

Business Continuity &

Disaster Recovery Plan

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**Signed:** Declan McGuire **Date:** 06/01/2021

**Abstract**

This Business Continuity Disaster, Recovery Report has been prepared for DDP Architects in accordance with the findings of Business Impact Analysis dated 9th November 2020.

This plan was prepared in accordance with the “*Business Continuity Plan Guidance for Small Businesses*” document available at:

<https://www.hertfordshire.gov.uk/media-library/documents/business/business-continuity/business-continuity-plan-template.doc>.

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# Executive Summary

DDP Architects has prepared this Business Continuity and Disaster Recovery (BCDR) plan to provide a systematic approach to dealing with an emergency. The objective is to return the business to normal operations as soon as possible.

Having conducted a business impact analysis, the key risks identified were utilities outages, cyber-attacks, and extreme weather events.

No plan can cover every possible eventuality, however DDP Architects has identified the core business elements and functions, their dependencies, and interdependencies, and has designed this plan to provide a sequence of recovery which ensures that the business functions are recovered or restored such that downtime is minimised.

# High level overview

DDP Architects previously conducted a Business Impact Analysis (BIA) which identified that the Information Systems/Information Technology (IS/IT) business function was both the most critical and the most vulnerable business function.

## Plan activation

The management team will decide whether the plan must be activated and inform staff and third parties accordingly. The Critical Incident Response Team (CIRT) will convene and take charge of the situation.

## Evacuation

If evacuation of the building is necessary, the existing fire drill procedure will apply. Fire alarms to be activated, and staff to make their way via the designated/alternative escape routes to the green area adjacent to the car park entrance barrier.

## Critical Incident Response Team

The Critical Incident Response Team (CIRT) shall comprise the following personnel with assistance as required from staff and third parties.

Table 1 - CIRT Team

|  |  |
| --- | --- |
| Name | Role/Responsibility/Function |
| David Donnelly | MD/Architect – Director. |
| Mick McGovern | IT Manager – Responsibility for all IS/IT |
| Claudia McDonnell | Accounts Manager – Accounts & HR |
| Patrick Wynne | Architect – Senior Project Manager |
| Alan Earley | Architect – Senior Contracts Manager |

The CIRT team will meet at least daily or more often as required by the incident until normal pre-incident operations are resumed.

## Health and Safety

A major disaster or severe weather event may pose a significant threat to the health and safety of employees or contractors. DDP Architects will prioritise the health and safety of employees, agents, and contractors at all times. All directions from emergency services must be complied with.

## Secondary site

There is currently no secondary site or premises from which the business can operate. Work from home operations are possible contingent on the core file and support services being available either in DDP Architects existing office or elsewhere.

## Managed service providers

DDP Architects maintains a Service Level Agreement with MJ Flood Ltd. For the provision of hardware, software, managed print services and technical support. The SLA specifies like-for-like hardware replacement on a next business day basis.

DDP Architects maintains a Service Level Agreement with Saveitall.ie for provision of online backup. The SLA specifies not more than 4-hour intervals between backups.

## Procedure

DDP Architects have agreed the following activation and implementation procedure:

1. Major Incident/Event Occurrence.
2. Notify Management, CIRT meet.
3. Preliminary assessment/Business impact analysis.
4. Decision to implement BCDR taken.
5. Communicate to staff.
6. Implement temporary procedures as required.
7. Implement recovery procedures in line with recovery hierarchy.
8. Transition back to normal operations.
9. Review, assess, implement additional measures if required.

## Recovery hierarchy

The recovery hierarchy seeks to restore services in line with the Business Impact Analysis (BIA) is as follows:

Table 2 - Recovery Hierarchy

|  |  |  |
| --- | --- | --- |
| Priority | Element | Description |
| 1 | Power | Provide or restore a safe and reliable electrical supply. |
| 2 | Communications | Provide or restore functional Internet access.  Provide network routing, switching and firewall services.  Provide functional telephony or messaging. |
| 3 | Infrastructure | Provide servers and storage. |
| 4 | Software and Data | Install or restore software, restore data from backups. |
| 5 | Operations | Restore operations to pre-event status. |

## Incident conclusion and review

The major event or incident will be declared concluded once business operations have been restored to pre-incident status. An incident review will then be conducted in conjunction with all staff and any changes or modifications deemed necessary will be incorporated into an updated version of this plan.

# Objectives of the plan

This plan has the following key objectives:

1. To deal with any critical incident or event which substantially prevents the business from operating normally.
2. To ensure the safety, health, and wellbeing of employees at all times when dealing with such an event or the consequences thereof.
3. To return the business to normal operational footing in the shortest possible time regardless of the nature of the incident or event.
4. To provide a means by which the business can identify any deficits in the handling of such an event or incident and thus improve the processes concerned.

A critical event is any event, regardless of cause, which substantially prevents the business from functioning normally.

DDP Architects has conducted a Business Impact Analysis (BIA) which identified utilities outages, cyber-attacks, and extreme weather events as the incidents which would have the highest impact on the ability of the business to function.

Other critical events may include the loss of key suppliers, fire, civil unrest, nuclear incidents, loss or partial loss of premises, pandemics or epidemics, serious accident, or theft of critical equipment.

No plan can cover every possible scenario, therefore this plan has been designed to provide a sequence of response and recovery which ensures that the business functions are recovered or restored such that normal business is resumed as soon as possible.

This approach is broadly:

* Respond to and manage the incident or event – The incident management phase
* Maintain critical business functions – The business continuity phase
* Return to normal operation – The resumption and recovery phase

DDP Architects will prioritise protecting the health and welfare of all staff throughout. The Critical Incident Response Team (CIRT) has been established and will lead incident response in conjunction with nominated third parties as required.

# Business Priorities: Critical Function Checklist

The following table sets out the critical business functions as determined in the Business Impact Analysis (BIA). The functions are ranked in order of priority.

Table 3 - Critical Business Functions Checklist

|  |  |  |  |
| --- | --- | --- | --- |
| **Priority** | **Critical function** | **Timeframe** | **Page** |
| 1 | Information Systems (IS/IT) inc. Backups | 24 Hours | 7 |
| 2 | Project Architectural/Engineering Drawings | 24 Hours | 8 |
| 3 | Project Management | 24 Hours | 9 |
| 4 | Project Correspondence | 24 Hours | 10 |
| 5 | Software Asset Management | 24 Hours | 11 |
| 6 | Payroll | 72 Hours | 12 |
| 7 | Accounts Receivable | 120 Hours | 13 |
| 8 | Hardware Asset Management | 168 Hours | 14 |
| 9 | Accounts Payable | 168 Hours | 15 |

The following sections specify the details of each function, the personnel responsible for service restoration and the deliverables related to that function.

While the specifics of each incident will be different this BCDR plan is designed to highlight the most critical elements relative to the business function and the order in which they need to be restored to achieve normal operations in the least amount of time.

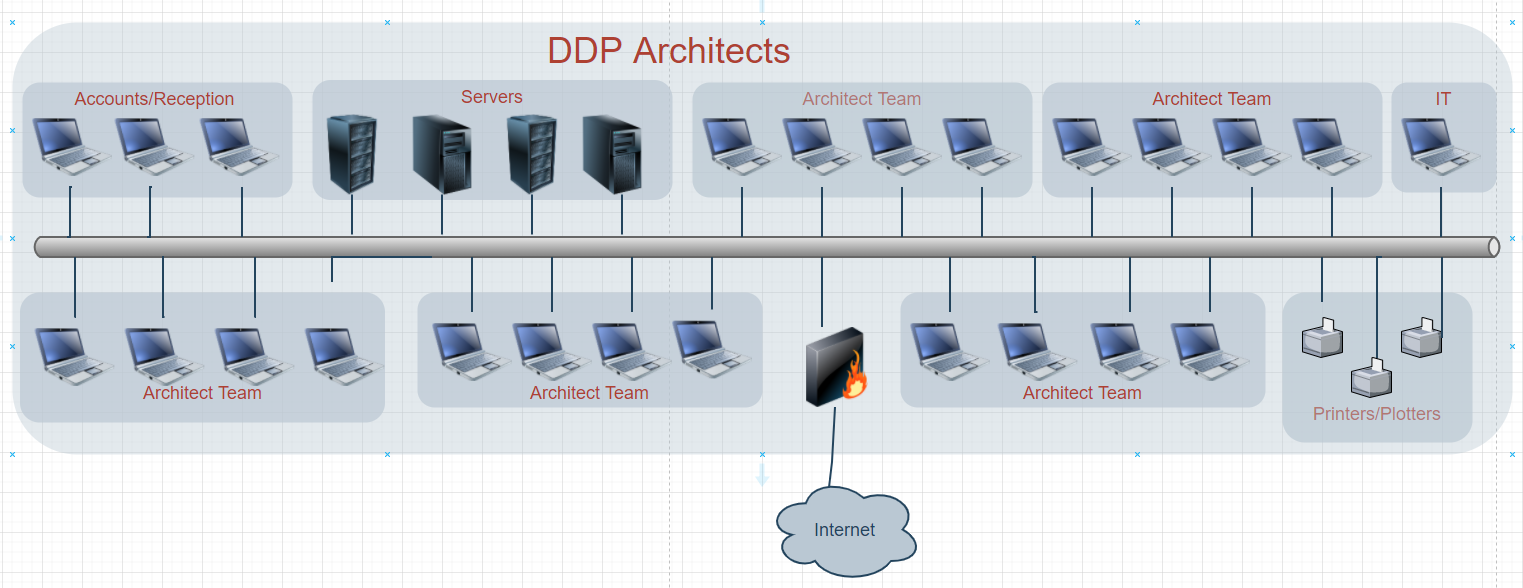


Figure 1- LAN Diagram, DDP Architects

# Critical Function Analysis and Recovery Process

## Information Systems (IS/IT) inc. Backups

|  |  |  |  |
| --- | --- | --- | --- |
| **Priority:** | **1** | **Critical function:** | **Information Systems (IS/IT) inc. Backups** |
| Responsibility:  (role responsible for leading on this activity, plus deputies) | | | Mick McGovern (IT Manager) in association with the CIRT team. |
| Potential impact on organisation  if interrupted: | | | Severe – business cannot function without servers, storage, and networking. |
| Likelihood of interruption to organisation: | | | BIA identified utility (power) and cyber attack or malware as most likely scenarios. |
| Recovery timeframe:  (how quickly must this function be recovered to avoid lasting damage) | | | Less than 24 hours |
| **Resources required for recovery:** | | | |
| Staff  (numbers, skills, knowledge, alternative sources) | | | Lead: Mick McGovern – IT Manager  Support (internal): CIRT team  Support (external): Via MSP contract with MJ Flood  Support (external): Via Saveitall.ie for data backup |
| Data / systems  (backup and recovery processes, staff and equipment required) | | | Hardware: Router(s), Firewall, Switch(es), Server(s), containment  Software: Saveitall.ie  Supplier: MJ Flood as managed service provider.  Staff: Mick McGovern & CIRT. |
| Premises  (potential relocation or work-from-home options) | | | No alternate premises.  WFH utilising VPN links to existing office.  WFH utilising VPN links to DDP servers temporarily located in MJ Flood building. |
| Communications  (methods of contacting staff, suppliers, customers, etc) | | | Announce via staff WhatsApp group, Post status on Twitter and LinkedIn company pages. Update web site.  Contact key suppliers and clients directly.  See Section 6 - Contact Lists. |
| Equipment  (key equipment recovery or replacement processes; alternative sources; mutual aid) | | | Ref: MJ Flood for next business day hot spares on hardware per SLA. |
| Supplies  (processes to replace stock and key supplies required; provision in emergency pack) | | | CIRT to procure on an as required basis per Section 6 contacts list. |

## **Project Architectural/Engineering Drawings**

|  |  |  |  |
| --- | --- | --- | --- |
| **Priority:** | **2** | **Critical function:** | **Project Architectural/Engineering Drawings** |
| Responsibility:  (role responsible for leading on this activity, plus deputies) | | | Mick McGovern (IT Manager)  David Donnelly (Lead Architect)  in association with the CIRT team. |
| Potential impact on organisation  if interrupted: | | | High. The Architectural BIM models are the core “product” of DDP Architects. |
| Likelihood of interruption to organisation: | | | High. The architectural models are the most significant and costly project component. |
| Recovery timeframe:  (how quickly must this function be recovered to avoid lasting damage) | | | 24 hours or less. |
| **Resources required for recovery:** | | | |
| Staff  (numbers, skills, knowledge, alternative sources) | | | Lead: Mick McGovern – IT Manager  Support (internal): CIRT team  Support (external): Via Saveitall.ie for data restore. |
| Data / systems  (backup and recovery processes, staff and equipment required) | | | Data restore via last backup required.  Software: Saveitall.ie  Supplier: Saveitall.ie  Staff: Mick McGovern & CIRT. |
| Premises  (potential relocation or work-from-home options) | | | No viable alternative premises.  WFH possible via RDP to local workstations. |
| Communications  (methods of contacting staff, suppliers, customers, etc) | | | Advisory via staff WhatsApp group.  Direct contact with affected clients.  See Section 6, Contact Lists. |
| Equipment  (key equipment recovery or replacement processes; alternative sources; mutual aid) | | | Available file share on DAS or NAS.  Software: Saveitall.ie client software.  Supplier: Saveitall.ie |
| Supplies  (processes to replace stock and key supplies required; provision in emergency pack) | | | MJ Flood for any additional hardware necessary under SLA, next business day on site. |

## **Project Management**

|  |  |  |  |
| --- | --- | --- | --- |
| **Priority:** | **3** | **Critical function:** | **Project Management** |
| Responsibility:  (role responsible for leading on this activity, plus deputies) | | | Mick McGovern (IT Manager)  David Donnelly (Lead Architect)  in association with the CIRT team. |
| Potential impact on organisation  if interrupted: | | | Moderate. The PM function is high level and distributed across all section leads. |
| Likelihood of interruption to organisation: | | | Low. The PM functions are distributed. |
| Recovery timeframe:  (how quickly must this function be recovered to avoid lasting damage) | | | 24 hours or less. |
| **Resources required for recovery:** | | | |
| Staff  (numbers, skills, knowledge, alternative sources) | | | Lead: Mick McGovern – IT Manager  Support (internal): CIRT team  Support (external): Via Saveitall.ie for data restore. |
| Data / systems  (backup and recovery processes, staff and equipment required) | | | Data restore via last backup required.  Software: Saveitall.ie  Supplier: Saveitall.ie  Staff: Mick McGovern & CIRT. |
| Premises  (potential relocation or work-from-home options) | | | N/A |
| Communications  (methods of contacting staff, suppliers, customers, etc) | | | Direct contact with affected client(s) as required.  Also see Section 6 Contact Lists. |
| Equipment  (key equipment recovery or replacement processes; alternative sources; mutual aid) | | | Available file share on DAS or NAS.  Software: Saveitall.ie client software.  Supplier: Saveitall.ie |
| Supplies  (processes to replace stock and key supplies required; provision in emergency pack) | | | MJ Flood for any additional hardware necessary under SLA, next business day on site. |

## Project Correspondence

|  |  |  |  |
| --- | --- | --- | --- |
| **Priority:** | **4** | **Critical function:** | **Project Correspondence** |
| Responsibility:  (role responsible for leading on this activity, plus deputies) | | | Mick McGovern (IT Manager)  David Donnelly (Lead Architect)  in association with the CIRT team. |
| Potential impact on organisation  if interrupted: | | | Moderate. Data backup aims to ensure not more than 4-hour data loss. |
| Likelihood of interruption to organisation: | | | Low. The function is distributed. |
| Recovery timeframe:  (how quickly must this function be recovered to avoid lasting damage) | | | 24 hours or less. |
| **Resources required for recovery:** | | | |
| Staff  (numbers, skills, knowledge, alternative sources) | | | Lead: Mick McGovern – IT Manager  Support (internal): CIRT team  Support (external): Via Saveitall.ie for data restore. |
| Data / systems  (backup and recovery processes, staff and equipment required) | | | Data restore via last backup required.  Software: Saveitall.ie  Supplier: Saveitall.ie  Staff: Mick McGovern & CIRT. |
| Premises  (potential relocation or work-from-home options) | | | N/A |
| Communications  (methods of contacting staff, suppliers, customers, etc) | | | Direct contact with affected client(s) as required.  Also see Section 6 Contact Lists. |
| Equipment  (key equipment recovery or replacement processes; alternative sources; mutual aid) | | | Available file share on DAS or NAS.  Software: Saveitall.ie client software.  Supplier: Saveitall.ie |
| Supplies  (processes to replace stock and key supplies required; provision in emergency pack) | | | MJ Flood for any additional hardware necessary under SLA, next business day on site. |

## Software Asset Management

|  |  |  |  |
| --- | --- | --- | --- |
| **Priority:** | **5** | **Critical function:** | **Software Asset Management** |
| Responsibility:  (role responsible for leading on this activity, plus deputies) | | | Mick McGovern (IT Manager)  David Donnelly (Lead Architect)  in association with the CIRT team. |
| Potential impact on organisation  if interrupted: | | | High. Licensing services are essential to operations. BIM software will time out 24 hours after last contact with license server. |
| Likelihood of interruption to organisation: | | | High. The architectural design process cannot proceed without the SAM services. |
| Recovery timeframe:  (how quickly must this function be recovered to avoid lasting damage) | | | 24 hours or less. |
| **Resources required for recovery:** | | | |
| Staff  (numbers, skills, knowledge, alternative sources) | | | Lead: Mick McGovern – IT Manager  Support (internal): CIRT team  Support (external): Via Saveitall.ie for data restore.  Support (external): Via MJ Flood for hardware. |
| Data / systems  (backup and recovery processes, staff and equipment required) | | | Data restore via last backup required.  Software: Saveitall.ie  Supplier: Saveitall.ie  Staff: Mick McGovern & CIRT. |
| Premises  (potential relocation or work-from-home options) | | | N/A |
| Communications  (methods of contacting staff, suppliers, customers, etc) | | | Direct contact with affected client(s) as required.  Also see Section 6 Contact Lists. |
| Equipment  (key equipment recovery or replacement processes; alternative sources; mutual aid) | | | Available file share on DAS or NAS.  Software: Saveitall.ie client software.  Supplier: Saveitall.ie |
| Supplies  (processes to replace stock and key supplies required; provision in emergency pack) | | | MJ Flood for any additional hardware necessary under SLA, next business day on site. |

## Payroll

|  |  |  |  |
| --- | --- | --- | --- |
| **Priority:** | **6** | **Critical function:** | **Payroll** |
| Responsibility:  (role responsible for leading on this activity, plus deputies) | | | Claudia McDonnell (Accounts)  Mick McGovern (IT Manager)  David Donnelly (Lead Architect)  in association with the CIRT team. |
| Potential impact on organisation  if interrupted: | | | High. Payroll is a month end function managed within Sage Accounts Software. |
| Likelihood of interruption to organisation: | | | High. Payroll function has legal & fiscal implications. |
| Recovery timeframe:  (how quickly must this function be recovered to avoid lasting damage) | | | 72 Hours |
| **Resources required for recovery:** | | | |
| Staff  (numbers, skills, knowledge, alternative sources) | | | Claudia McDonnell (Accounts)  Mick McGovern (IT Manager)  David Donnelly (Lead Architect) |
| Data / systems  (backup and recovery processes, staff and equipment required) | | | Data restore via last backup required.  Software: Saveitall.ie  Supplier: Saveitall.ie  Staff: Mick McGovern & Claudia McDonnell |
| Premises  (potential relocation or work-from-home options) | | | N/A |
| Communications  (methods of contacting staff, suppliers, customers, etc) | | | Direct contact with affected client(s) as required.  Also see Section 6 Contact Lists. |
| Equipment  (key equipment recovery or replacement processes; alternative sources; mutual aid) | | | Available file share on DAS or NAS.  Software: Saveitall.ie client software.  Supplier: Saveitall.ie |
| Supplies  (processes to replace stock and key supplies required; provision in emergency pack) | | | MJ Flood for any additional hardware necessary under SLA, next business day on site. |

## Accounts Receivable

|  |  |  |  |
| --- | --- | --- | --- |
| **Priority:** | **7** | **Critical function:** | **Accounts Receivable** |
| Responsibility:  (role responsible for leading on this activity, plus deputies) | | | Claudia McDonnell (Accounts)  Mick McGovern (IT Manager)  David Donnelly (Lead Architect) |
| Potential impact on organisation  if interrupted: | | | Low, as identified in BIA. |
| Likelihood of interruption to organisation: | | | Low, as identified in BIA |
| Recovery timeframe:  (how quickly must this function be recovered to avoid lasting damage) | | | Less than 10 working days. |
| **Resources required for recovery:** | | | |
| Staff  (numbers, skills, knowledge, alternative sources) | | | Claudia McDonnell (Accounts)  Mick McGovern (IT Manager) |
| Data / systems  (backup and recovery processes, staff and equipment required) | | | Data restore via last backup required.  Software: Saveitall.ie  Supplier: Saveitall.ie  Staff: Mick McGovern & Claudia McDonnell |
| Premises  (potential relocation or work-from-home options) | | | N/A |
| Communications  (methods of contacting staff, suppliers, customers, etc) | | | Direct contact with affected client(s) as required.  Also see Section 6 Contact Lists. |
| Equipment  (key equipment recovery or replacement processes; alternative sources; mutual aid) | | | Available file share on DAS or NAS.  Software: Saveitall.ie client software, Sage software  Supplier: Saveitall.ie  Supplier: Sage.ie |
| Supplies  (processes to replace stock and key supplies required; provision in emergency pack) | | | MJ Flood for any additional hardware necessary under SLA, next business day on site. |

## Hardware Asset Management

|  |  |  |  |
| --- | --- | --- | --- |
| **Priority:** | **8** | **Critical function:** | **Hardware Asset Management** |
| Responsibility:  (role responsible for leading on this activity, plus deputies) | | | Mick McGovern (IT Manager) |
| Potential impact on organisation  if interrupted: | | | Low, as identified in BIA |
| Likelihood of interruption to organisation: | | | Low, as identified in BIA |
| Recovery timeframe:  (how quickly must this function be recovered to avoid lasting damage) | | | Less than 10 working days |
| **Resources required for recovery:** | | | |
| Staff  (numbers, skills, knowledge, alternative sources) | | | Mick McGovern (IT Manager) |
| Data / systems  (backup and recovery processes, staff and equipment required) | | | Lansweeper database/restore from backup  Support VM/restore from backup |
| Premises  (potential relocation or work-from-home options) | | | N/A |
| Communications  (methods of contacting staff, suppliers, customers, etc) | | | Advise CIRT. |
| Equipment  (key equipment recovery or replacement processes; alternative sources; mutual aid) | | | Space on Hyper-V host  Restore from backup |
| Supplies  (processes to replace stock and key supplies required; provision in emergency pack) | | | N/A |

## Accounts Payable

|  |  |  |  |
| --- | --- | --- | --- |
| **Priority:** | **9** | **Critical function:** | **Accounts Payable** |
| Responsibility:  (role responsible for leading on this activity, plus deputies) | | | Claudia McDonnell (Accounts)  Mick McGovern (IT Manager)  David Donnelly (Lead Architect) |
| Potential impact on organisation  if interrupted: | | | Low, as identified in BIA. |
| Likelihood of interruption to organisation: | | | Low, as identified in BIA |
| Recovery timeframe:  (how quickly must this function be recovered to avoid lasting damage) | | | Less than 10 working days. |
| Resources required for recovery: | | | |
| Staff (numbers, skills, knowledge, alternative sources) | | | Claudia McDonnell (Accounts)  Mick McGovern (IT Manager) |
| Data / systems  (backup and recovery processes, staff and equipment required) | | | Data restore via last backup required.  Software: Saveitall.ie  Supplier: Saveitall.ie, Sage Software  Staff: Mick McGovern & Claudia McDonnell |
| Premises (potential relocation or work-from-home options) | | | N/A |
| Communications  (methods of contacting staff, suppliers, customers, etc) | | | Direct contact with affected client(s) as required.  Also see Section 6 Contact Lists. |
| Equipment  (key equipment recovery or replacement processes; alternative sources; mutual aid) | | | Available file share on DAS or NAS.  Software: Saveitall.ie client software, Sage software  Supplier: Saveitall.ie  Supplier: Sage.ie |
| Supplies  (processes to replace stock and key supplies required; provision in emergency pack) | | | MJ Flood for any additional hardware necessary under SLA, next business day on site. |

# **Emergency Response Checklist**

This page should be used as a checklist during the emergency.

|  |  |
| --- | --- |
| **Task** | **Completed**  **(date, time, by)** |
| **Actions within 24 hours:** |  |
| Start a log of actions and expenses undertaken (see section 9 Action and Expenses Log) |  |
| Liaise with emergency services (see section 7.5 Contact List – Emergency Services) |  |
| Identify and quantify any damage to the organisation, including staff, premises, equipment, data, records, etc |  |
| Assess the key priorities for the remainder of the working day and take relevant action. Consider sending staff home, to recovery site etc |  |
| Inform staff what is required of them via staff WhatsApp group, email etc. |  |
| Identify which critical functions have been disrupted (use section 4 Critical Function Checklist) |  |
| Convene those responsible for recovering identified critical functions, and decide upon the actions to be taken, and in what time-frames (use section 5 Critical Function Analysis and Recovery Process) |  |
| Provide information to:   * Staff * Suppliers and customers * Insurance company |  |
| Publicise the interim arrangements for delivery of critical activities. Ensure all stakeholders are kept informed of contingency arrangements as appropriate:   * Announce via staff WhatsApp group * Post status on Twitter and LinkedIn company pages * Update web site. * Contact key suppliers and clients directly. |  |
| Recover vital assets/equipment to enable delivery of critical activities.  The essential equipment/resources/information that need to be recovered where possible are identified in Section 2.7 Recovery Hierarchy |  |
| **Daily actions during the recovery process:** |  |
| Convene those responsible for recovery to understand progress made, obstacles encountered, and decide continuing recovery process |  |
| Provide information to:   * Staff * Suppliers and customers * Insurance company |  |
| Provide public information to maintain the reputation of the organisation and keep relevant authorities informed |  |
| **Following the recovery process:** |  |
| Arrange a debrief of all staff and identify any additional staff welfare needs (e.g. counselling) or rewards |  |
| Use information gained from the debrief to review and update this business continuity management plan |  |

# **Contact List**

## Staff

This section contains the contact details that are essential for continuing the operation of the organisation.

Table 4 - Key employee contact details

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Name** | **Job Title** | **Office** | **Mobile** | **Email** |
| David Donnelly | MD/Architect | 0906 484387 Ext 1 | 087 484 3001 | d.donnelly@ddparchitects.com |
| Mick McGovern | IT Manager | 0906 484387 Ext 2 | 087 484 3002 | m.mcgovern@ddparchitects.com |
| Claudia McDonnell | Accounts Manager | 0906 484387 Ext 3 | 087 484 3003 | c.mcdonnell@ddparchitects.com |
| Patrick Wynne | Architect | 0906 484387 Ext 4 | 087 484 3004 | p.wynne@ddparchitects.com |
| Alan Earley | Architect | 0906 484387 Ext 5 | 087 484 3005 | a.earley@ddparchitects.com |
| Chris Munroe | Architect | 0906 484387 Ext 6 | 087 484 3006 | c.munroe@ddparchitects.com |
| Paul Flynn | Architect | 0906 484387 Ext 7 | 087 484 3007 | p.flynn@ddparchitects.com |
| Paula | Reception | 0906 484387 | 086 123 6587 | reception@ddparchitects.com |
| Ann Marie Lynch | Reception | 0906 484387 | 083 632 4587 | info@ddparchitects.com |

## Key Suppliers Contact List

For utilities (water, electricity, broadband) see Section 6.4

Table 5 - Key Suppliers Contact List

|  |  |  |  |
| --- | --- | --- | --- |
| **Supplier** | **Provides** | **Telephone** | **E-mail** |
| MJ Flood | Laptops, Desktops, Servers, Printers, consumables, software, office furniture | 01 466 3500 | office@mjflood.ie |
| ProCAD | AutoDesk software | 01 524 1715 | support@procad.ie |
| Byrne & McCrea | Office stationery | 0818 66 76 76 | sales@bmcoffice.ie |
| Canon Ireland | Plotters/wide format | 01 205 2415 | print@canon.ie |
| Osborne | Recruitment Services | 01 638 4400 | info@osborne.ie |
| Hays | Recruitment Services | 01 571 0010 | info@hays.ie |
| Blueface.ie | VoIP telephony | 01 524 2000 | sales@blueface.ie |
| Saveitall.ie | Online backup & recovery | 01 234 5678 | hello@saveitall.ie |
| Sage | Accounts & Payroll software | 01 642 0800 | sales@sage.ie |
| McKenna Alarms | Alarm system maintenance | 01 834 1712 | support@mcalarms.ie |

## Key Customers Contact List

Table 6 - Key customer contact list

|  |  |  |  |
| --- | --- | --- | --- |
| **Customer** | **Customer Contact** | **Telephone** | **E-mail** |
| Meath County Council | Ed burke | 046 909 7065 | edward.burke@meathcoco.ie |
| SISK | Frank Quirke | 021 496 1211 | f.quirke@sisk.ie |
| Center Parcs Longford | Elaine Sullivan | 1890 995588 | sullivane@centerparcs.ie |
| Longford Co. Co. | Rob McKenna | 043 334 3300 | robert.mckenna@longfordcoco.ie |
| WCC | Diana Cojocaru | 044 933 2000 | diana.cojocaru@westmeathcoco.ie |
| Walls | Noel Reilly | 01 867 3800 | noel.reilly@walls.ie |
| BAM | Anton Martinis | 045 886 400 | info@bamcontractors.ie |
| Kirby’s | Susan Duffy | 01 454 0411 | susan.duffy@kirbygroup.com |
| McKeon Group | Joe Kirke | 01 840 2116 | info@mckeon.ie |
| Leitrim Co. Co. | Paul Carty | 071 962 0005 | customerservices@leitrimcoco.ie |
| Sligo Co. Co. | Pamela Dillion | 071 9111 111 | info@sligococo.ie |
| DCU | Enda Tallon | 01 700 5338 |  |

## Utility Companies Contact List

Table 7 - Utilities contact list

|  |  |  |  |
| --- | --- | --- | --- |
| **Utility** | **Company** | **Telephone** | **E-mail** |
| Electricity | SSE Airtricity | 1850 812220 | customerservice@sseairtricity.com |
| Broadband | Eir | 1800 400 200 | contact account manager: julieanne.fox@eir.ie |
| Broadband | Netcomm | 01 838 8013 | support@netcomm.ie |
| Mobile Communications | Vodafone | 1907 | office.ie@vodafone.com |
| Water | Irish Water | 1850 278 278 | business@water.ie |

## Local Emergency Services

Table 8 - Emergency Services

|  |  |  |
| --- | --- | --- |
| **Service** | **Location** | **Telephone** |
| Ambulance | Emergencies | 999 |
| Fire Service | Emergencies | 999 |
| Gardai | Emergencies  Non-emergency matters | 999  0906 498 550 |

## Insurance and Finance Companies

Table 9 - Insurance and Finance

|  |  |  |  |
| --- | --- | --- | --- |
| **Service** | **Company** | **Telephone** | **E-mail** |
| Banking | AIB Athlone | 090 647 5101 | support@htb.ie |
| Insurance | RSA Ireland | 01 290 1000 | claims@rsa.ie |

## Building Layout Plan

Building Layout Plan (for use by emergency services) included in Emergency Pack. Drawing Labelled **DDP001** detailing locations of:

* Main water stop-cock
* Switches for electricity supply
* Any hazardous substances
* Items that would have priority if salvage became a possibility

# Emergency Pack Contents

As part of the recovery plan for DDP Architects, copies of key insurance and contract documents, company records and equipment contracts are held off-site in the possession of

*David Donnelly (MD/Architect – Director), 087 484 3001*

*Mick McGovern (IT Manager – Responsibility for all IS/IT), 087 484 3002*

*Claudia McDonnell (Accounts Manager – Accounts & HR), 087 484 3003*

This pack may be retrieved in an emergency to aid in the recovery process.

The contents of the emergency pack comprise the following:

**Documents:**

* A copy of this plan, including key contact details
* Premises Layout Plan (for use by emergency services) Drawing Labelled **DDP001**
* A copy of company Insurance policy
* A copy of building leasing contact
* Copies of critical equipment and software contracts

**Records:**

* IT System backup disks – for Architectural, Accounting & Employee Records.
* Financial records.
* Alarm codes.

**Equipment:**

* Spare keys to building and fire safe.
* Torch and batteries.

# Actions and Expenses Log

This form should be used to record decisions, actions and expenses incurred in the recovery process. The information will be analysed in the post-recovery debriefing providing evidence of costs incurred for any insurance claim.

**Note** - Invoices and receipts must be obtained and held.

|  |  |  |  |
| --- | --- | --- | --- |
| **Date/time** | **Decision / action taken** | **By whom** | **Costs incurred** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
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