

Departmental Business Continuity Worksheet (Technology) April 4 th , 2019		SOCIAL SERVICES		Staff	RTO
To provide coordinated responsive and cost-effective services to strengthen economic, social, environmental and cultural well-being of the diverse communities we serve. We deliver effective employment, financial and children’s services so that individuals and families are encouraged and empowered to overcome challenges and move toward greater self sufficiency				57	2-4 weeks
					7-days
					3-days
					24-hours
Critical Functions and Recovery Time Objectives					0-4 hours
Service/Process	RTO	Impact	Manual Processes/Alternatives		
ONTARIO WORKS		<ul style="list-style-type: none">Failure to issue benefits in a timely manner could leave vulnerable people in position of not having enough money for food or shelter and unable to obtain coverage medical needs and drug coverage.	<ul style="list-style-type: none">Prior to pay run contact would be made with Ministry to “push out” cheques based on previous months assistance.Cheque files can be sent vendor Vision Craft in Alberta for printing and couriered to officeCheque files can be sent via Ministry to a neighboring municipality for printing if they are unaffectedManual cheques can be created in finance to meet needs of new OW intakes and entered into SAMS		
FEE SUBSIDY PROGRAM		<ul style="list-style-type: none">Failure to issue subsidy approval in a timely manner could result in disruption of service/care for residents of Grey county.Lack of access to OCCMS would delay payments to child care providers as the submit their billing online on a monthly basis			
HOME CHILD CARE		<ul style="list-style-type: none">Communication with providers and licensing advisor/on-line serious occurrence reporting would be impacted.	<ul style="list-style-type: none">Manual Child Care Financial Assessment calculations.		
EARLY-ON CENTRES		<ul style="list-style-type: none">Access to community online information (i.e. calendar and Facebook) would be impacted.	<ul style="list-style-type: none">EarlyON – if possible find alternate internet source to access social media to advise of any service disruptions, post signage, coordinate with communications team to determine next stepsManual payments to licensed child care centres, licensed home child care, EarlyON operators, special needs resourcing and social initiatives		

Departmental Business Continuity Plan – Social Services

SOFTWARE APPLICATIONS SUPPORTING CRITICAL SERVICES/PROCESSES

Application	Function	Location	Description	Support Contact
Microsoft Exchange	Email	Primary Datacenter	Fee Subsidy Program/ Home Child Care	Information Technology
SAMs		External	Required for Ontario Works	Information Technology
Staff Schedule Care (SSC)	Scheduling	External	Required for Ontario Works	Information Technology
OCCMS	Fee Subsidy	Primary Datacenter	Required for Home Child Care	Information Technology

VITAL RECORDS, FORMS AND DOCUMENTS

Vital Record	Description	Storage Location	Format	Updated
Financial records	Great Plains	Primary Datacenter	Digital	Daily
MSSQL	OCCMS Database	Primary Datacenter	Database	Daily
CCLS	Home Child Care	External	Database	Daily
Reports - Employment Insurance and NCBS	Host file for Employment Insurance and NCBS	On hard drive of 3 users (Trudy Funston, Angie Hurst, Debbie Pegelo).	Digital	Unknown

TECNOLOGY REQUIREMENTS

Type	Normal	Minimal (MSL)	Comments
Telephones (VOIP + Cell)	TBD	10	
Computers with network access + Internet	TBD	59	Required for Ontario Works
Computers with Internet access	TBD	12	Required for Children's Services