Business Continuity

Document Control

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Definitions

NST	Network Services Team
ITIRF	IT Incident Report Form
IST	Information Security Team

Purpose

This document defines the procedure to be followed in order to report a suspected major outage for one or more of the following systems and normal helpdesk services or helpdesk staff are not available following a major outage or incident.

The systems are:

- CountIt
- MortgageCalculator
- DocuSaver
- BANKIApp
- Land Registry

It is a manual backup process which uses paper forms to record outages and telephone calls as a means of communication.

This process is designed to be completed by just one person. Therefore low priority tasks such as individual password resets, admin requests or resolving issues with individual accounts/machines are suspended with all resources dedicated to the recording and resolution of major outages affecting the five systems above.

When to use this document

The procedures listed in this document are to be followed when all of the criteria below are met:

1) The IT helpdesk team and/or the IT helpdesk systems are not available

   AND

2) It has been confirmed that the system(s) are experiencing major outages by the on-call manager

   AND

3) The on-call manager or one of their deputies declare a major incident and advise that manual helpdesk procedures are to be followed.

Who this document is for

The primary users of this document will be help desk staff should help desk facilities be unavailable. However it is acknowledged that in certain circumstances such as on-site incidents or external factors may mean that help desk staff are not available. In these circumstances, the procedure below is to be performed by any person(s) assigned the task by a manager until such time as the helpdesk and helpdesk staff become available.

Procedure

1) **ISSUE(S) FIRST REPORTED:** Confirm the name of the system(s) which are experiencing issues. Complete one ITIRF form for each system and record the name of the person recording the issue, gather specific details on the issue such as any error message(s), the time the issue first occurred and any additional information.

2) Call the Information Security Team on 01914556677 and ask them to confirm that there is no active information security incident before continuing with this procedure.

> **IF AN INFORMATION SECURITY INCIDENT IS CONFIRMED OR SUSPECTED:** Never proceed with this process until the Information Security Team confirms which systems are authorised to be restored **AND** If at any time during the process a security event is suspected, stop the process and call the IST for guidance.

3) REPORT OUTAGE TO SOFTWARE SUPPLIER(S): Systems are listed below in the External IT System Support Contacts table in order of business criticality. Therefore if multiple systems have failed, you must report the issues to the respective supplier by telephone in the order of priority in the chart below.

4) Once you have reported the issue to the supplier, write the agreed actions that the supplier will take on the ITIRF, the reference number and any estimated timescale.

5) If more than one system has failed, move on to the next system and report the outage to the relevant supplier on the External IT System Support Contacts listed below. Continue steps 3&4 for each separate system until all affected systems have been reported to their suppliers.

6) Once all required third party suppliers have been called and issues logged, provide an update to the on-call BANKI duty manager by calling 07888878788.

7) For as long as a system remains unavailable, escalate the issue with the relative supplier in accordance with the SLA on the External IT System Support Contacts table. Each time the SLA passes, the supplier must be contacted and the issue escalated. Update the relevant ITIRF with any update.

8) When the on-call manager declares that normal helpdesk operations can resume, follow OL-OP-E002 Restoring Helpdesk Operations Following a Major Outage.

External IT System Support Contacts

Each system is listed below in order of business criticality with the most important being at the top of the table. The table includes the name of the supplier, phone number and any important notes.

SLA	System Name	Supplier	Phone	Notes
30	BANKIApp	UKIT	0878777889	Advise agent BANKI are a P1 user Account Manager - Eli Tony
30	MortgageCalculator	Bankit Systems	0800998990	Advise that network is checked are there are no issues with the BANKI network
60	DocuSaver	Docsys Ltd	001567890909	CustomerID - 98879
120	Land Registry	UK Government	080098989898	
60	CountIt	Abacus Systems	0043345110	