Departmental Business Continuity Worksheet (Technology) April 4th, 2019	TOURISM	Staff	RTO	
		4		2-4 weeks
				7-days
				3-days
				24-hours
				0-4 hours

Grey County Tourism is the Destination Marketing Organization (DMO) for Grey County. We are part of the Economic Development and Tourism department with a mandate to support Grey County's Goal 1 of strengthening the local economy through tourism development and marketing.

We also support healthy connected communities (Goal 2) through cycling and trails development and marketing. Like all county departments we are committed to Goal 3, and do this most visibly through our tourism website visitgrey.ca and social media.

Critical Functions and Recovery Time Objectives

Service/Process	RTO	Impact	Manual Processes/Alternatives
PROMOTION AND MARKETING		• Failure to perform would result in loss of visitation and associated revenues to local tourism industry, and ultimately tax revenues to Grey County, damage to county's reputation and credibility	•
INDUSTRY SUPPORT		• Failure to perform would result in less effectiveness/efficiency in our tourism industry.	•
PRODUCT EXPERIENCE/DEVELOPMENT		• Failure to perform would lead to loss of opportunities and market position as a leading tourism destination.	•
TOURISM METRICS		• Failure to perform would result in uncertainty in tourism's value and importance and in how we are doing as a destination, what is growing or shrinking, etc.	•

SOFTWARE APPLICATIONS SUPPORTING CRITICAL SERVICES/PROCESSES

Application	Function	Location	Description	Support Contact
Alfresco	Enterprise Content Management	Primary Datacenter	Document repository	Information Technology

VITAL RECORDS, FORMS AND DOCUMENTS

Vital Record	Description	Storage Location	Format	Updated
PostgreSQL	Alfresco database	Primary Datacenter	Database	Daily
Various Documents	Located on file shares	Primary Datacenter	Digital	Daily
Grey County Tourism Facebook	Grey County Tourism Facebook account	External	Digital	Daily
Payroll Approvals	SSC	External	Digital	Daily

TECNOLOGY REQUIREMENTS

Type	Normal	Minimal (MSL)	Comments
Telephones (Cell)	4	1	Used for media relations, tours, tourism inquiries
Computer with network/Internet access and Adobe Suite, EventBrite, Environics Analytics, ThirdLight	4	1	
Computer with SSC access	4	1	– payroll approvals: computer