

Department Business Continuity Plan Template

Department/Station:	Strategic Planning and Knowledge Management
Plan Owned by:	Robert Ford
Nominated Manager:	Alex Davidson
Date Completed:	26/01/2017
Review Date:	30/06/2018
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 The Service can live without this function until a point of business as usual	Moderate Function can be suspended for over 7 days.	Serious There can be some suspension of up to 7 days.	Major There can be a delay of a maximum of 24 hours.	Catastrophic The Service can not fail – full availability must be maintained.
The short term partial failure of a <u>department</u> to deliver non critical function.	The short term failure of a <u>department</u> to deliver non critical function.	The failure of a <u>department</u> to deliver a key function (up to 7 days) requiring the introduction of local department business continuity arrangement	Partial delay of the <u>Service</u> to deliver a critical function (up to 24 hours) requiring the introduction business continuity arrangements.	The failure of the <u>Service</u> to deliver an emergency response requiring the introduction of full business continuity arrangements.

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List the activities within Department or Station	Impact Score (1-5)
Maintenance of competence through Redkite	2
Update of personnel records through HRMIS	2
Recording of incident information	1
Support Heads of Departments and their Staff and Project Managers with Action and Task updates and Project updates in Cycle. In line with our Vision, this is working within the Corporate frameworks set by the Organisation, embracing a structured corporate discipline.	3
Targeting of home safety information through Pinpoint	1
Scenario planning through Phoenix	1
Management information on prevention, fire safety and operational risk information using CFRMIS	2
Update of records through FireWatch	2
Develop Cycle to facilitate functions and processes within the Organisation	2
Delivering Hydrant data - Moderate (2) legacy data held on devices until new dataset provided	2
Delivering crewing data - Moderate (2) legacy data held on devices. Individual MDT can be updated	2
Ensuring ScCapture server is running and providing up to date Risk	1
Demountable device that is fit for purpose	1
Access to Ops systems, CRS, CHEM	3
Delivery of partnership data	1
Provision of detailed analysis of performance information	2

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	n/a					

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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	Performance reporting through Sycle		X
2	Access to Ops systems, CRS, CHEM	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	Maintenance of competence through Redkite	X
2	Update of personnel records through HRMIS	X
3	Management information on prevention, fire safety and operational risk information using CFRMIS	X
4	Update of records through FireWatch	X
5	Delivering Hydrant data - legacy data held on devices until new dataset provided	X
6	Delivering crewing data - legacy data held on devices. Individual MDT can be updated	X
7	Provision of detailed analysis of performance information	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.

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Prior to the Event (where warning has been received)

	Activity	Recovery Measures	Role Responsible
1	Ensure full understanding of impending event	Review how the event will impact upon the department Understand if there is an expected timeframe for event	Head of Department
2	Staff location	Critical staff to be relocated if necessary/agree work from home where suitable	Head of Department
4	Communication with Department	Ensure that all staff are aware of the impending event. Agree work alternative locations if needed Agree priorities of work where needed Set in place a communication process for staff and line management Ensure Director is aware	Head of Department
5	Service Wide Communications	Consider if a Service wide communication is required. Send appropriate communications, include how the team is contactable during the event	Head of Department
7	Back up data sets	Ensure back up of data sets exist	Information Systems manager

First Hour (where no warning is received)

	Activity	Recovery Measures	Role Responsible
1	Ensure full understanding of impending event	Review how the event will impact upon the department Understand if there is an expected timeframe for event	Head of Department
2	Department Communications	Contact all staff and advise of the event. Agree alternative location and work priorities. Set in place a communication process for staff and line management Ensure that the Director is aware	Head of Department
3	Alternative work locations	All department staff to work remotely from home or agreed alternative location Requirement for external access and wifi connection	Head of Department
4	Department Management	Review work priorities and ensure that staff are clear. Confirm any activities that can be delayed/stopped during event.	Head of Department

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5	Back up data sets	Ensure back up data sets exist	Information Systems manager
6	Service Wide Communications	Consider if a Service wide communication is required. Send appropriate communications, include how the team is contactable during the event	Head of Department

4-8 Hours

	Activity	Recovery Measures	Role Responsible
1	Communications	Ensure that the internal and external stakeholders for the department are aware of the event and any impact on workload. Implement communication arrangement for department	Head of Department
2	Department Management	Review work priorities and ensure that staff are clear. Confirm any activities that can be delayed/stopped during event. Consider staff welfare and working locations	Head of Department

24 Hours

	Activity	Recovery Measures	Role Responsible
1	Contact suppliers	Negotiate with suppliers to create an alternative system – externally hosted if required	Information Systems manager
2	Review and prioritise outcomes to be achieved	Determine and adjust the priority of different outcomes to reassign staff to different areas of work	Head of Department
3	Communications	Ensure that the internal and external stakeholders for the department are aware of the event and any impact on workload. Implement communication arrangement for department	Head of Department
4	Service Wide Communication	Consider if a Service wide communication is required to advise of the current situation in department. Liaise with the Media & Communications Manager to arrange.	Head of Department
5	Staff Welfare	Consider staff welfare and working locations	Head of Department

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48 Hours

	Activity	Recovery Measures	Role Responsible
1	Communications	Ensure that the internal and external stakeholders for the department are aware of the event and any impact on workload. Implement communication arrangement for department	Head of Department
2	Department Management	Review work priorities and ensure that staff are clear. Confirm any activities that can be delayed/stopped during event. Consider staff welfare and working locations	Head of Department
3	Performance reporting through Cycle	Camms have a back-up of the system held within their servers. Contact Camms and arrange for their system to point at back up database. There may be a need for them to host the data on their servers for a short time while an alternative hosting solution is found	Corporate Change Co-ordinator
4	Access to Ops systems, CRS, CHEM	Provide information through an alternative source including manual printing of information	Mobile Technology Officer

+7 days

	Activity	Recovery Measures	Role Responsible
1	Obtain additional resource	Negotiate the release of IRMP Performance and Evaluation Manager to cover performance analysis	Head of Department
2	Use alternative software systems	Utilise external hosted systems from suppliers	Information Systems manager
3	Manual processes	Introduce manual processes until new software systems are available	Information Systems manager
4	Alternative work locations	All department staff to continue to work from alternative location or home. Requirement for external access and wifi connection	Head of Department
5	Consideration for longer term arrangements	Review alternative locations for longer term issues and BAU Start making arrangements for alternative office space for department Build measures to ensure that the department can continue with BAU work	Head of Department

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		activities.	
6	Staff welfare	Review current arrangements and impact on staff. Agree longer term arrangements.	Head of Department
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 Department
8	Maintenance of competence through Redkite	Put in place manual process to record competence until a new system is available	Systems Analyst
9	Update of personnel records through HRMIS	Put in place manual process to record changes in personnel records until a new system is available	Systems Analyst
10	Management information on prevention, fire safety and operational risk information using CFRMIS	Put in place manual process to record management information until a new system is available	Systems Analyst
11	Update of records through FireWatch	Put in place manual process to record competence until a new system is available	Systems Analyst
12	Delivering Hydrant data - legacy data held on devices until new dataset provided	Legacy data held on devices until new dataset provided	Mobile Technology Officer
13	Delivering crewing data - legacy data held on devices. Individual MDT can be updated	Legacy data held on devices. Individual MDT can be updated	Mobile Technology Officer

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14	Provision of detailed analysis of performance information	Prioritise workloads to release capacity to undertake analysis and arrange for the release of the IRMP Performance and evaluation Manager to supply additional capacity	Head of Department
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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	Head of Department and Information Systems Manager
First Hour	Head of Department and Information Systems Manager
4-8 Hours	Head of Department and Information Systems Manager
24 Hours	Head of Department and Information Systems Manager
48 Hours	Head of Department, Information Systems Manager, Corporate Change Coordinator, Mobile Technology Officer
3-7 Days	Head of Department, Information Systems Manager, Systems Analyst, Mobile Technology Officer
+ 7 Days	Full resources – BAU needed. There will be a cost implication to restore systems, including back up systems

Vehicles & Equipment	
Prior to event	None
First Hour	None
4-8 Hours	None
24 Hours	None
48 Hours	None
3-7 Days	None
+ 7 Days	None

ICT	
Prior to event	Support from ICT to restore systems through back-ups or supply data in an alternative form – Plus external ICT

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	Access – Laptops/mobile phones
First Hour	Support from ICT to restore systems through back-ups or supply data in an alternative form – Plus external ICT Access – Laptops/mobile phones
4-8 Hours	Support from ICT to restore systems through back-ups or supply data in an alternative form – Plus external ICT Access – Laptops/mobile phones
24 Hours	Support from ICT to restore systems through back-ups or supply data in an alternative form – Plus external ICT Access – Laptops/mobile phones
48 Hours	Support from ICT to restore systems through back-ups or supply data in an alternative form – Plus external ICT Access – Laptops/mobile phones
3-7 Days	Support from ICT to restore systems through back-ups or supply data in an alternative form – Plus external ICT Access – Laptops/mobile phones
+ 7 Days	Full ICT access

Relocation Site

Relocation site details and options for the Department/Station

Site Name	Address/Location	Contact Name	Telephone No	Additional Information
None required. All members of staff can work remotely using laptops from any location or from home				

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			

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	x					
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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
Performance Information in Sycle	Held on a server in the Cloud. This is backed up by the provider	

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