

Departmental Business Continuity Worksheet (Technology) April 4 th , 2019			COUNTY CLERKS	Staff	RTO	
The Clerk's department supports all departments on various levels within the County including reports to committee/council, corporate agreements, policies, records management and freedom of information requests. We also support a Council portal for councilors to access meeting documents and post agendas, meeting documentation and minutes to the county website for public viewing.				5		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			
COUNCIL AND COMMITTEE PACKAGES		<ul style="list-style-type: none">Council Packages-agenda package could not be built, reports (in Alfresco) could not be completed.Council and public integrity exposed, requirement under Municipal Act to have agendas posted at least 3 days prior to meeting				
CORPORATE AGREEMENTS		<ul style="list-style-type: none">Agreement in progress-locked unable to access.Delays in reaching agreement with 3rd parties, unable to sign off funding agreements, manual re-writing of agreements to ensure somewhat of a business continuity with service providers				
CORPORATE POLICIES AND PROCEDURES		<ul style="list-style-type: none">Policies would not be public on the county website-would cause public confusion and perhaps safety issues especially related to road related permits. Staff could not access policies to provide to the public.				
FREEDOM OF INFORMATION		<ul style="list-style-type: none">Records could not be recovered for FOI requests in a timely matter.				
REAL ESTATE SERVICES		<ul style="list-style-type: none">GIS, GIN could not be accessed to determine property/ownership information.	<ul style="list-style-type: none">Staff would have to go to other locations (Land Registry) to complete searches			
RECORDS MANAGEMENT		<ul style="list-style-type: none">No records management tasks related to electronic documents could be completed				
PROCESS IMPROVEMENT/ SPECIAL PROJECTS		<ul style="list-style-type: none">	<ul style="list-style-type: none">These would be placed on hold pending reconnection of internet services			

Departmental Business Continuity Plan – County Clerks

SOFTWARE APPLICATIONS SUPPORTING CRITICAL SERVICES/PROCESSES

Application	Function	Location	Description	Support Contact
Alfresco	Enterprise Content Management	Primary Datacenter	ECM software	Information Technology
Microsoft Exchange	Email	Primary Datacenter	Email software	Information Technology

VITAL RECORDS, FORMS AND DOCUMENTS

Vital Record	Description	Storage Location	Format	Updated
Council Packages	Alfresco	Primary Datacenter	Digital	Daily
Agreements	Alfresco	Primary Datacenter	Digital	Daily
Policies/Procedures	Alfresco	Primary Datacenter	Digital	Daily
Freedom of Information	Alfresco	Primary Datacenter	Digital	Daily
Real Estate Services-Land Registry Access	Alfresco	Primary Datacenter	Digital	Daily
PostgreSQL	Alfresco Database	Primary Datacenter	Database	Daily

TECNOLOGY REQUIREMENTS

Type	Normal	Minimal (MSL)	Comments
Computer with network access (+Internet)	5	1	Alfresco access