

Contingency Plan

Journey Organiser

<3.0>



Version	Date	Author	Approved by	Description
1.0	03/11/2015	Dawid Janelli	-	First version of the contingency plan
2.0	11/11/2015	Dawid Janelli	Mateusz Maly	Updated Responsibilities (2.2)
3.0	20/12/2015	Mateusz Maly		Improved the document, checked for spelling and grammar errors.

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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: recognise the error and damage caused.
 2. Recovery: Attempt to recover resources affected.
 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 the 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 Organiser which includes website and android application. The contingency plan is supported by risk assessment.

1.3 Scope

In case of a disaster happening, the team needs to be aware of the plan of action. First step is the examination of each of the critical parts of the whole project such as the server, the website and the app, as these are the most important resources. Documentation and other files such as images have a lower priority.

The team is unable to predict all risks to the project upfront, therefore this plan needs to be updated regularly.

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 should replace the current project manager. The following list shows the priority ranking of who should lead the project.

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: *the server*, *the website* and *the android application*.

Additionally there is also a less critical part: *documentation*.

- **Server**

Server team is responsible for maintenance of the server files (Java). They are also responsible for backups of the application. They are required to communicate any changes with other members of the project.

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 implementing the Website and keeping it up to date with any changes occurring on the server

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 implementing the Android design, keeping it updated with any server changes and consistent with the Website.

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 mentioned areas of the project, additionally each team is responsible for keeping their source code clear and easy to understand.

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. 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 the particular team. In a case where the project manager is unable to identify the team involved, everyone on the project should be contacted 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 Organiser 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 rebuild the application to a functional service by the team responsible for implementation of that particular part of the system. In recovery phase many teams can work at the same time parallelly. If data has been stolen or deleted, the team responsible for that part of the application needs to use back up data or try to recover stolen/deleted files. The project is backed up on GitHub as well as external hard drives, which makes any recovery easier.

4.2 Contacting

In case of a disruption, certain stakeholders may have to be informed of the incident. The project manager is responsible for contacting any partners or customers affected by the disruption. It also required that any affected users must be contacted if their data has been stolen.

4.3 Testing

Testing is necessary for all recovered data, checks must focus on consistency and identifying any errors that could have occurred during recovery phase. *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 Organiser 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 the result. The person responsible for documentation is responsible for documenting all the phases.