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Business continuity policy

Definition:

A business continuity plan is designed to avoid, mitigate and recover from business affecting events ranging from minor interruptions to disasters. By planning for such it enables the business to mitigate and handle events with less impact to the business and clients.

Summary:

The purpose of this policy is to set out the ESG approach to business continuity and to outline the objectives, tasks and responses to specific events. ESG Business Continuity planning includes any event from short term interruptions to service to the possibility of a major disaster such as loss of building.

Who this policy covers:

This policy is implemented by specific members of staff but the directives apply to all individuals working at all levels within ESG.

In this policy, "third party" means any individual or organisation that is come into contact with.

Objectives:

- Mitigation of risk.
- Recovery from interruptions in the least amount of time.
- Maintenance of maximum level of services.

Statements & principles:

- All ESG plans and policies are subject to change according to new business processes and services and change will be communicated to all stakeholders.
- The risk of events are evaluated for impact and likelihood and the basis upon which continuity planning is developed is reasonable and achievable.
- Events to which ESG has continuity planning are described in this document along with agreed upon and consistent attributes for each event.

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- Contact of business units will be achieved by all of available means including email, telephone (VOIP, mobile and landline), SMS and physical notification. Key contact details are changeable and made available to all employees electronically and in printed literature.

General procedures:

When ascertaining and identifying a risk event, if that event is not listed in this document, then the procedures of the closest event listed are to be used as the template and modified accordingly.

Progress, positive or negative, in event managing procedures is to be communicated on a regular ongoing basis to ESG key contacts, all affected ESG employees, affected clients and suppliers.

On event closure the incident details are to be analysed with a view to improvement and future mitigation.

Events requiring continuity response and mitigation:

Network connectivity loss – medium risk – high impact

Description: Internet or network malfunction including email/IM system loss.

Affected: All functions relying on central file repositories and email/IM communication.

Procedures:
Contact available ESG senior network engineer to log problem and to establish problem characteristics. All stakeholders to be contacted by telephone to request all communications to be by non VOIP telephony such as landline and mobile phone. All communications made by alternative methods are to be recorded so that details of which can be entered onto the system after the event resolution.

Event management: ESG senior network engineer and senior ESG staff member to coordinate event reaction.

Resources: Landline and mobile telephony, and backup systems.

Networked hardware loss or interruption – low risk – high impact

Description: Networked hardware such as central servers malfunctioning.

Affected: All functions relying on central file repositories and/or online systems residing on affected hardware.

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Procedures:
Contact available ESG senior network engineer to log problem and to establish problem characteristics. All stakeholders to be contacted by telephone to inform of progress and likely timescale to resolution.
If a hardware resolution is not expected within the agreed timescale then domains relating to the networked hardware to be redirected to servers holding backed up online files and email systems. Any incremental backups to be applied to those systems prior to redirection.
Affected hardware to be reattached to the systems if the incident is considered to be resolved and unlikely to reoccur or new hardware primed and configured as replacement.

Event management: ESG senior network engineer and senior ESG staff member to coordinate event reaction.

Resources: Network, hardware and backup systems.

Telephone connectivity loss – low risk – high impact

Description: Telephone hardware, line or system malfunction.

Affected: All functions and clients relying on telephone support.

Procedures:
Contact available ESG senior network engineer to log problem and to establish problem characteristics. If the telephony loss is due to a networking issue affecting VOIP then all stakeholders, clients and suppliers to be contacted by telephone to request all communications to be by non VOIP telephony (landline and mobile phone), email or helpdesk ticketing. All telephony by online PBX is to be redirected to landline and/or mobile telephones.
If the telephony loss is due to a landline issue then all stakeholders, clients and suppliers to be contacted by VOIP telephone to request all communications to be by VOIP telephony, mobile, email or helpdesk ticketing.
All communications made by alternative methods are to be recorded so that details of which can be entered onto the system after the event resolution.

Event management: ESG senior network engineer and senior ESG staff member to coordinate event reaction.

Resources: Landline, VOIP and mobile telephony, and PBX systems.

Linked events: Network connectivity loss.

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Lost files (major) – low risk – high impact

Description: Major or total data files loss due to for instance network issue or building loss.

Affected: All functions relying on the use of electronic data.

Procedures:
Contact available ESG senior network engineer to log problem and to establish problem characteristics and likely duration. Confirm with ESG Operations Manager if restoration is required from online, onsite and offsite backup systems.
If complete system restoration is not achievable in an agreed timescale then lower level ad hoc file restoration is to be considered.
Advise all stakeholders of the event and the impending action/resolutions including affected employees, clients and suppliers.

Event management: ESG senior network engineer and senior ESG staff member to coordinate event reaction.

Resources: Online, onsite and offsite Backup systems .

Linked events: Building loss.

Lost files (specific files/directories) – low risk – low to high impact

Description: Specific data file(s) loss due to for instance network issue or accidental deletion/overwriting.

Affected: All functions relying on the use of that specific electronic data.

Procedures:
Contact available ESG senior network engineer to log problem and to establish problem characteristics and to initiate restoration from the latest backup whether local to the ESG user of that file or via an onsite, offsite or online backup.
Advise all stakeholders of the event if the file is not restorable within an agreed timescale and if that file loss has a negative impact.

Event management: Relevant ESG Project manager to coordinate event reaction.

Resources: Local computer, online, onsite and offsite backup systems.

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Local hardware loss or interruption – low risk – low impact

Description: Malfunction of local hardware such as PCs and printers.

Affected: All functions relying on the use of affected hardware.

Procedures:
Contact an available ESG engineer to log problem. Contact manufacturer or supplier if that relationship exists. Switch to another available machine. Any data repositories such as local HDDs are to be backed up by the ESG engineer and data transferred to the new hardware.

Event management: ESG engineer to coordinate event reaction.

Resources: Local hardware and backup systems.

Power loss – low risk – high impact

Description: Localised power units, lighting or entire power supply failure.

Affected: All functions

Procedures:
If a localised issue then an available ESG engineer to be contacted and the local equipment to be relocated.
If an entire power supply then ESG Operations Manager is to coordinate with relevant engineers and the local power companies if no broadcast has been received.
UPS backup systems will provide backup power. ESG Operations Manager to monitor the situation and if the power is not anticipated to be restored before UPS expiry then confirmation to be made of potential either movement of ESG operations to recovery site with phone and computers networked to backed up data, work from home or a combination of both (details are changeable and made available to all employees electronically and in printed literature).
Advise all stakeholders of the event and the impending action/resolutions including affected employees, clients and suppliers.

Event management: Senior ESG staff member to coordinate event reaction.

Resources: Power equipment, UPS, ESG data card enabled laptops/tablets, mobile phones.

Linked events: Building loss

Building loss – low risk – high impact

Description: Building unusable due to for instance flood, fire, structural risk.

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Affected: All functions.

Procedures:
Confirmation to be given by ESG Operations Manager of either movement of ESG operations to recovery site with phone and computers networked to backed up data, work from home or a combination of both (details are changeable and made available to all employees electronically and in printed literature).
Advise all stakeholders of the event and the impending action/resolutions including affected employees, clients and suppliers.

Event management: Senior ESG staff member to coordinate event reaction.

Resources: ESG data card enabled laptops/tablets, mobile phones.

Linked events: All events

Policy responsibility and monitoring:

Direct responsibility for this policy and its monitoring and reporting lie with Imad Khanzada, ESG Operations Manager (imadk@esolutionsgroup.co.uk). All enquiries, comments and suggestions to be made to Imad Khanzada. All individuals are responsible for conforming to the policy and for its success.

This policy does not form part of any employee's contract of employment and it may be amended at any time.