# Department/Station Business Continuity Plan Template

| Department/Station: | **Information and Communications** |
|---|---|
| Plan Owned by: | Head of Information and Communications |
| Nominated Manager: | Vikki Shearing |
| Date Completed: | January 2017 |
| Review Date: | January 2018 |
| Version | 1.0 |

## Activities Review

The nominated manager must complete an ' Activities Review' to identify the activities within the Department/Station. These activities will be risk assessed, against our Business Continuity element of the Service's Risk Matrix, taking only the impact assessment into account, see guidance below:

| Minor 1 The Service can live without this function until a point of business as usual | Moderate 2 Function can be suspended for over 7 days. | Serious 3 There can be some suspension of up to 7 days. | Major 4 There can be a delay of a maximum of 24 hours. | Catastrophic 5 The Service can not fail – full availability must be maintained. |
|---|---|---|---|---|
| The short term partial failure of a department to deliver non critical function. | The short term failure of a department to deliver non critical function. | The failure of a department to deliver a key function (up to 7 days) requiring the introduction of local department business continuity arrangements | Partial delay of the Service to deliver a critical function (up to 24 hours) requiring the introduction business continuity arrangements. | The failure of the Service to deliver an emergency response requiring the introduction of full business continuity arrangements. |

| List the activities within Department or Station | Impact Score (1-5) |
|---|---|
| Responding to FOI requests | 4 |

| | |
|---|---|
| Responding to Subject Access Requests | 3 |
| Managing policies and procedures – review, consultation and publication | 2 |
| Handling complaints | 2 |
| Processing compliments | 1 |
| Managing archives | 1 |
| Taking video footage and photographs | 1 |
| Producing CFO podcast | 1 |
| Keeping the website up to date | 5 |
| Updating and managing social media accounts | 5 |
| Keeping the staff site up to date | 5 |
| Producing the Weekly Update and FireWire | 2 |
| Dealing with press enquiries | 5 |
| Managing Service events | 2 |
| Coordinating security breaches | 5 |
| Managing PIAs | 1 |
| Coordinating the events diary and resource booking system | 2 |
| Coordinating Question Time | 2 |
| Attendance/support LRF | 5 |
| Coordinating Information Governance Group | 1 |
| Managing department | 4 |

| Catastrophic & Major Impact Activities | | | | | | |
|---|---|---|---|---|---|---|
| **How long can the Service tolerate disruption of this Catastrophic/Major Impact Activity** (Place an X in the relevant box) | | | | | | |
| **List the Catastrophic and Major Activities from above : Up to -->** | | No disruption | 1Hr | 4Hrs | 8Hrs | >24Hrs |
| 1 | Keeping the website up to date | | X | | | |
| 2 | Updating and managing social media accounts | | X | | | |
| 3 | Keeping the staff site up to date | | X | | | |
| 4 | Dealing with press enquiries | | X | | | |

| 5 | Coordinating security breaches | | X | | | |
|---|---|---|---|---|---|---|

## Serious Impact Activities

**How long can the Service tolerate disruption of this Serious Impact Activity**
(Place an X in the relevant box)

| | List the Serious Impact Activities from above : Up to --> | >48hrs | >7days |
|---|---|---|---|
| 1 | Responding to  high profile FOI requests | | **X** |

## Moderate Impact Activities

**How long can the Service tolerate disruption of this Moderate Impact Activity**
(Place an X in the relevant box)

| | List the Moderate Impact Activities from above : Up to --> | +7 Days |
|---|---|---|
| 1 | Handling complaints | X |
| 2 | Dealing with Subject Access requests | X |
| 3 | Managing department | X |

## Recovery Plan

The planned actions within the recovery plan support the continuation of catastrophic activities and the re-establishment of major, serious and moderate activities for the Department/Station within an identified time frame and the measures required to be in place to manage the recovery of these activities.

**Prior to the Event (where warning has been received)**

| | Activity | Recovery Measures | Role Responsible |
|---|---|---|---|
| 1 | Dealing with press | Ensure out of hours support from media and communications, phone and internet connection | Media and Comms Manager |
| 2 | Updating website and staff site | Ensure as many trained admin are available remotely to update the sites as required. There is out of hours support from external provider. Training guide available to all admin. | Media and Comms Manager |
| 3. | Updating social media | Ensure access to accounts by trained members of staff with internet connection | Media and Comms Manager |
| 4. | High profile FOI | Ensure key FOI leads are available and notify public of potential delays | Information Manager |

| | | | |
|---|---|---|---|
| | requests | | |
| 5. | Coordinating security breaches | Ensure that reports to the ICT service desk are followed up by the department to contain or resolve the breach | Information Manager |
| 6 | Managing department | Contact all staff, agree alternative locations and work priorities<br><br>Advise Director of the situation and arrangements in place | Head of Information and Communications |
| 7 | Service wide awareness | Ensure that relevant communications are provided Service-Wide of the potential event and how to contact the team/management during the event | Head of Information and Communications |

**First Hour**

| | Activity | Recovery Measures | Role Responsible |
|---|---|---|---|
| 1 | Dealing with press | Maintain twitter and phone contact as needed, Support recovery team. | Media and Communications Manager |
| 2 | Updating staff site and website | Ensure relevant messages are posted to internal and external sites | Media and Communications Manager |
| 3 | Updating social media | Ensure relevant messages are posted to internal and external sites | Media and Communications Manager |
| 4 | Department Communications | Contact all staff and advise of the event.<br>Agree alternative location and work priorities. | Head of Information and Communications |
| 5 | Alternative work locations | All department staff to work remotely from home.<br>Requirement for external access and wifi connection | Head of Information and Communications |
| 6 | Department Management | Review work priorities and ensure that staff are clear.<br>Confirm any activities that can be delayed/stopped during event. | Head of Information and Communications |

**4-8 Hours**

| | Activity | Recovery Measures | Role Responsible |
|---|---|---|---|
| 1 | Updating staff site and website | Ensure relevant messages are posted to internal and external sites | Media and Communications Manager |
| 2 | Updating social media | Ensure relevant messages are posted to internal and external sites | Media and Communications Manager |
| 3 | Updating department | Keep department informed of what's happening, review working and welfare issues, resolve any local concerns and report any issues to Director | Head of Information and Communications |
| 4 | Communications | Ensure that the internal and external stakeholders for the department are aware of the event and any impact on workload. | Head of Information and Communications |

**24 Hours**

| | Activity | Recovery Measures | Role Responsible |
|---|---|---|---|
| 1 | Updating staff site | Ensure relevant messages are posted to internal and external sites | Media and Communications Manager |

| | | and website | | |
|---|---|---|---|---|
| 2 | Updating social media | Ensure relevant messages are posted to internal and external sites | Media and Communications Manager |
| 3 | Updating department | Keep department informed of what's happening, review working and welfare issues, resolve any local concerns and report any issues to Director | Head of Information and Communications |
| 4 | Communications | Ensure that the internal and external stakeholders for the department are aware of the event and any impact on workload. | Head of Information and Communications |

**48 Hours**

| | Activity | Recovery Measures | Role Responsible |
|---|---|---|---|
| 1 | Dealing with high profile FOI requests | Evaluate impact of each request. Advise requestors that there may be a delay in response. Ensure communications with teams responsible for data requested receive request. | Information Manager |
| 2 | Managing department | Set up remote community with personal emails addresses to coordinate concerns, arrangements etc if needed | Head of Information and Communications |
| 3 | Updating staff site and website | Ensure relevant messages are posted to internal and external sites | Media and Communications Manager |
| 4 | Updating social media | Ensure relevant messages are posted to internal and external sites | Media and Communications Manager |
| 5 | Updating department | Keep department informed of what's happening, review working and welfare issues, resolve any local concerns and report any issues to Director | Head of Information and Communications |
| 6 | Workloads | Ensure that staff are able to continue to work in alternative location and review workloads and expectations. | Head of Information and Communications |
| 7 | Communications | Ensure that the internal and external stakeholders for the department are continued to be update of the event and any impact on workload. | Head of Information and Communications |

**+7 days**

| | Activity | Recovery Measures | Role Responsible |
|---|---|---|---|
| 1 | Subject Access Requests | Advise the public that there is a delay in these requests | Information Manager |
| 2 | Complaints | Advise the public and any complainants that there is likely to be a delay in a response | Information Manager |
| 3 | Updating staff site and website | Ensure relevant messages are posted to internal and external sites | Media and Communications Manager |
| 4 | Updating social media | Ensure relevant messages are posted to internal and external sites | Media and Communications Manager |
| 5 | Updating | Keep department informed of what's happening, review working and welfare | Head of Information and |

| | department | issues, resolve any local concerns and report any issues to Director | Communications |
|---|---|---|---|
| 6 | Consideration for longer term arrangements | Review alternatives for longer term BAU at substitute site. | Head of Information and Communications |
| 7 | BAU work | Build measures to ensure that the department can continue with BAU work activities. | Head of Information and Communications |
| 8 | Communications | Ensure that the internal and external stakeholders for the department are continued to be update of the event and any impact on workload. | Head of Information and Communications |

# Service Impact Analysis

To support the implementation and management of this plan the following minimum resources, vehicles & equipment and ICT will be required.

| Resources | |
|---|---|
| Prior to event | One member of staff with the ability to update the staff site and website with key messages for staff and external stakeholders, one member of staff to handle press enquiries and complaints and Head of Department or substitute |
| First Hour | As above |
| 4-8 Hours | As above plus a member of staff with the ability to provide advice on Data Protection. Freedom of Information and security breaches |
| 24 Hours | As above |
| 48 Hours | As above |
| 3-7 Days | As above |
| + 7 Days | BAU |

| Vehicles & Equipment | |
|---|---|
| Prior to event | Work can be completed at home, provided ICT remote connections are available and internet access is available. |

| First Hour | As above |
|---|---|
| 4-8 Hours | As above |
| 24 Hours | As above |
| 48 Hours | As above |
| 3-7 Days | As above |
| + 7 Days | As above – Longer term BAU to be reviewed. |

| ICT | |
|---|---|
| Prior to event | Telephone, laptop and remote connection |
| First Hour | As above |
| 4-8 Hours | As above |
| 24 Hours | As above |
| 48 Hours | As above |
| 3-7 Days | As above |
| + 7 Days | As above |

# Relocation Site

Relocation site details and options for the Department/Station

| Site Name | Address/Location | Contact Name | Telephone No | Additional Information |
|---|---|---|---|---|
| n/a all key staff have the ability to work remotely | n/a | | | |

| | | | | |
|---|---|---|---|---|
| provided remote access is working | | | | |
| We would need access to an office for a weekly meeting if the event lasted more than 7 days, The office would need internet connection. | A fire station | | | |

# Additional Information

**Stakeholders:** Identify the stakeholders likely to be affected by this plan.

| Stake holders | Employees | Community | Suppliers | Partners | The Media | The Government |
|---|---|---|---|---|---|---|
| **Place X in box** | **X** | **X** | | **X** | **X** | |

| Elected Members | Users of Services | Neighbouring FRS's |
|---|---|---|
| **X** | | |

**Vital Records**
List any vital records that are not computerised and not held on a centrally backed up servicer.

| Record | Location | Format |
|---|---|---|
| None | | |