

Plan Introduction

Introduction text

Background:

HEFCW has engaged in a major Business Continuity programme to ensure that, in the event of a crisis, HEFCW stands the best chance of continuing unaffected and ultimately surviving.

This programme is in the interests of all our staff, higher education institutions and other partners and suppliers.

There are two teams responsible for ensuring that any crisis is managed effectively and business is restored as quickly as possible.

- The Crisis Management Team is a group of senior staff: Chief Executive, Director of Finance and Corporate Services, Head of HR & OD, Head of Finance, Head of Estates and Head of Statistics and Information Services who is also the Business Continuity Team leader.
- The Business Continuity Team consists of senior staff with responsibilities for plans in critical function - ICT, HR, Estates, Finance, Communications and Data and a representative from a Policy Team.

How to use this plan:

In the event that an incident occurs or a set of circumstances arise that might be deemed to be a crisis, the Crisis Management Team will decide how the Business Continuity Plan is to be activated. The team will also decide the action plan to be followed and ensure that all members of the Business Continuity Team are fully aware of this. The Business Continuity Team will ensure that their sections of the overall plan are activated in accordance with instructions from the Crisis Management Team.

The Crisis Management Plan sets out immediate actions to be taken by the Crisis Management Team to determine all of the key actions to be taken in responding to and recovering from a crisis. The Business Continuity Plan sets out, for each critical function, action plans as well as relevant detailed procedures for each action if required and related contact information.

Each action plan is designed to ensure that HEFCW returns to normal operations at its premises or new premises if the current ones are deemed permanently unavailable.

Responsibilities of individuals:

The members of the Crisis Management Team and the Business Continuity Team have specific responsibilities for execution of action plans, and others, principally staff, may be allocated certain responsibilities within the plan.

In addition, all staff are responsible for bringing any apparent crisis to the attention of the Business Continuity Team Leader and for responding to instructions given to them by members of the Crisis Management Team or the Business Continuity Team.

Furthermore, any member of staff that is aware of any discrepancy within this plan, or related to it, should bring this to the attention of a member of the Crisis Management Team immediately.

This plan is designed to help HEFCW to survive any crisis in the best possible shape. We all have a vested interest in it being accurate, up to date and workable.

P0.001 - Uncategorised > Office Building Completely Destroyed - 0.015

Notes

Trigger	Action	Responsible	Procedure
1. Building and contents destroyed but no or minimal casualties	1. Organise meeting venue for CMT	Head Of Estates	AWAITING PROCEDURE
	2. Contact Chief Executive and other members of the Crisis Management Team	Head Of Estates	No Procedure Required
	3. If appropriate arrange for Office Manager or Facilities Administrator to be on site to direct staff.If destruction discovered by staff then staff to wait at Llanishen Leisure Centre	Head Of Estates	3.1 Dissemination Procedure
	4. Check with partner organisations regarding the availability of temporary accommodation.	Head Of Estates	3.2 Accommodation Partners
	5. Identify appropriate alternative office accommodation.	Head Of Estates	3.3 Office Accommodation and Serviced Offices
2. Building and contents destroyed with significant losses of team members	1. As for total destruction of building but no casualties. However ability to function dependant upon effective operation of HR Plan and CMT operation.		No Procedure Required

P0.001 - Uncategorized > Office Building Completely Destroyed - 0.013

Notes

Trigger	Action	Responsible	Procedure
1. Building and contents destroyed but no or minimal casualties	1. Implement telephone cascade to make contact with staff CMT Plan dependant	Head of HR&OD	2.2 HEFCW Emergency Cascade
	2. Inform staff of working arrangements CMT plan dependant Reference Homeworking Policy	Head of HR&OD	No Procedure Required
2. Building and contents destroyed with significant losses of team members	1. Make contact with staff to account for their whereabouts Link to Facilities to account for staff in office	Head of HR&OD	No Procedure Required
	2. Implement telephone cascade to make contact with staff not in office CMT Plan dependant Link to emergency services	Head of HR&OD	2.2 HEFCW Emergency Cascade
	3. Access shadow planner to gain staff emergency contact details Info held in HR/contacts/internal contacts	Head of HR&OD	No Procedure Required
	4. Implement recruitment of replacement staff CMT dependant Reference Recruitment Policy Link to Loss of Staff Plan for HR	Head of HR&OD	No Procedure Required

P0.001 - Uncategorized > Office Building Completely Destroyed - 0.081

Notes

Trigger	Action	Responsible	Procedure
1. Building and contents destroyed but no or minimal casualties	1. Retrieve relevant BCP plan and documentation from Shadow-Planner Access required to network and systems documentation, licenses and immediate supplier contact details all available on Shadow-Planner	ICT Service Delivery Manager	2.1 Shadow-Planner Login Instructions
	2. Assess purchasing requirements for initial recovery phase to establish a new ICT infrastructure and meet immediate needs outline by CMT Initial requirements and the associated costings to be presented to CMT for financial approval. Timetable for initial recovery phase to be agreed with CMT. Refer to IT Assets available in IT Appendices in Shadow-Planner	ICT Team	2.1 ICT Disaster Recovery Plan
	3. Recall laptops on loan to redistribute as decided by CMT Refer to Laptop Guidelines and Permanently Loaned Laptop list available in the IT Appendices on Shadow-Planner	ICT Team	No Procedure Required
	4. With CMT and necessary financial approval, purchase new equipment for initial recovery phase HoE to confirm where new equipment can be delivered (eg new building)	ICT Team	No Procedure Required
	5. Contact software suppliers for replacement disks Licensing and software agreements needed. Available in the IT Appendices on Shadow-Planner	ICT Team	No Procedure Required
	6. Complete draft plan for full systems recovery and associated costings to present to CMT for approval Refer to IT Assets available in IT Appendices on Shadow-Planner	ICT Team	2.1 ICT Disaster Recovery Plan
	7. Rebuild network and systems for initial recovery phase at new location. Restore data from backup tapes	ICT Team	2.1 ICT Disaster Recovery Plan
	8. Purchase equipment for full systems recovery	ICT Team	No Procedure Required
	9. Complete full systems recovery rebuild of network and systems	ICT Team	2.1 ICT Disaster Recovery Plan
	10. Report on status of all systems and data availability to	ICT Team	No Procedure Required

HoSIS and/or CMT

2. Building and contents destroyed with significant losses of team members

1. HoHR and HoSIS to appoint temporary ICT staff as agreed by CMT

Head of SIS
Head of HR&OD

No Procedure Required

2. Follow actions above for trigger 1

No Procedure Required
