Contingency Plan

Journey Organizer
<1.0>

Version	Date	Author	Approved by	Description
1.0	20/02/2016	Dawid Janelli	-	First version of the contingency plan
2.0	04/03/2016	Dawid Janelli	-	Updating Responsibilities (2.2)

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1. Introduction

1.1 Purpose

This contingency plan establishes procedures to recover the Journey Organizer following a disruption. The document explains what to do in case of failure. There are several objectives for this contingency plan:

- Maximize the effectiveness of contingency operations through an established plan that consists of the following phases:
    1. Detection & Activation: recognize the error and damage caused
    2. Recovery: get everything you can from damaged resources
    3. Reconstitution: try to reconstruct the latest version of the project
- Identify the critical activities, resources, and procedures needed to carry out operations during a failure.
- Assign responsibilities to designated personnel

The intended audience of this contingency plan is the project manager, project team and project supervisor.

1.2 Applicability

This plan applies to the functions, operations and resources necessary to restore normal functionality of the Journey Organizer which includes website and android application. The contingency plan is supported by risk assessment.

1.3 Scope

If disaster happens in the Journey Organizer we need to know how far that failure goes and where it ends. We have to examine each critical part of the whole project such as server which includes database, website and android application source files - these are the most important fragments of the project. Less important would be source code documentation, graphical files and other documents (e.g. project plan, risk assessment, test cases etc.).

We cannot predict all risks and disasters therefore this contingency plan will have to be updated regularly although here are some examples of potential types of disasters: natural disaster, external human threats , internal malicious activities.

2. Concept of operations

2.1 Line of succession

The project manager, Mateusz Maly is the one who is responsible for the execution of procedures documented within this contingency plan. If project manager is unable

to function as the overall authority or chooses to delegate this responsibility, the software engineer, Jan Gucwa shall function as that authority. If both of them are unable to function – here is the ordered list of who shall be in charge:

1. Mateusz Maly, project manager, mfm9@kent.ac.uk
2. Jan Gucwa, software engineer, jg404@kent.ac.uk
3. Filip Borowiak, quality assurance, fb225@kent.ac.uk
4. Karl Baran, test analyst, kb440@kent.ac.uk
5. Dawid Janelli, documentation, ddj4@kent.ac.uk

2.2 Responsibilities

Project is divided onto three critical parts: *server*, *website* and *android application*. Additionally there is also less critical part: *documentation.*

- **Server**

Server team is responsible for maintenance of the server files (Java) and the database (PostgreSQL). They are also responsible for backups (keep the backups safe and up to date). They have to contact other teams about any change that has been made to the server.

Server team members: **Mateusz Maly** and **Jan Gucwa**

- **Website**

Website team is responsible for maintenance of the website files which are written in following languages: PHP, HTML, CSS and JavaScript. They are responsible for making sure that connection between the server and the website is correct and there are no errors (e.g. syntax or compile errors).

Website team members: **Filip Borowiak** and **Karol Baran**

- **Android app**

Android app team is responsible for maintenance of the android app files which are written in Android. They are responsible for making sure that connection between the server and the app is correct and there are no errors (e.g. syntax or compile errors).

Android app team members: **Mateusz Maly** and **Jan Gucwa**

- **Documents**

Document team is responsible for creating high quality documents and keeping them up to date.

Document team member: **Dawid Janelli**

Each team has been developed and trained to respond to a contingency event affecting the provided areas of the project, additionally each team is responsible for keeping their source code clear and easy to understand through documenting it.

In case of disaster each of the three teams mentioned above, must react within 24 hours and be able to get the backup data as quick as possible, each team is

responsible for recovery and reconstruction of the data described above, however in emergency situations where whole system collapsed they are allowed to work together. Every team must make sure that recovered or reconstructed data meets specified requirements.

1. Detection & activation phase

3.1 Purpose

Needed for Recovery phase. This phase can be started only by the project manager who is responsible for contacting required team, if project manager is unable to recognize which team should be informed then all the teams have to be informed as quickly as possible.

3.2 Activation

The Contingency Plan is to be activated if one or more of the following criteria are met:

- If Journey Organizer main server will be unavailable for more than 48 hours
- If website or application will be unavailable for more than 72 hours
- If both website and android application will be unavailable for more than 48 hours
- If facility is damaged and will be unavailable for more than 24 hours

2. Recovery phase

4.1 Recovery goal

The goal is to rebuilt the Journey Organizer system to a functional service by required team. In recovery phase many teams can work at the same time parallelly. If data has been stolen or deleted chosen team need to use back up data or try to recover stolen/deleted files. Access to backup data has been granted only for *software engineer* and *quality assurance*.

The recovering phase can be initiated and finished at alternate site (it can be a server or whole facility).

4.2 Contacting

In recovery phase when we are sure about what happen to the Journey Organizer, the project manager must contact partners and customers affected, e.g.

- companies that hosts adverts on the Journey Organizer service
- registered users
- other services that uses Journey Organizer API or feeds

If personal data has been stolen all people that could be affected must be informed.

4.3 Testing

Testing is necessary for all recovered data, it must be checked if the data is consistent and if there are no faults before applying them to the system. *Test analyst* is responsible for making sure that data is correct.

3. Reconstitution phase

5.1 Return to normal operations

This section discusses activities necessary for restoring Journey Organizer operations at the original or new facility or server. This phase can be started only if recovering phase has been finished. The goal is to provide a smooth transition of operations from the alternate to the original or new site within 24 hours.

5.2 Documentation

Every phase of the contingency plan has to be documented, its progress and result. It must be written as detailed report of everything that happened. The contingency plan has to be updated as well. This is responsibility of team member who is looking after documentation within the project.

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