units come with their own diesel generators for providing power and can be located anywhere in the District.

## **Priority of Service Restoration** (as determined by the Risk Management Group)

A more detailed list is available in the "Priority of Service Restoration" document which is contained in a sealed envelope and carried with this plan.

1. Revenues and benefits (Academy system)
2. Financial Management (Agresso and BACS system)
3. Income Management (PARIS system)
4. Document Management (Valid system)
5. Customer Relationship Management (Lagan Frontline system)
6. Internet and Email facilities



## **Salvage and Insurance**

Any major disaster will require evidence to be gathered to support potential Insurance claims.

The ICT Incident Manager should arrange for photographic evidence of the physical damage to any systems or Environmental Infrastructure to be provided. This evidence can be captured either by use of a digital camera or a conventional camera device. Should it not be possible to secure a suitable camera the ICT Incident Manager can authorise the purchase of disposable camera units for this purpose.

## **Return to base policy**

All data that has been generated or processed during the incident should be transferred back on to permanent replacement systems to ensure continuity of information as part of the transition to full operational working.

Any temporary system or temporary server used during a major incident should be completely wiped and have all data thoroughly deleted before being returned to the supplier for re use.

Where a system has been used from existing stock, such as a server from the equipment store, it also should be appropriately de commissioned by having all data permanently deleted.

## **ICT Continuity emergency equipment**

The following list of equipment, which may be required in the event of an incident occurring, is to be kept securely in the "Warm Start" site location.

A box of pencils

A box of pens

A pack of 10x A4 notepads

Torch (with rechargeable batteries)

Basic technician's toolkit