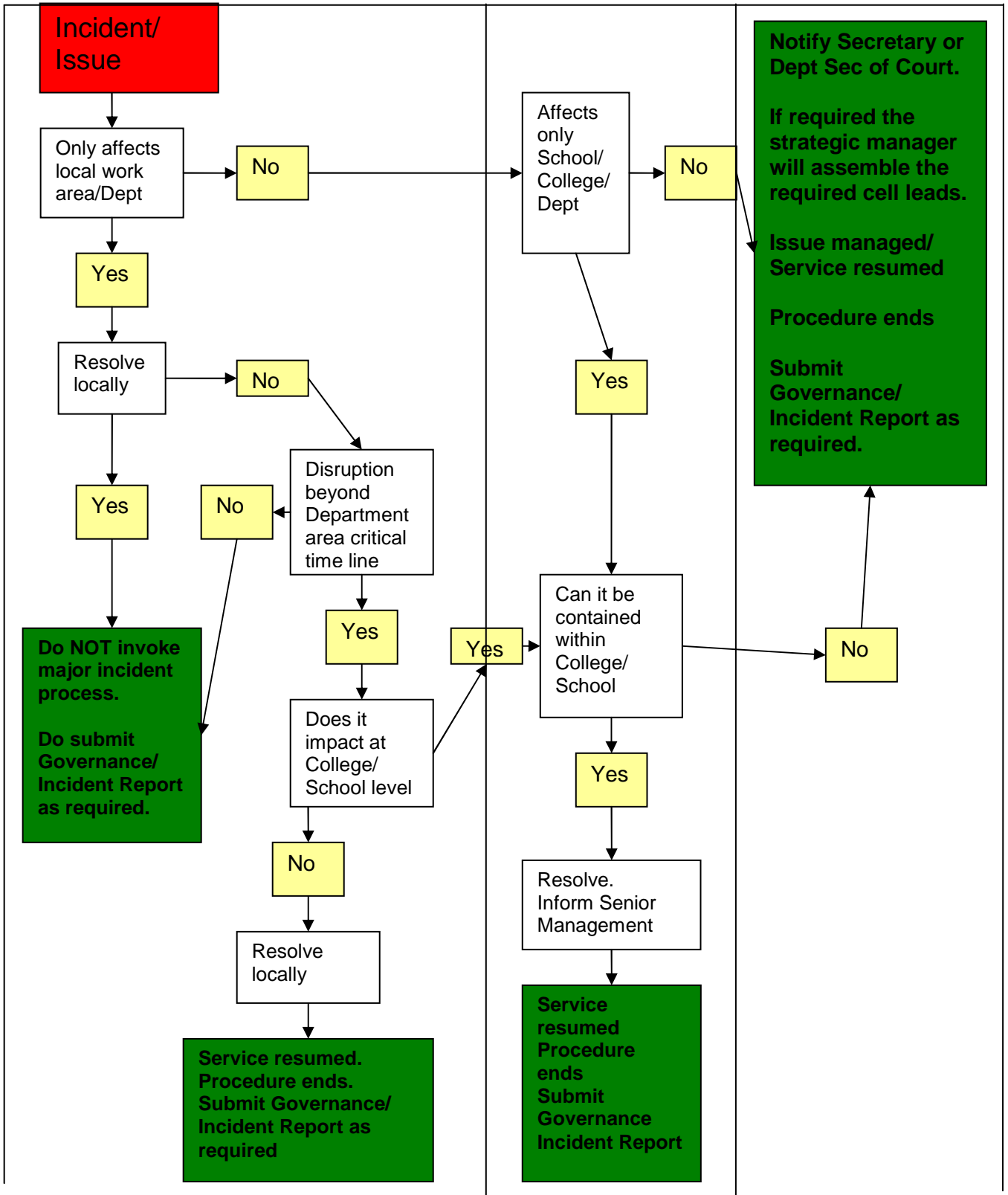


Department/Work Area

School/College

University



USEFUL TELEPHONE NUMBERS

List any other numbers that may be of use – populate as required

| Post/Person | Contact Numbers | | Other Information |
|-------------|-----------------|--------------------|-------------------|
| | Internal | External or mobile | |
| Internal | | | |
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| External | | | |
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Consideration for Manager leading the Recovery Process:

Recovery Plan for all activities identified –

Identify and develop a plan for dealing with any additional work that may be required once the cause of the invocation of the plan has been rectified in order to minimise any adverse effect on the restoration of day-to-day operations.

Areas for consideration might include: -

- Considering a back to normality strategy and practical plan
- Inputting paper based information created as a result of the loss of IT
- Testing of systems to ensure that they are functioning normally
- Verifying information held on systems to identify any lost or corrupted data
- Correction of any errors discovered
- Prioritised clearance of any backlogs of work that was suspended during the incident
- Notification of dependant departments, external agencies, suppliers etc
- Return to normal workplace
- How staff have been affected
- Communication with staff, students and community
- Impact upon partners
- Notification to regulatory/funding bodies

Strategic Management Team

IMMEDIATE ACTION

The strategic manager will alert the appropriate cell leads to activate the meeting

Depending on the information received, the strategic manager could consider:

- Open a log of decisions / action / events / expenditure
- Identify the activation of cell leads
- Place members of the non required cells on standby and / or instruct them as required
- Deploy relevant individuals to the site and make an assessment of damage impact and site security
- Make a preliminary (verbal) report to the Principal or delegated person

Cell leads will alert and deploy other members of their cells as necessary.

The strategic manager will call an initial meeting of the cell leads with the following objectives:

- To define the problem, the extent of the disruption, its potential consequences and implications for the foreseeable future
- Activate business area emergency plans as necessary
- To select a specific location as the meeting centre
- To agree each cell's objectives for the next 3 hours
- To arrange a second meeting for 3 hours later

The strategic manager will then make a 2nd, more detailed report to the Principal or designated person on actions being taken, future intentions and help required

INITIAL ACTION DURING THE FIRST THREE HOURS

| Action | Check | Lead |
|---|-------|------|
| Maintain a log of decisions / actions / events | | |
| Review and implement cell structure as necessary | | |
| <p>Assess effect of incident on critical functions. Start planning the order of re-instatement in accordance with pre-planned priorities.</p> <p>Assess impact on telephone and other key networks and make contact with appropriate staff required to reinstate networks.</p> <p>Establish a communications strategy to cover staff, external stakeholders and media.</p> | | |
| Establish a logistics cell (supporting the strategic group) | | |
| Identify staffing levels and available resources | | |
| Implement decisions from strategic manager or maintenance or emergency response | | |
| <p>Undertake site survey</p> <ul style="list-style-type: none"> • Which staff can use the site immediately? • Which staff can use site after cosmetic attention? • When can they re-occupy the site? • Which staff can be re-housed in the short term? • Decide outline strategy for re-occupation of site and/or redeployment to alternative site | | |
| Organise safety survey and arrange to make site secure | | |
| Consider salvage options | | |

ACTIONS DURING THE NEXT 24 HOURS

| Action | Lead |
|---|------|
| Continue to maintain log of decisions / actions / events / expenditure | |
| Review actions from previous meeting | |
| Review communications plan, keep staff, external stakeholders and media informed proactively | |
| Review activation of cell structure | |
| <p>EITHER plan the reallocation of office space on site in accordance with the strategic manager's priorities, OR plan to move to an alternate site. Consider:</p> <ul style="list-style-type: none"> • Contact with commercial estate agents and or SCG partners • Transport arrangement to temporary site • Removal of documents from disaster site • Removal of re-usable equipment • Space requirement for critical business functions • Feeding and welfare arrangements • Accommodation for cell leads and key staff | |
| Agree essential installation schedules with public utilities and suppliers at either disaster site or alternative site (electricity, water, lighting, telephones, access control systems, fire/intruder alarm, air conditioning). | |
| Agree requirement for office equipment and supplies | |
| Check measures being taken for site safety and security | |
| Liaise with insurance manager | |
| Identify and implement a salvage plan. Arrange temporary storage | |
| Define priorities for restoring computer networks to provide minimum communication requirement for critical functions | |
| Prepare to initiate interim backup measures for priority systems | |
| Consolidate arrangements for reinstating critical functions in priority order. Brief staff accordingly | |
| Appoint Recovery Lead | |

Strategic Management Meetings

STANDING AGENDA

1. Introductions and confidentiality status
2. Priority actions
3. Situation reports (e.g. from relevant managers to include communications)
4. Decide or update strategy
5. Notes of previous meeting and update on action terms
6. Staff information and welfare
7. Media strategy and public information
 - Key messages
 - Concerns
 - Spokespersons
8. Finance and other resource implications
9. Business continuity issues not already covered
10. AOB
11. Time and place of next meeting, required attendance

Unless otherwise restricted, notes to be circulated ASAP and prior to next meeting

Incident Log (Example)

| Business Area: | | | Date: | |
|----------------|------|------------------|-------------------------------|-----------|
| Item No. | Time | Details of Issue | Action taken / Decisions made | Signature |
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| UNIVERSAL RISK CRITERIA Severity x Likelihood → Risk Criterion E.g. High severity x Possible → Moderate | | LIKELIHOOD OF OCCURANCE | | | |
|---|--|---|--|---|---|
| SEVERITY OF CONSEQUENCES Most predictable consequence if the event in question was to occur | | UNLIKELY Less than 10% chance in next 12 months | POSSIBLE Greater than 10% chance in next 12 months | LIKELY Greater than 60% chance in next 6 months | ALMOSTCERTAIN Greater than 90% chance in next month |
| LOW | <ul style="list-style-type: none"> • Zero or minor injury or work absence • Readily recoverable, local, minor service disruption • Negligible loss of resource • Financial loss under £50,000 • Isolated comment in media / occasional complaint • No discernible impact on reputation • No evident impact on performance / objectives | NEGLIGIBLE | NEGLIGIBLE | ACCEPTABLE | MODERATE |
| MEDIUM | <ul style="list-style-type: none"> • Moderate yet recoverable injury, harm or work absence • Recoverable, localised, short term service disruption • Moderate loss of resource • Financial loss over £50,000 • Adverse local media attention / service user complaints • Some impact on reputation • Limited / local impact on performance / objectives | NEGLIGIBLE | ACCEPTABLE | MODERATE | SUBSTANTIAL |
| HIGH | <ul style="list-style-type: none"> • Permanent / substantial harm, disability or inability to work or numerous casualties • Recoverable widespread or substantial service disruption • Substantial but recoverable loss of resource • Financial loss over £100,000 • Adverse comment from auditors / HMIC / minister / significant damage to reputation, national media attention • Major impact on performance / objectives | ACCEPTABLE | MODERATE | SUBSTANTIAL | UNACCEPTABLE |
| CATASTROPHIC | <ul style="list-style-type: none"> • Death or multiple casualties • Irreversible or substantial long term service disruption • Irrecoverable substantial loss of income • Financial loss over £250,000 • International media attention • Government intervention/catastrophic damage to reputation • Corporate impact on performance / objectives | MODERATE | SUBSTANTIAL | UNACCEPTABLE | UNACCEPTABLE |