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IN THE CASE OF A DISASTER

1. Member of DR Team to text staff (details on the staff contact list in pack) to give the instruction

- “Don't come into Cranfield Innovation Centre because Please stay put until you hear back from us”

2. Member of the DR Team to phone CIT (if IT issues they become part of the DR Team)

3. Member of the DR Team to divert the office telephone number so that we can remotely pick up calls from clients (How To in BC pack)

4. Operations Manager to keep the Managing Director informed

5. Operational issues to be dealt with through the normal ASK management structure:

- Client /associate delivery – Operations Manager
- Finance – Managing Director

Section 1 - Introduction

ASK Europe is a global consultancy and leader in the transfer and application of learning solutions in the following areas:

- Management and Leadership Development
- Executive Coaching
- Organisational Development

ASK Europe recognises its reliance on electronic data and communication and accordingly has reviewed its ability to continue its business through a period where its ability to run normal day-to-day activities are affected by external factors. The objective of this Plan is to ensure that the business can continue to function even if disasters affect premises and systems.

ASK Europe has taken significant steps to minimise the negative effect on its business from resources (systems, staff and/or premises) being unavailable.

Section 2 outlines key steps taken by ASK Europe to reduce risk from disasters at Cranfield Innovation Centre, Cranfield.

Section 3 identifies and recommends a framework of actions and responsibilities to be implemented in the event of a disaster ranging from a technical failure to significant damage to the business infrastructure (buildings, technology and staff)

This document together with supporting schedules constitutes the ASK Europe PLC's Business Continuity plan. All business continuity documents are stored electronically in the folder:

<S:\Infrastructure\Business Continuity Plan>

2. Notes / Background – minimising the risks

ASK Europe has minimised risks to its business from disasters by taking the following actions.

Business critical systems back-up – there is a business continuity support solution in place with CIT to protect the critical IT servers. CIT Datto remotely backs up data on the ASK servers at hourly increments and an image of the servers is taken daily.

Additional system back-ups are triggered manually and are stored on the server:

- SAP Business I – IT – daily backup
- Sage Accounts – Finance dept - weekly on Friday saved in S:\corporate\finance\backup
- Sage payroll – Finance dept – monthly when payroll is updated
- saved in S:\Finance\Backup\ASK payroll

Telephone system – supported by EBT Maintenance

Smartphones (iPhones) provide remote access to e-mail, Outlook calendars and Workbooks

Microsoft Remote Desktop – can be run from any computer to allow users secure access through the ASK servers to email, SAP, files saved on Corporate etc.

Email continuity – in the event of either failure of Microsoft Exchange (email system) or non-access to the ASK servers, access to any new inbound messages is available via a web browser as part of the data recovery service with CIT

Webmail – for users granted the appropriate permissions, emails can be accessed via a web browser through “Outlook Web Access” which allows access to e-mails from any computer/smartphone.

Internet/ISP – supplied via Cranfield Innovation Centre

Fire/Security – the security system is linked to Cranfield Innovation Centre, who hold a list of registered keyholders for ASK

Post – if Cranfield Innovation Centre was inaccessible, ASK post could be delivered by Royal Mail to the University mail room to be collected by ASK. Alternatively post could be picked up from the local mail office in Bedford by ASK. For details, see separate sheet in the pack headed “Inbound mail”

Staff – wherever possible, within the challenges of a small company environment, all key processes/tasks should be known by more than one person. Key processes are formally documented and an electronic copy stored on the server

3. Disaster Recovery (“DR”) Procedures

Composition of DR Team

Each Team member has a specific support role in addition to general activities:

- Operations Manager - Lead
- Managing Director – IT, Finance & Comms
- Bid Manager
- Office & HR Manager

Initial Assessment

The first member of the DR team to be notified of the issue will gain as much information as possible and inform the remaining team members in order to make initial critical decisions:

- Identify the disaster(s) with input from other key staff/suppliers as appropriate
- Arrive at best solution
- Formulate action plan – press red button
- Communicate / allocate tasks amongst staff
- Monitor and amend plan accordingly

Immediate Actions

1. Member of DR Team to text staff (details on the staff contact list in pack) to give the instruction

- “Don’t come into Cranfield Innovation Centre because Please stay put until you hear back from us”

2. Member of the DR Team to phone CIT (if IT issues they become part of the DR Team)

3. Member of the DR Team to divert the office telephone number so that we can remotely pick up calls from clients (How To in BC pack)

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5. Operational issues to be dealt with through the normal ASK management structure:

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Information needed by the DR Team

The Team to keep a copy of DR Information pack (Appendix I) with them at all times (if necessary to have one copy at work and one at home). Ideally the home copy should be carried if away from the house.

Escalation procedure

Where a key system (Workbooks, SAP, e-mails, files on network, telephone, internet) becomes unavailable a downtime is expected to be:

- less than 1 hour – verbal and e-mail (if up) from Operations Manager to all staff notifying of problem. Follow up communication when sorted.
- more than 1 hour – “significant emergency” – convene DR Team

In the case of a significant emergency (includes where systems likely to be unavailable for more than 1 hour) the 4 members of the Incident Team will convene (virtually over the phone if necessary) to determine appropriate actions which include internal communication.

What are the implications of Internet/Email loss?

Check the scenarios and then advise staff accordingly.

Scenario	Email Type	Outlook		Webmail		Cloud Mail Security		iPhone
		In office	Out of office	In office	Out of office	In office	Out of office	
No internet access in the office	Emails already received	Y	Y	N	Y	N	N	Y
	New internal emails	Y	N	N	N	N	N	N
	New external emails	N	N	N	N	N	Y	N
Exchange is down	Emails already received	Y	Y	Y	Y	N	N	Y
	New internal emails	N	N	N	N	N	N	N
	New external emails	N	N	N	N	Y	Y	N
No internet access and exchange is down	Emails already received	Y	Y	N	Y	N	N	Y
	New internal emails	N	N	N	N	N	N	N
	New external emails	N	N	N	N	N	Y	N

Notes

If the internet is down in the office, staff can use smart phones with a 4G connection to access Cloud Mail Security and hence external emails.

Access to new emails is both for sending and receiving.

Appendices

Appendix I – DR Information Pack

The following information should be kept in each Pack (all documents are accessible in S: Corporate/Infrastructure/Business Continuity Plan:

- Business Continuity Plan
- Staff Contact List (personal home addresses, personal phone/mobile/e-mail addresses)
- Copy of internal telephone list
- Instructions to divert telephone lines (Office telephone system - how to Forward all incoming Calls)
- Remote Working for office staff – describes remote working
- Cloud Email Access – word doc - shortcut
- Useful Information - Access instructions / log-on passwords
- Inbound postal mail – pdf document
- Travel Delays – staff and Associates (2 documents) – off site pack only
- Staff location Map
- Scenario Mapping

Key documents/stationery

Insurance summary with emergency travel contact numbers (Business Travel insurance contact numbers.msg + Insurance Summary.pdf)

Finance documents held by the Managing Director only:

- Supplier List and turnover paper printout from SAP (offsite copy only)
- Customer List and turnover paper printout from SAP (offsite copy only)
- Barclay Bank cards / AIB digipasses with access and passwords

Appendix 2 – Staff Contact List and Contingency

List of staff contact details maintained and updated by HR.

Contingency:

1. Administration staff: short to medium term shortages are covered internally by the team. Long term (i.e. more than 1 year) will be covered by recruitment
2. Delivery and design staff: short to medium term shortages are covered by the long established network of 100 vetted and audited associates covering all disciplines: design, delivery, coaching, and mentoring. These are managed by the Operations Manager and can be used at short notice

Appendix 3 – Guidance Notes to Staff (also available as stand alone document)

Business Continuity Planning

Our most likely disruption to normal working practice is disruption due to adverse weather. As part of our planning here is some advice for all staff. In these circumstances we may often know in advance or can plan for a worst case scenario to minimise the impact on day to day work. It is always our preference that core business is conducted from the ASK offices, however we have set up secure remote access for all staff to maintain key activities in difficult times. In order to manage the situation you may also be asked to do additional tasks, whether from home or office, to ensure the business can operate as close to normal as possible.

Advice to staff

- If the following day's weather looks problematic (snow/ice) then expect a text from the Operations Manager in the evening or early morning and act in accordance with her instructions
- If you have an ASK laptop always take it home (unless you have an alternative at home that can support remote access)
- Ensure you have a copy of ASK mobile telephone numbers at home
- All staff with internet access and a computer at home will already have been given instructions on how to get into the ASK IT systems from home. Please ensure when connected to ASK you do not leave your PC/laptop unattended if there are other people in your home
- Remember the guidelines on data security and client confidentiality should be maintained wherever you are working e.g. do not leave documents/files in cars, ensure all items taken from the office are returned, any files copied on to home PCs should be deleted when no longer required