

| Departmental Business Continuity Worksheet (Technology) April 4 th , 2019 | | | TOURISM | | Staff | RTO | |
|--|-----|--|-------------------------------|--|-------|-----|-----------|
| <p>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.</p> | | | | | 4 | | 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 | | | | |
| PROMOTION AND MARKETING | | <ul style="list-style-type: none">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 | | <ul style="list-style-type: none">Failure to perform would result in less effectiveness/efficiency in our tourism industry. | | | | | |
| PRODUCT EXPERIENCE/DEVELOPMENT | | <ul style="list-style-type: none">Failure to perform would lead to loss of opportunities and market position as a leading tourism destination. | | | | | |
| TOURISM METRICS | | <ul style="list-style-type: none">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. | | | | | |

Departmental Business Continuity Plan – Tourism

SOFTWARE APPLICATIONS SUPPORTING CRITICAL SERVICES/PROCESSES

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