Lancaster District Community and Voluntary Solutions
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Business Continuity Plan

Effective Date:	November 2010
Management Review Date:	November 2011 and November 2012
Board Review Date:	November 2013
Notes:	

1. Purpose of this document
LDCVS has a duty to ensure that it continues to function in the event of an incident or damage affecting its operations. Business Continuity Planning is a planned process aimed at managing the many and varied operational risks inherent in the day-to-day activities involved in service delivery. The main purpose of the process is to ensure continuity of delivery following an unexpected disruption to normal working. It is the Business Continuity Plan that provides the primary means of ensuring an organised and effective 'return to normality'.

It is clear that any major incident can cause significant disruption to the essential business of an organisation such as LDCVS over weeks and months. There is a need for a robust system to ensure that essential work can be undertaken even in the most adverse of circumstances, hence the need for a Business Continuity Plan.

The Business Continuity Plan is concerned with the general operational systems and physical facilities of LDCVS. The plan ensures that contingency arrangements are in place so that service provision can continue.

1.1 Objectives
The objectives of this plan are:
- To ensure that maximum possible service levels are maintained
- To ensure that we recover from interruptions as quickly as possible
- To minimise the likelihood and impact (risk) of interruptions

1.2 Principles
The principles behind this plan are:
- Disaster Recovery is just part of Business Continuity
- Risks are assessed for both probability and business impact
- The Business continuity plan must be reasonable, practical and achievable, in other words, we are not planning for every possibility. Diminishing returns affect the benefits of planning for extreme cases.

1.3 Functions vs Causes
We have developed this plan by analysing what is being interrupted, rather than why. For example, our office building may be unavailable for many reasons – but in terms of its impact on the operations and services of LDCVS, it does not matter whether the cause is a failed boiler unit, or a major external incident. Obviously LDCVS will manage each incident differently, depending in some cases on the cause, but for our more specific purposes, the building is simply unavailable.

2. Guide to Managers: production / use of the plan

The advantages of a planned response include:
- Identifying critical systems and information in advance of an event, so that an informed decision can be taken on the extent to which such systems should be protected.
- Defining the roles of individuals – both in terms of responding to and recovery from a disruption.
- Determining the resources required to maintain a minimum acceptable locality to the community.

The Business Continuity Plan must take account of all other relevant LDCVS policies.

If there is any disruption to business continuity, the plan will need to be implemented. The plan deals with all aspects of business continuity and the following section outlines a six stage process for the production of a plan.

The Guide examines two potential scenarios:-
- The disruption to business continuity is relatively minor and can be handled within an individual locality and would be left to the individual manager to establish arrangements based on the plan.
- The disruption to business continuity would be significant enough to affect the whole of LDCVS and it would be necessary to convene an emergency Management meeting.

Arrangements should be made for the annual review and updating of the Business Continuity Plan and appropriate information will be provided to the board. The LDCVS Board will be advised that a system is in place for Business Continuity.

3. Activating and using the Plan in the event of disruption

Reaction management will be invoked whether there is an unscheduled interruption to the provision of core or service delivery or business processes and a decision will be taken whether to use Business Continuity Plans. An incident arises whenever an unanticipated situation occurs which causes an interruption to essential core or localities systems or business processes.

3.1 Triggers for the Plan
The key to success is the flexible use of staff and other resources. The following table lists example events, which may serve to trigger business continuity arrangements:

Threat	Likely impact
Staff shortage due to sickness	Service availability impaired
Theft or wilful damage	Confidentiality and Service availability impaired
Fire	Service availability impaired
Power failure	Service availability impaired
Water damage	Service availability impaired
Communications failure	Service availability impaired
Introduction of virus or disruptive software	Service availability impaired
Network management failure	Service availability impaired
Utility Interruption	Service availability impaired

3.2 Issues to ensure effective implementation of the Plan

3.2.1 Emergency Action
Ensure emergency action, where necessary, to ensure the safety of life, implementing normal Fire and Health and Safety procedures.

3.2.2 Assess the potential impact of the occurrence

If a Team Member becomes aware of information which may precipitate an incident, or is informed of an incident, they should inform the Chief Officer or Deputy Chief Officer. They will decide if the Business Continuity Plan needs to be activated. If the plan is activated the Chair should be informed at the earliest opportunity. Initial assessments will inform whether it is safe to continue to work and the length of time the interruptions are expected to continue.

3.2.3 Identify the options for corrective measures
These will have previously been identified and will be contained within the Business Continuity Plan, although it must be accepted that all eventualities cannot be anticipated.

3.2.4 Recovery
Time-scales for full recovery should be determined by the business and/or legal requirements. Steps should be taken to ensure that the restoration of full services takes into account any changed circumstances.

3.2.5 Return to Normal Working
The decision to return to normal working will be based on information received and will be made by the Management Team and or the Board. It is the responsibility of The Management Team to ensure that the information is cascaded to the staff involved.

3.2.6 Debrief and Review
It will be the responsibility of the Management Team to conduct an evaluation following an incident, which will obtain the views of all staff involved, in relation to the following issues:
- The reasons for the incident
- The effectiveness of the Business Continuity Planning arrangements
- The management of the recovery
- Lessons learned from the events and reassessment to identify any new threats or hazards

The outcome of the evaluation will be shared and lessons learned will be reflected in subsequent training and revisions to the plan.
Reports will be prepared for and by the management team and also circulated to the LDCVS Board.

4. Roles and responsibilities of the LDCVS Board, Managers and Staff

This section sets out the roles of the various LDCVS teams and individuals and lists the actions needed to ensure that the plan will work in practice. It focuses on the need for testing, training, audit and review.

4.1 Responsibilities in relation to the Business Continuity Plan
- **Chief Officer**
  or their deputy have overall responsibility for business continuity arrangements.
- **Board**
  will need to be assured that the business continuity arrangements are robust and effective.
- **Management Team**
  will have overall responsibility to support the Chief Officer and to oversee the implementation and effectiveness of plans within their areas of control. They will be responsible for the management of incidents which impact on their area of work. They will be involved in initial evaluation, be responsible for assessing the status of the incident and be able to escalate to senior or executive level. The task of developing, maintaining and reviewing business continuity plans is undertaken by the management team.

- **All Staff**
  will potentially be involved in the implementation of business continuity plans and must therefore be aware of the process and the arrangements within their area of work.

4.2 Action to ensure effective implementation

4.2.1 Testing the Plan
The plan should be easily accessible and available its contents and procedures must be made known to all key staff.
The contingency element of the Plan should be tested at least annually. Regular reviews should be undertaken to ensure the plan is up to date and effective; and also to ensure all staff are aware of the plans. Testing should be scheduled and conducted in a way that does not put essential business functions of the organisation at risk. The testing methods should be practical, cost effective and appropriate and designed to promote confidence.

4.2.2 Training
Training should be undertaken to ensure that staff have the right skills and knowledge to undertake the roles expected of them in the event of a failure.

4.2.3 Review
Business Continuity Plans should be reviewed annually by the management team and by the board at least every three years to ensure that they remain current and viable and take account of any organisational changes.

5. Business continuity charts

The table below indicates the charts completed for the plan.

	Chart section	Instruction
1	Risk Assessment	Conduct a Risk Assessment in accordance with instructions in risk management policy.
2	Essential Functions	Define essential functions for each team and the minimum necessary staff.
3	Essential accommodation	Detail accommodation, office equipment and telephones required as essential for teams.
4	Essential IT and Manual Records	Detail the IT facilities and manual records required for the essential function of teams.
The items below form a part of the plan but are maintained on the server		
-	Staff Contact Details. Includes Directors and Observers on the Board	Ensure that there is a register of all staff, giving details of how they may be contacted. This is maintained on the server.
-	Key contacts – External	Ensure that a key contacts list is maintained for external people and their role in an emergency. This is maintained on the server.

Chart 1 is a risk assessment of a broad range of possible scenarios which could affect business continuity. For information the three part guide for calculating risk rating(s) from the risk management policy is included here.

1 Likelihood of an incident occurring

Level	Likelihood of Occurence	Details / Description
1	Rare	Very unlikely this will happen
2	Unlikely	Unlikely to happen again but is possible
3	Possible	May reoccur occasionally
4	Likely	Not persistent but probably will reoccur
5	Almost certain	Persistent and likely to reoccur

2 Consequence of an incident occurring

Level	Consequence	Details / Description
1	Insignificant	No injuries - No treatment /intervention required/given No loss/reduction of capacity to deliver service Low financial loss/cost
2	Minor	First Aid Treatment required/given Reduced capacity to deliver service Medium financial loss/cost
3	Moderate	Medical Treatment required/given. Assistance required to deal with reduced capacity to deliver service Medium financial loss/cost
4	Major	Extensive injuries. Temporary loss of capacity to deliver service Major financial loss/cost
5	Catastrophic	Death. Long term/permanent loss of capacity to deliver service High financial loss/cost

3 Matrix for calculating the level of risk attaching to an incident

Likelihood	Consequences				
	Insignificant 1	Minor 2	Moderate 3	Major 4	Catastrophic 5
5	H	H	E	E	E
4	M	H	H	E	E
3	L	M	H	E	E
2	L	L	M	H	E
1	L	L	M	H	H

Risk Rating

Red   = Extreme
Orange   = High
Yellow   = Medium
Green   = Low

Chart 1: RISK ASSESSMENT - THREAT TO BUSINESS CONTINUITY

The following table contains the assessment of risk which relate to LDCVS, where the Risk is a function of Likelihood and Consequences (R = L x C)

Threat/Hazard	Risk	L	C	Risk	Controls currently in place (if any)	Action needed
Unidentified factors effecting delivery of a project	A major unidentified problem could disrupt or stop the delivery of CVS (Core) or project work and other supporting services	1	3	3	Risk assessments are undertaken on activities and risk is managed through various internal processes e.g. management meetings, Board meetings. LDCVS have a proactive approach in delivering projects and ensures that robust systems exist to counter problems	Risk and Risk Management is always considered as part of the Management / Governance process
LDCVS loses Key (Core) funding	Projects are not sustainable without CVS (Core) being in existence	3	4	12	LDCVS links with City & County (Core Funders) are high on our agenda. The Board are proactive in ensuring that CVS is able to maintain services	LDCVS management continues to make sustainability a high priority
Failure to meet project milestones/outcomes	Failure to deliver project would impact re terms of funding	1	4	4	All activities are monitored against targets / outcomes and appropriate steps taken if necessary	CVS Management will monitor progress against targets / outcomes to ensure activities are meeting expectations
Competition	Inability to compete	1	2	3	CVS is currently a strong organisation that has the ability to react to competition. CVS will continue to maintain high quality Governance, Management and provide a quality service. Continued involvement at regional and sub-regional level in the VCFS community will ensure that we retain our position in the community	Given our partnership working throughout the area competition from another organisation is unlikely
Negative publicity/coverage	Impact on Clients / Funders	1	5	5	All activities (publicity) from internal sources are monitored against required targets / outcomes and appropriate steps taken if necessary. Activities (publicity) from external sources are monitored and appropriate steps taken if necessary	—

Damage to LDCVS image/ reputation/brand	Impact on Clients / Funders	1	5	5	All activities from internal sources are monitored against required targets / outcomes and appropriate steps taken if necessary External sources are monitored and appropriate steps taken if necessary	—
Pressure group protest	Impact on Clients / Funders	1	1	1	CVS has good systems in place for working with its clients and it is highly unlikely that this situation could occur. Action from a group not associated with LDCVS would be handled by a member of the management team in a manner which reflects the actual situation.	—
Key Management staff leave	Loss of continuity in delivering core services / project management	2	4	8	CVS has good internal support mechanisms for staff and a fairly low staff turnover.	Ensure that management staff are valued and continue to receive the support needed to deliver the project
Key Management staff are ill / absent (Short Term)	Loss of continuity in delivering core services / project management	2	3	6	LDCVS has good internal support mechanisms for staff and a low staff turnover	Ensure that staff are valued and continue to receive the support needed for project / service delivery
Key Management staff are ill / absent (Long Term)	Loss of continuity in delivering core services / project management	2	3	6	LDCVS has good internal support mechanisms for staff and a low staff turnover	Ensure that staff are valued and continue to receive the support needed for project / service delivery
Key Project staff leave before end of project	Loss of continuity in delivering project	2	3	6	LDCVS has good internal support mechanisms for staff and a low staff turnover	Ensure that staff are valued and continue to receive the support needed for project / service delivery
Key Staff are ill / absent (Short Term)	Loss of continuity in delivering project	3	1	3	LDCVS has good internal support mechanisms for staff and a low staff sickness absence rate	Ensure that staff are valued and continue to receive the support needed for project / service delivery
Key Staff are ill / absent (Long Term)	Loss of continuity in delivering project	2	3	6	LDCVS has good internal support mechanisms for staff and a low staff sickness absence rate	Ensure that staff are valued and continue to receive the support needed for project / service delivery
Industrial action	Loss of continuity in delivering project	1	1	1	LDCVS has good internal support mechanisms for staff and a high loyalty rate	—
Project Volunteer(s) leave before end of the project	Loss of continuity in delivering project	3	1	3	CVS has good internal support mechanisms for volunteers It is likely that volunteers with required skills would find paid employment during the life of activities / projects	Ensure that Volunteers are valued and continue to receive the support needed to deliver the project
Not enough Trustees	Loss of governance and strategic direction	1	2	3	Review recruitment annually Open discussion re job satisfaction etc Appropriate induction Pro actively seeking new trustees	Ensure that Trustees are valued and continue to receive the support needed to fulfil their duties
Employee health and safety	Health and Safety Incident	2	3	6	Active LDCVS Health and safety policy in	See also Health and Safety Policy

		L	I	Score		
incident				(yellow)	position	and records of checks etc,
Client health safety issue/incident	Health and Safety Incident	1	2	2	Active LDCVS Health and safety policy in position	See also Health and Safety Policy and records of checks etc,
Loss of Electric (Internal)	No lights, sockets, IT, heating	3	4	12	Ensuring electrical power equipment is safe and getting competent advice to avoid overload situations Pat Testing	See also Health and Safety Policy and records of checks etc,
Loss of Electric (External)	No lights, sockets, IT, heating	2	4	8	None	Unplanned outages do occur but on the whole are rare, supply is on average available for 99.9% of the time. Given our location it is likely that a widespread fault would be resolved quickly (1 hour). A local fault, close proximity to TURC, may take longer to resolve (8 hours)
Loss of Telecommunications (Internal / External)	No telephone service (including Broadband connectivity)	2	2	4	Telephone service supplier (Class) has access to suppliers of repair and equipment etc. This is a Chargeable service and is not included in our current telephone service	Unplanned outages do take place but general connectivity is high.
Loss of Broadband	No telephone service (including Broadband connectivity)	2	2	4	Telephone service supplier (Class) has access to suppliers of repair and equipment etc. But in the first instance our broadband supplier should be contacted or our IT consultant (Prescott) contacted for equipment failure. This is a Chargeable service and is not included in our current telephone service	Unplanned outages do take place but general connectivity is high.
Loss of Heating	No Heating	2	3	6	Would only be a problem for part of the year. Regular Maintenance of boiler unit and associated equipment (TURC) Available supplementary heating	An extended outage would require additional supplementary heating which would need to be a mix of gas/electric units, otherwise overload may well occur of the existing electric circuits.
Loss of Water (Internal)	No water for ablutions, general cleaning or refreshments	1	2	3	Regular maintenance of plumbing system (TURC)	—
Loss of Water (External)	No water for ablutions, general cleaning or refreshments	1	2	3	None	—
Sewage ingress	Contamination of work space, equipment and materials	1	3	3	Regular cleaning maintenance (TURC) of internal system	—
Vermin	The under floor space at Trinity is used by rats, in particular, as a run when their preferred route	3	2	6	Good hygiene practices in food preparation areas Prompt disposal of food wrappers etc	It has been found in the past that baiting will mean rotting carcases are left which can cause a very

	is unavailable.				Ensure that waste bags are secured and that material for composting is stored in a secure container until transferred to the composter	obnoxious smell. We have been assured that this is not harmful but it does affect the working environment for staff and can affect the health of some employees. The smell is usually confined to 1 or 2 areas and can be slightly modified with the use of masking agents until the smell has gone
Fire		3	5	15	Fire drills periodic checks in accordance with health and safety policy	See also Health and Safety Policy and records of checks etc,
Theft	Personal belongings or CVS property may also include vandalism	2	2	4	All staff to be responsible for their own personal belongings and aware of any unknown person(s) in the building. Alarm code to be retained confidentially and operational practice of alarm system to be observed. All locks to be used on all doors occupied by CVS whenever a room is unoccupied. Windows to be closed when a room is unoccupied.	—
Loss of premises E.G Extreme weather / flood / high winds	Loss of premises from any cause. The loss of equipment data etc is covered elsewhere	1	4	4	Reserves to cover possibility of moving to temporary new accommodation Maintaining clear up to date understanding between CVS and Landlord Regular meetings Contingency plans for new premises	—
Loss of Data (IT)	The majority of LDCVS's data is currently held on IT systems.	1	2	3	Regular (daily) backing-up on to separate drive from server Regular (weekly) backing-up on to removable medium which is then stored off site in a secure location.	—
Loss of Data (Hard Copy)	The majority of LDCVS's data is currently held on IT systems. Files such as personnel files and SLA agreements are substantially hard copy	2	2	4	Efficient record keeping Ensure filing systems are understandable to others Where documents are sensitive they should be kept in a secure locked location.	Personnel hard copy is retained in one cabinet. There is a steady move towards retaining all documents as a primary or secondary document on the IT system.
Loss of access to site	E.G. Police incident on Middle Street restricting access. This could affect not only the actual main entrance but inadvertently if the exit routes are unavailable for emergency purposes closure may be necessary.	1	2	2	None	An assessment will need to be made at the time of any incident in conjunction with incident controller as to whether safe working and access / egress can continue at TURC

Chart 2(a): ESSENTIAL FUNCTIONS - Management Team (Excluding Accommodation and IT)

No	Question	Answer
1	What is the essential critical/priority function?	The restoration of all service provision at the earliest opportunity. The Chargeable service provision should be considered a higher priority because of potential impact on external clients.
2	How many staff are required and which staff are needed for the essential service provision?	3 – which is the whole management team. This may vary dependent on the type of incident.
3	Which other departments of the LDCVS (if any) are dependent on the services you provide?	All
4	Which external contractors (if any) do the essential services depend upon?	Possible IT (Prescott) if an IT fault
5	Which utilities (if any) do the essential services depend upon?	- Electric - Gas (Heating) seasonal. - Water for refreshment comfort breaks - Telecoms - Sewage See also Chart 1, risk assessments, regarding these utilities. All have a high connectivity

Chart 2(b): ESSENTIAL FUNCTIONS - Finance Team (Excluding Accommodation and IT)

No	Question	Answer
1	What is the essential critical/priority function?	• To provide a financial /payroll facility for internal use • To provide a financial / payroll facility for external (Chargeable) users
2	How many staff are required and which staff are needed for the essential service provision?	1 (variable) dependent on work load at time of incident and nature of any loss
3	Which other departments of the LDCVS (if any) are dependent on the services provided?	All
4	Which external contractors (if any) do the essential services depend upon?	Possible IT (Prescott) if an IT fault None, although online access to Bank & HMRC is important and at times critical
5	Which utilities (if any) do the essential services depend upon?	• Electric • Gas (Heating) seasonal. • Water for refreshment comfort breaks • Telecoms • Sewage See also Chart 1, risk assessments, regarding these utilities. All have a high connectivity

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Chart 2(c): ESSENTIAL FUNCTIONS - VSDW Team (Excluding Accommodation and IT)

No	Question	Answer
1	What is the essential critical/priority function?	The restoration of service provision
2	How many staff are required and which staff are needed for the essential service provision?	4 – which is the whole vsdw team. This may vary dependent on the type of incident.
3	Which other departments of the LDCVS (if any) are dependent on the services you provide?	None
4	Which external contractors (if any) do the essential services depend upon?	Possible IT (Prescott) if an IT fault
5	Which utilities (if any) do the essential services depend upon?	- Electric - Gas (Heating) seasonal. - Water for refreshment comfort breaks - Telecoms - Sewage See also Chart 1, risk assessments, regarding these utilities. All have a high connectivity

Chart 2(d): ESSENTIAL FUNCTIONS - Other areas (Excluding Accommodation and IT)

No	Question	Answer
1	What is the essential critical/priority function?	None
2	How many staff are required and which staff are needed for the essential service provision?	None
3	Which other departments of the LDCVS (if any) are dependent on the services you provide?	None
4	Which external contractors (if any) do the essential services depend upon?	None
5	Which utilities (if any) do the essential services depend upon?	None

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Chart 3: ESSENTIAL ACCOMMODATION
(Assumed Total loss of existing system)

Requirement	Comments	Availabilty required within:		
		0 - 48 Hours	3 - 7 Days	Over 7 Days
Number of:				
Desks (14)	This number is based on existing usage, the actual operational requirements may vary dependent on the nature of the incident.	**2**	**7**	**14**
Chairs (14)	This number is based on existing usage, the actual operational requirements may vary dependent on the nature of the incident.	**2**	**7**	**14**
Filing Cabinets (2 * 4 drawer)	This number is based on existing usage, the actual operational requirements may vary dependent on the nature of the incident.	—	**1**	**2**
Filing Cabinets (4* 2 drawer)	This number is based on existing usage, the actual operational requirements may vary dependent on the nature of the incident.	—	**1**	**4**
Filing Cupboards (2 Large)	This number is based on existing usage, the actual operational requirements may vary dependent on the nature of the incident.	—	**1**	**2**
Filing Cupboards (2 Medium)	This number is based on existing usage, the actual operational requirements may vary dependent on the nature of the incident.	—	**1**	**2**
Telephone requirements:				
Office Phone	One phone connecting to the existing split line and reinstatement of the broadband line	✓	—	—
Normal Office Phones (14 units on board)	This would be dependent on circumstances of the incident and access to suitable accomodation	—	✓	✓
Mobile Phones	Would not normally be required although circumstances of the incident may change this	—	—	—
Additional Office Equipment (eg Photocopier)				

• Photocopier	The actual provision made may vary and is dependent on the actual incident	—	✓	—
• Printer Scanner	The actual provision made may vary and is dependent on the actual incident	✓	—	—
Special Provision - (eg confidential area)				
• Small meeting area	For small groups and 1 to 1 meetings	—	—	✓
• Confidential area	For confidential meetings / communications	—	✓	—
Storage Space (sq metres)				
• Minimum of 15^2 meters (see comments)	This would be dependent on material / equipment salvaged and needing to be stored, it may also be dependent on need for storage of damaged items until insurance claims have been considered.	—	✓	✓
Public Facilities (eg toilets, disabled access)				
• Toilets (One Unit Unisex)	The provision and number of facilities will very much depend on the type of accommodation secured for temporary / permanent accommodation.	✓	—	—
• Toilets (Two units Unisex or split)	The provision and number of facilities will very much depend on the type of accommodation secured for temporary / permanent accommodation.	—	✓	—
• Toilets (One (Two) unit Disabled)	The provision and number of facilities will very much depend on the type of accommodation secured for temporary / permanent accommodation.	—	—	✓
• Toilets (Four units Unisex or split)	The provision and number of facilities will very much depend on the type of accommodation secured for temporary / permanent accommodation.	—	—	✓

Chart 4: ESSENTIAL IT and MANUAL RECORDS
(Assumed Total loss of existing systems)

General Requirement	Comments	Availabilty required within:		
		0 - 48 Hours	3 - 7 Days	Over 7 Days
Access to Document areas	This would be basic access one computer operating Microsoft Office 2003 et seq and able to access back up system and internet for e-mail communications. Two – Three laptops may be 'off-site' at any time, these could be utilised for this purpose	✓	—	—
Access to Document areas on the server (Management Team)	This would be basic access one computer operating Microsoft Office 2003 et seq and able to access back up system and internet for e-mail communications. Two – Three laptops may be 'off-site' at any time, these could be utilised for this purpose	✓	—	—
Access to Document areas on the server (Management Team)	A server would be in place and at least one terminal available for each area of work	—	✓	—
Access to Document areas on the server (Financial Team)	A server would be in place and at least one terminal available for each area of work	—	✓	—
Access to Document areas on the server (VSDW Team)	A server would be in place and at least one terminal available for each area of work	—	✓	—
Access to Document areas on the server (All others)	All terminals workstations are now available.	—	—	✓
Hardware and Networking requirements:				
• Number of networked workstations	If it is not possible to fully network in the first instance the stations can be operated as stand alone using memory sticks to transfer appropriate data to the server for back up	—	—	10
• Number of local PCs	These are used by the chargeable desks	4	—	—
• Access to other systems (e.g. finance/payroll)	Immediate access can be made through the initial system for priority chargeable work returns etc.	✓	—	—
• No of printers	See also chart 3	2	—	—

• No of networked photocopier/ printer	See also chart 3	▬	▬	✓
Manual Data the essential services require:				
• Personnel Records	In a total loss situation it will be necessary to reconstruct manual records. Lists of documents included and some electronic copies are kept on the server files. It is planned to move to a total IT based system within two years which eliminate the immediate need for access to this type of document.	✓	▬	▬
• Project documentation	In a total loss situation it will be necessary to reconstruct manual records. Lists of documents included and some electronic copies are kept on the server files. It is planned to move to a total IT based system within two years which eliminate the immediate need for access to this type of document.	✓	▬	▬