Business Continuity Plan

July 2016

VERSION CONTROL

Plan Author:	Roy Stanley
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Management Sign-Off

Chief Executive : *Tom O'Brien*

Date : *21ˢᵗ April 2016*

N.B

An updated physical sign off is only required should the plan format rather than section data details change

London Councils
59½ Southwark Street
London
SE1 0AL

London Tribunals
Chancery Exchange
10 Furnival Street
London
EC4A 1AB

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1 PLAN MANAGEMENT

1.1 Document Purpose

The purpose of this document is to provide managers and staff with up to date information and step-by-step guidance on how best to respond to a range of disruptive situations that would, if not addressed, lead to the failure of the service.

Disaster recovery is the process by which you resume business after a disruptive event. The event might be something like a fire or water that damages the building or something small like malfunctioning software caused by a computer virus. Business continuity is a more comprehensive approach to making sure you can keep the business going, not only after a natural calamity but also in the event of smaller disruptions including illness or departure of key staff, supply chain partner problems or other challenges that organisations such as ours may face from time to time.

The plan contains details of Directorate key functions, staff, resources and essential contact numbers for use in a situation likely to disrupt business. The Plan is intended as a guide to provide a basis for informed decision-making in dealing with a range of abnormal situations.

1.2 Objectives

- To identify the Key Contacts during an emergency
- To define and priortise the Critical Functions of the business
- To analyse the emergency risks of the business
- To detail the agreed response to an emergency

1.3 Review and Change Control

Detail of all reviews made even if the document is not amended.

Version	Revised by	Date	Comments
V1.0	Roy Stanley	20/08/2013	Cascades updated
V2.0	Roy Stanley	02/10/2014	First full review (draft)
V2.1	Roy Stanley	19/01/2015	Second version draft for consultation
V2.2	Roy Stanley	12/10/2015	Draft 2.2 with minor revisions
V2.3	Roy Stanley	11/01/2016	Major revision for consultation with the business
V3.0	Roy Stanley	06/04/2016	Final version to CMB
V3.1	Roy Stanley	18/07/1016	Quarter 1 testing included

1.4 Scenario Testing

The Business Continuity plan will be tested in the form of scenarios highlighted throughout the Plan. The timetable in Appendix A will be used to programme the testing and as a guide to results and follow-ups.

1.5   Maintenance of the Plan

Overall responsibility for this plan is with Roy Stanley who has been designated overall **Core Plan Owner**. The Deputy Core Plan Owner is Frank Smith. They will work with the **Silver Team** (those identified in section 3.3 who will ensure the plan is regularly tested and maintained. They will establish a continuity culture amongst staff and ensure they are aware of their responsibilities in a disruption.

The Silver Team are also responsible for maintaining and amending any local plans relating to their own services and accessing documentation and services outside of this plan (eg. paper files and documents). The Silver Team and designated members of the **Bronze Team** will work with the Core Plan Owner to test and update the plan at intervals determined in Appendix A.

1.6   Contact List Data Maintenance team

It is the responsibility of the PA / Support Services Group members for each division below to ensure that they hold an up-to-date list of all staff within their divisions along with their out-of-hours contact details, which is accessible from home. This is to be obtained directly from the staff concerned explaining that it is required for emergency use only. By providing their details they are giving you consent to hold it and use it. They will make this information available to the manager of the staff in their direct control and would be responsible to ensure that in that managers' absence the Silver Team member is aware and the contact list made available to them in the event of an incident.

Only the full contact details of the Gold and Silver Teams will be available in this plan, others will be held by the relevant PA / Support Services Group members and their individual Managers;

CHX and Political Advisors:-   ████████████
                                                        @londoncouncils.gov.uk

Finance & Resources:-   ██████████
                                                        @londoncouncils.gov.uk

Governance & HR:-   █████████
                                                        @londoncouncils.gov.uk

PaPA Division:-   ██████████
                                                        @londoncouncils.gov.uk

Services & London Tribunals :-   █████████
                                                        @londoncouncils.gov.uk

London CIV:-   ███████
                                                        @londonciv.org.uk

Individual line managers will be responsible for holding their own staff contact details and for communicating information and message from the Silver or Gold teams as part of the cascade. This would be in addition to any corporate communication sent by the Director of Communications and their team via the phone message (appendix D) or through the London Councils Intranet if assessable.

1.7   London Tribunals

London Councils staff working out of the London Tribunals offices in Chancery Exchange and on London Tribunals ICT systems will refer to the Northgate BCP plan when an incident is triggered at Chancery Exchange, a copy of which can be found on the London Councils Remote Desktop Service Portal (see section 6.1 on how to access this portal). Emergency contact details for Northgate Public Sector can be found in section 8.1.

1.8   Critical Systems and Associated RTO

As part of the business continuity process and following an incident how the ICT systems are restored and the RTO (recovery time objective) is approached is a critical and functional part of the recovery process.

The RTO is the duration of time and a service level within which a business process must be restored after a disaster (or disruption) in order to avoid unacceptable consequences associated with the break in business continuity. It can include the time for trying to fix the problem without a recovery, the recovery itself, testing and the communication to the users.

The RTO is established and works alongside the Business Impact Analysis (Section 4) and will be addressed by the ICT & Facilities Manager in conjunction with the City of London ICT client and Agilisys partners in relation to our in-house ICT services and with individual service leads for applications directly held with external providers.

Please refer to the separate '**Business Continuity - Critical Systems and Associated RTO'** document on the London Councils Remote Desktop Service Portal for more information (see section 6.1 on how to access this portal).

1.9   Associated Documentation

There are additional documents that can be referenced in addition to the main plan. Each document can be found on the London Councils Remote Desktop Service Portal (see section 6.1 on how to access this portal);

- *59 ½ Southwark Street Emergency Procedures*
- *London Councils Critical Systems and Associated RTO*
- *Northgate's Chancery Exchange Business Continuity Plan*
- *Chancery Exchange - Emergency Plan*

2   CRITICAL FUNCTION PRIORITY LIST

The list below can be used as a quick guide during an emergency or incident to assist decision making when compiling an action plan as to which London Councils functions need to be reinstated on day one. The lead officers noted below are also members of the Silver Team;

BCF   **Business Critical Function**
A business critical function affecting all services delivered by London Councils. If the service is not available the whole of the service delivered by the organisation will be affected. Therefore high priority should be given on the first day to ensure these services are able to continue in the event of an emergency or incident

S   **Services provided by London Councils**
These individual services need to be available to continue to offer services to our clients and members. The loss of one of these Services however, does not seriously impact the delivery of services to other parts of the organisation so can be reinstated and managed independently. See section 4.4 for details;

Priority	Critical Function	Lead Officer	Deputy
BCF	Chief Executives Office	▮▮▮	▮▮
BCF	Human Resources	▮▮▮	▮▮
BCF	Finance - Payments		
BCF	Facilities - Building Access Southwark Street	▮▮	▮▮
BCF	Facilities - Building Access Chancery Exchange	▮	▮▮
BCF	ICT - Data & Voice Services	▮	▮▮
BCF	Communications - Staff and External Comms	▮▮	▮▮▮
BCF	Communications - Websites	▮▮	▮▮
S	PaPA - All Policy Teams	▮▮	▮▮
S	Services - Freedom Pass	▮▮	▮▮
S	Services - Taxi Card	▮▮	▮▮
S	Services - London Tribunals	▮▮	▮▮
S	Services - London Lorry Control Scheme	▮	▮▮
S	Services - HEB	▮	▮▮
S	Services - Parking and Traffic	▮	▮▮
S	Services - LEPT	▮	▮▮
S	Services - Grants & London Care Services	▮▮	▮▮
S	Services - Capital Ambition	▮▮	
S	Services - Young Peoples Education & Skills	▮▮	▮▮

Priority	Critical Function	Lead Officer	Deputy
S	Governance - FoI & Complaints	██████████	██████████
S	Governance - Regional Employers Organisation	█████████	█████████
S	Facilities - Meeting Room Bookings	████████	████████
S	Tenant - London CIV	██████	██████

These Lead Officers and their deputies (as part of their **Silver Team** duties), will also have outlined key tasks in order of priority in their own areas and these are outlined in Section 4 – **Business Impact Analysis** in addition to formulating and holding any additional restoration plans local to their service areas. These additional plans including the Core BCP Plan, should be made available to the Core Plan Owner and will be located on the London Councils Secure RDS portal (see Section 6.1 on how to access this portal). This can be in any format you deem suitable to work with for your service area.

3   ROLES AND RESPONSIBILITIES

3.1   Gold, Silver and Bronze Team Definitions

If an incident occurs the Gold Team will manage business continuity. The **Gold Team** members available or who have triggered the incident will make contact with other Gold members where necessary. They will be designated the '**Business Continuity Team**' and shall communicate together or meet to immediately appoint an Incident Manager where appropriate for that particular incident based on their specialism and knowledge required. This could also be the police or special services depending on the type of incident. They will then take overall charge of the incident management.

The Gold Team will relocate to the Chief Executive's Office at 59½ Southwark Street unless the location is affected by the incident. If 59½ Southwark Street is unavailable then the Gold Team will convene in the main meeting room at London Tribunals offices in Chancery Exchange (see appendix M for map and address).

The necessary financial resource, procedure and authority should be in place to allow purchasing of equipment or services as part of the continuity arrangements if they need be implemented and this should be organised via the Silver Team finance lead or finance member in the Bronze team. The Gold Team will always keep overall control of the budgets and spend.

The Gold Team will determine whether the incident can be managed locally and if not, the extent of assistance requires from the City of London, emergency services and any partner organisations. The Gold Team will review whether the incident will last longer than two weeks and if so, will determine plans for extending the business continuity plan.

The Silver Team consists of people who have been allocated specific responsibilities by the Gold Team or Incident Manager to deal with the various phases: incident management, damage assessment and service restoration in their specific service area.

The Silver Team will provide support and expertise to enable London Councils to resume services in their specific areas as soon as practicable and in the case of staff be able to instigate emergency actions and reassign resource to priority services.

The Bronze Team members specific to the service areas affected by the incident have the responsibility of liaising with the Silver Team to restore priority services as quickly as possible. Other members of staff can be drafted into the Bronze Team as and when necessary.

3.2   The Gold Team

Overall authority for any emergency and directing the **Silver Team**.

The Gold Team is led by the Chief Executive who will be responsible for invoking the plan when any major disruption to all business processes occurs. In the event of the Chief Executive being unavailable at the time of the event, responsibility will fall to **Frank Smith**, Director of Finance and Resources, who has been determined as deputising for any absence period;

John O'Brien
Chief Executive
 Office: 020 7934 9575
 Mobile: ███████
 Email: ████████

Frank Smith
Director of Corporate Resources
 Office: 020 7934 9700
 Mobile: ███████
 Email: █████████

Christiane Jenkins
Director of Corporate Governance
 Office: 020 7934 9540
 Mobile: ███████
 Email: ████████

Dick Sorabji
Corporate Director, PaPA
 Office: 020 7934 9761
 Mobile: ███████
 Email: ████████

Nick Lester-Davis
Corporate Director, Services
 Office: 020 7934 9905
 Mobile: ███████
 Email: ███████████

Jim Odling-Smee
Director of Communications
 Office: 020 7934 9942
 Mobile: ███████
 Email: ████████

Spencer Palmer
Director of Transport & Mobility
 Office: 020 7934 9908
 Mobile: ████████
 Email: █████████

3.3   The Silver Team

With responsibility for co-ordinating activities across the organisation for their specific service area or area designated by the Incident manager and to direct the Bronze Team. They will also be responsible for passing regular reports to the Gold Team;

ICT & Facilities
Core Plan Owner and lead ICT contact (data and telephony)
Roy Stanley

Office:	020 7934 9799
Mobile:	████████
Email:	████████████

Chief Executives Office
Co-ordinating all activities and messages for the CHX Office, Members and Advisors
Barbara Salmon

Office:	020 7934 9509
Mobile:	██████
Email:	██████████

Human Resources Issues
Co-ordinating HR activities, messages and liaison with all CoL HR Services
████████

Office:	020 7332 1932
Mobile:	██████
Email:	████████████

Finance / Accounting Issues
Co-ordinating any financial, payment activities and CoL financial services
David Sanni

Office:	020 7934 9704
Mobile:	██████
Email:	████████

Transport and Mobility
Co-ordinating any Freedom Pass, Taxi Card, Lorry Control, LePT and London Tribunals activities and messages

Stephen Boon (Southwark Street)   ██████ **(Chancery Exchange)**

Office:	020 7934 9908	Office:	020 7530 7203
Mobile:	██████	Mobile:	████████
Email:		Email:	████████████

Silver Team continued .....

Grants and Community Services
Co-ordinating any grant activities, messages and liaison with voluntary stakeholders
Simon Courage
Office: 020 7934 9901
Mobile: ██████████████
Email: ██████████████████

PaPA Division
Co-ordinating all PaPA Policy activities, messages and stakeholders
Doug Flight
Office: 020 7934 9805
Mobile: ████████████
Email: ██████████████

London CIV
Co-ordinating all activities for the London CIV team and financial partners
█████████
Office: 020 7934 9942
Mobile: ████████████
Email: ██████████████

3.4 Bronze Teams

With responsibility for the immediate and local management of emergencies.
Team contact details are below, individual member contact details will be held with that individuals line manager. See appendix E for Emergency Communications matrix structure charts and current line reports).

All locations refer to 59 ½ Southwark Street unless otherwise stated;

Building, Facilities & Room Bookings
Location: Ground Floor West
Team No: 020 7934 9717
Team Mailbox: room.bookings@londoncouncils.gov.uk
Contacts: - ████████████ - ████████████
- ████████████ - ████████

ICT & Telephony
Location: Ground Floor West
Team No: 020 7332 1001
Team Mailbox: CoL IS ServiceDesk - col.isservicedesk@cityoflondon.gov.uk
Contacts: - ████████ ████████@londoncouncils.gov.uk
- Agilisys ICT Service Desk (based in the CoL Guildhall)
Bronze Team continued …..

Finance
    Location: Ground Floor West
    Team No: 020 7 934 9723
    Team Mailbox: accounts@londoncouncils.gov.uk
    Contacts: - ██████ ████ @londoncouncils.gov.uk
    - ████ █ ████ @londoncouncils.gov.uk
    - ████ ███ @londoncouncils.gov.uk

London CIV
    Location: Ground Floor East
    Team No: 020 7 934 9851
    Contacts: - ████ ████ @londonciv.org.uk

CHX & Political Advisors
    Location: 1st Floor East
    Team No: 020 7 934 9504
    Contacts: - ████ ████ @londoncouncils.gov.uk
    - ████ █ ███ @londoncouncils.gov.uk
    - ████ █ ███ @londoncouncils.gov.uk

YPES & Capital Ambition
    Location: 2nd Floor West
    Team No: 020 7 934 9779
    Contacts: - ████ ███ @londoncouncils.gov.uk
    - ████ █ █ @londoncouncils.gov.uk
    - ████ █ ████ @londoncouncils.gov.uk
    - ████ ███ @londoncouncils.gov.uk

Grants Teams & London Care Services
    Location: 2nd Floor West
    Team No: 020 7 934 9938
    Contacts: - ████ ██████ @londoncouncils.gov.uk
    - ████ █ ███ @londoncouncils.gov.uk
    - ████ ███ @londoncouncils.gov.uk

Transport & Mobility
    Location: 2nd Floor East & Furnival Street
    Team No: 020 7 934 9791
    Team Mailbox: freedompassadmin@londoncouncils.gov.uk
    taxi.card@londoncouncils.gov.uk
    lorry.control@londoncouncils.gov.uk
    Contacts: - ████ █ ███ @londoncouncils.gov.uk
    - ████ █ ███ @londoncouncils.gov.uk
    - ████ (Chancery Exchange) ████ @londontribunals.gov.uk

Bronze Team continued …..

Communications
   Location: 3rd Floor West
   Team No: 020 7 934 9989
   Team Mailbox: lcpress@londoncouncils.gov.uk
   Contacts: - ██████████ ████████████████ @londoncouncils.gov.uk
                 - ████████████████████ @londoncouncils.gov.uk

Policy & Public Affairs (PaPA)
   Location: 3rd Floor East
   Team No: 020 7 934 9989
   Contacts: - ████████ ████ @londoncouncils.gov.uk
                 - ████████████████ @londoncouncils.gov.uk
                 - ████████████ @londoncouncils.gov.uk
                 - ████████ ████ @londoncouncils.gov.uk
                 - ████████████ @londoncouncils.gov.uk
                 - ████████████ @londoncouncils.gov.uk
                 - ████ (LondonADASS) ████████ @londonadass.org.uk
                 - ████████ (Association of Directors of Public Health - London
                   ████████ @adphlondon.org.uk

Human Resources
   Location: 4th Floor West
   Team No: 020 7 934 9814
   Team Mailbox: colTrentHRteam@cityoflondon.gov.uk
   Contacts: - ████ (HR Manager - CoL) ████ @cityoflondon.gov.uk
                 - ████ ████ @londoncouncils.gov.uk

Corporate Governance
   Location: 4th Floor West
   Team No: 020 7 934 9814
   Contacts: - ████ ████ @londoncouncils.gov.uk
                 - ████ ████ @londoncouncils.gov.uk
                 - ████ @londoncouncils.gov.uk
                 - ████ ████ @londoncouncils.gov.uk
                 - ████ @londoncouncils.gov.uk
                 - ████ @londoncouncils.gov.uk
                 - ████ ████ @londoncouncils.gov.uk

3.5   Communications

When an event results in the office being closed to staff and which could result in enquiries from the press staff are not to communicate to the media. All communications with the media will be via the Director of Communications or the Silver and Bronze Team communications contacts.

In the event of a major incident if considered appropriate, a notice will be placed on the London Councils website advising our customers. The release of information should be positive in nature and emphasise the action being taken to recover a normal situation. Regular staff updates can also be obtained from the emergency numbers outlined in Appendix D.

If access to the building is restricted notice boards will be placed at the approach to the offices in Southwark Street. A text message will be issued by the Gold Team officers advising of the situation. The information to be included on it will be sent by the Silver and Bronze Communications leads who will also be responsible for disseminating messages externally on a general basis.

The Building and Facilities Bronze Team should be notified so Taxi Card and Freedom Pass numbers can be transferred to another office if the teams can be relocated. This would be instigated by the Silver or Bronze Team Transport & Mobility leads.

4   BUSINESS IMPACT ANALYSIS

4.1   Directorate tasks in order of priority

The **Silver and Bronze** teams will have identified their own key tasks where necessary in order of priority by completing the LC Service Impact Analysis (Appendix B). This is used to determine urgent and non-urgent tasks within their service area.

4.2   Allocating Tasks and Responsibilities

This section should be used by the Silver Team to determine what ICT and communications services can be used in the event of a specific disaster determined by the Gold Team or Incident Manager. It also contains a summary of the resources and equipment required to complete the task. Section 6 (Resource and Access to Services) outlines how to connect to or use each of the resources outlined in the table below.

The resources and equipment have been previously specified by completing the Essential Resources List form (Appendix B) and 'Business Continuity - Critical Systems and Associated RTO' document

Urgent Tasks	Which staff, within your department can fulfil this role?	Resources required for task
Telephone communication	All Staff	London Councils issued mobiles and personal smartphones
Email communication [building comms operable]	All Staff who have Remote Access Service	London Councils issued mobiles and personal smartphones, Office 365 Outlook Web Access or Remote Access Service connections
Email communication [building comms severed]	All Staff who have internet access	London Councils issued mobiles and personal smartphones, Office 365 Outlook Web Access
Data file access [building comms operable]	All Staff who have Remote Access Service	London Councils issued mobiles and personal smartphones, Office 365 Outlook Web Access or Remote Access Service connections
Data file access [building comms severed]	All Staff who have internet access	London Councils issued smartphones and personal smartphones, Remote Access Service connections
Access to Websites	All staff	Externally hosted so independent of LC emergency

Urgent Tasks	Which staff, within your department can fulfil this role?	Resources required for task
Meeting Room availability for Members meetings	Corp_Gov Committee Clerks	Pre-arranged use of a City of London building – details to be advised at the time
Access to print and distribute Committee papers	Corp_Gov Committee Clerks	Pre-arranged use of a City of London print service and building – Guildhall Justice Rooms
Access to copy contracts	All Staff	Planned scan of existing & new documents via Konica Minolta MFD machines already in situ

4.3   Business Impact Analysis Tables

As the duration of a business interruption increases the ability to continue operating at an acceptable level will change. The **Silver Team** will determine the ultimate staffing levels required for their specific service.

In the first 24 hours following a major incident there will be a number of actions that the Silver, Bronze teams and other nominated staff will need to complete under direction from the Gold Team in the short term.

The range of staff required for each of the Directorates and Divisions is indicated in the Business Impact Analysis tables below and determined by the **Silver Team** members.

4.4   Business Impact Analysis Reviews

Each Business Impact Analysis table will be reviewed at least twice yearly by the relevant **Silver Team** lead member or when significant changes in that service are warrants a review. This could include staff changes, service additions or subtractions and operation relocation;

Critical Function	Chief Executives Office
	(CHX and staff location - 1st Floor 59 ½ Southwark Street)

Effect on Service:

Time	Effect on Service
First 24 hours	• Chief Executive or deputy must be visible to give support and confidence to staff and customers • Gold Team members, Directors and PA's available to assist where necessary
24 – 48 hours	• Clear diaries - cancel non urgent meetings
Up to 1 week	• PA's to ensure that Gold team members are not distracted by non-urgent enquiries not related to the emergency • PA's to filter external requests for information to Communications Silver Team leads • PA's can filter internal requests for information to Silver and Bronze teams as appropriate
Up to 2 weeks	• As above

Resource requirements for Recovery:

Time	No. of staff	Relocation?	Resources required	Data required
First 24 hours	1 x Chief Executive 1 x Head of Office	No, if Southwark Street not accessible work from home	• BlackBerry/smart phone • Computer	Remote Desktop Service
24 – 48 hours	1 x Chief Executive 1 x Head of Office	No, if Southwark Street not accessible work from home	• BlackBerry/smart phone • Computer	Remote Desktop Service
Up to 1 week	1 x Chief Executive 1 x Head of Office 1 x Secretary of Chief Executive & Chair	No, if Southwark Street not accessible work from home	• BlackBerry/smart phone • Computer • Laptop /BlackBerry or smart phone for Secretary	Remote Desktop Service
Up to 2 weeks	1 x Chief Executive 1 x Head of Office 1 x Secretary of Chief Executive & Chair	No, if Southwark Street not accessible work from home	• BlackBerry/smart phone • Computer • Laptop/BlackBerry or smart phone for Secretary	Remote Desktop Service

Critical Function	Human Resource Activities
	(staff location - 4th Floor 59 ½ SS and CoL HR Guildhall)

Effect on Service:

Time	Effect on Service
First 24 hours	• As HR Contract Manager, will play a critical role in supporting Gold and Silver Team members with accessing contact details and keeping relatives of staff informed, via links with City Corporation HR Team • May need access to staff lists and emergency contact information • All normal HR work will be suspended
24 – 48 hours	• As above
Up to 1 week	• Counselling service needs to be available
Up to 2 weeks	• Recruitment and general HR activities to be resumed • Payroll activity will need to be resumed

Resource requirements for Recovery:

Time	No. of staff	Relocation?	Resources required	Data required
First 24 hours	1 x ████ , ██████ , Director - Corporate Governance From City of London: 1 x HR Business Partner or HR Advisor *	No, if Southwark Street not accessible work from home or Guildhall	• All up-to-date divisional contact lists • Access to CoL iTrent • Own mobile	iTrent Remote Desktop Service or Outlook Web Access
24 – 48 hours	As above	As above	• As above,	As above, plus access to counselling service (workplace options via phone, email or **Website:** www.workplaceoptions.com **Email:** assistance@workplaceoptions.com **Freephone no:** 0800 243 458
Up to 1 week	As above	As above	• As above	As above
Up to 2 weeks	As above	As above	• As above	As above

Critical Function	Finance - Payments (staff location - Ground Floor 59 ½ Southwark Street)

Effect on Service:

Time	Effect on Service
First 24 hours	• Emergency funds may need to be available to purchase essentials. Revision to existing financial procedures to facilitate remote payments.
24 – 48 hours	• Finance staff need to consider any call on insurance or reserves • Need to finance emergency and source funding
Up to 1 week	• Finance staff need to resume essential duties
Up to 2 weeks	• Finance staff need to resume essential duties

Resource requirements for Recovery:

Time	No. of staff	Relocation?	Resources required	Data required
First 24 hours	1 x Head of Financial Acc 2 x Finance staff	No, if Southwark Street not accessible work from home	• Cheque book / Bank Card • Access to CoL Oracle • Own mobile • Own computer	Remote Desktop Service
24 – 48 hours	1 x Head of Financial Acc 2 x Finance staff	No, if Southwark Street not accessible work from home	• Cheque book / Bank Card • Access to CoL Oracle • Own mobile • Own computer	Remote Desktop Service
Up to 1 week	1 x Head of Financial Acc 3 x Finance staff	Yes, if Southwark Street not accessible, alternative work location will be required	• Cheque book / Bank Card • Access to CoL Oracle • Own mobile • Access to incoming post	Remote Desktop Service
Up to 2 weeks	1 x Head of Financial Acc 3 x Finance staff	Yes, if Southwark Street not accessible, alternative work location required	• Cheque book / Bank Card • Access to CoL Oracle • Own mobile • Access to incoming post	Remote Desktop Service

Critical Function	Facilities - Building Access (Southwark Street)
	(staff location - Ground Floor 59 ½ Southwark Street)

Effect on Service:

Time	Effect on Service
First 24 hours	• Use Appendix G – Emergency Response Checklist as a guide • Seal off site using appropriate available means • Notify appropriate emergency or remedial services • Determine anticipated time for which access will be denied • Notify Gold and Silver team members were appropriate to commence cascade and external communications
24 – 48 hours	• As above
Up to 1 week	• Having regard for the various Business Impact Analysis assess, allocate and utilise available space elsewhere in the best interest of the business
Up to 2 weeks	• As above

Resource requirements for Recovery:

Time	No. of staff	Relocation?	Resources required	Data required
First 24 hours	1 x SFSO 2 x FSO's 1 x Receptionist	Yes, if Southwark Street not accessible work from Chancery Exchange	• Office phone within Chancery Exchange • Use of desktop PC	Remote Desktop Service Condeco FHD
24 – 48 hours	1 x SFSO 2 x FSO's 1 x Receptionist	Yes, if Southwark Street not accessible work from Chancery Exchange	• Office phone within Chancery Exchange • Use of desktop PC	Remote Desktop Service Condeco FHD
Up to 1 week	1 x SFSO 2 x FSO's 1 x Receptionist	Yes, if Southwark Street not accessible work from Chancery Exchange	• Office phone within Chancery Exchange • Use of desktop PC	Remote Desktop Service Condeco FHD
Up to 2 weeks	1 x SFSO 3 x FSO's 1 x Receptionist	Yes, if Southwark Street not accessible work from Chancery Exchange	• Office phone within Chancery Exchange • Use of desktop PC	Remote Desktop Service Condeco FHD

Critical Function	**Facilities - Building Access (Chancery Exchange)** (staff location - Ground Floor, Furnival Street)

Effect on Service:

Time	Effect on Service
First 24 hours	• Complete shut down
24 – 48 hours	• Chief Adjudicators and Proper Officer staff require system access to assess work requirements and resume essential duties • Duty Adjudicators need to be able to resume work from home
48 hours – 1 month	• Adjudicators need to be able to resume (postal) hearings
1 month onwards	• Adjudicators need to be able to resume (personal) hearings

Resource requirements for Recovery:

Time	No. of staff	Relocation?	Resources required	Data required
First 24 hours	0	No	None	None
24 – 48 hours	2 x chief adjudicators 6 x LC staff 1 x NPS IT	Yes (59½)	• PCs with internet access • telephones	• NAS Back Office • Office 365 (email & OneDrive) • Unscannable evidence
48 hours – 1 month	2 x chief adjudicators 6 x LC staff 2 x NPS IT 4 x adjudicators 56 x adjudicators	Yes (59½) Yes (59½) Yes (59½) Yes (59½) No (work from home)	• PCs with internet access • telephones	• NAS Back Office • Office 365 (email & OneDrive) • Unscannable evidence
1 month onwards	2 x chief adjudicators 6 x LC staff 4 x NPS 60 x adjudicators 3 x Reception 2 x Security	Yes (but adjudicators working rota – so max 10 at any one time)	• Location capable of hosting personal hearings • PCs with internet access • telephones	• Full System Access • Unscannable evidence

Critical Function	ICT - Data & Voice Services
	(staff location - Ground Floor , 59 ½ Southwark Street & Agilisys ***)

Effect on Service:

Time	Effect on Service
First 24 hours	• If 59 ½ Southwark Street comms room lost switch to DR site. • Staff will use RDS and Office 365 services from home. • No telephony will be available. Staff to use LC or personal mobiles via staff communications and cascade lists • Monitor number of concurrent remote connections • Reference 'Critical Systems and Associated RTO' documentation
24 – 48 hours	• Equipment to be sourced dependant on the requirements from business impact areas
Up to 1 week	• As above
Up to 2 weeks	• As above

Resource requirements for Recovery:

Time	No. of staff	Relocation?	Resources required	Data required
First 24 hours	1 x ICT & FM Manager Appropriate ICT staff from Agilisys	Yes, if Southwark Street not accessible work from Guildhall	• Own Mobile • Laptop • Desk at Guildhall / Agilisys	Remote Desktop Service BCP Plans
24 – 48 hours	1 x ICT & FM Manager Appropriate ICT staff from Agilisys	Yes, if Southwark Street not accessible work from Guildhall	• Own Mobile • Laptop • Desk at Guildhall / Agilisys	Remote Desktop Service BCP Plans
Up to 1 week	1 x ICT & FM Manager Appropriate ICT staff from Agilisys & Operations Director	Yes, if Southwark Street not accessible work from Guildhall	• Own Mobile • Laptop • Desk at Guildhall / Agilisys	Remote Desktop Service BCP Plans
Up to 2 weeks	1 x ICT & FM Manager Appropriate ICT staff from Agilisys & Operations Dir	Yes, if Southwark Street not accessible work from Guildhall	• Own Mobile • Laptop • Desk at Guildhall / Agilisys	Remote Desktop Service BCP Plans

*** Operating out of City of London premises, Guildhall, London

Critical Function	Communications - Staff & External Comms (staff location – 3rd Floor West, 59 ½ Southwark Street)

Effect on Service:

Time	Effect on Service
First 24 hours	Emergency internal and external comms
24 – 48 hours	Cancellation of member and networking events
Up to 1 week	Cancellation of member and networking events
Up to 2 weeks	Cancellation of member and networking events

Resource requirements for Recovery:

Time	No. of staff	Relocation?	Resources required	Data required
First 24 hours	1 x Director of Communications 1 x Web Manager 1 x Media Officer	No, if Southwark Street not accessible work from home	• Remote access to Vuelio and CMS • Own mobile	Remote Desktop Service
24 – 48 hours	1 x Director of Communications 1 x Web Manager 1 x Media Officer	No, if Southwark Street not accessible work from home	• Remote access to Vuelio and CMS • Own mobile	Remote Desktop Service
Up to 1 week	1 x Director of Communications 1 x Web Manager 1 x Media Officer	No, if Southwark Street not accessible work from home	• Remote access to Vuelio and CMS • Own mobile	Remote Desktop Service
Up to 2 weeks	1 x Director of Communications 1 x Web Manager 1 x Media Officer	No, if Southwark Street not accessible work from home	• Remote access to Vuelio and CMS • Own mobile	Remote Desktop Service

Critical Function	Communications - Websites (staff location – 3rd Floor West, 59 ½ Southwark Street)

Effect on Service:

Time	Effect on Service
First 24 hours	Could be unable to update certain date driven areas of site – Jobs, Meetings, Events. Reliant on contact with Comms team and external people.
24 – 48 hours	Could be unable to update certain date driven areas of site – Jobs, Meetings, Events. Reliant on contact with Comms team and external people.
Up to 1 week	Could be unable to update certain date driven areas of site – Jobs, Meetings, Events. Reliant on contact with Comms team and external people.
Up to 2 weeks	Could be unable to update certain date driven areas of site – Jobs, Meetings, Events. Reliant on contact with Comms team and external people.

Resource requirements for Recovery:

Time	No. of staff	Relocation?	Resources required	Data required
First 24 hours	1x e-Comms Manager 1x e-Comms Officer	No, if Southwark Street not accessible work from home	Access to Office 365	Remote Desktop Service
24 – 48 hours	1x e-Comms Manager 1x e-Comms Officer	No, if Southwark Street not accessible work from home	Access to Office 365	Remote Desktop Service
Up to 1 week	1x e-Comms Manager 1x e-Comms Officer	No, if Southwark Street not accessible work from home	Access to Office 365	Remote Desktop Service
Up to 2 weeks	1x e-Comms Manager 1x e-Comms Officer	No, if Southwark Street not accessible work from home	Access to Office 365	Remote Desktop Service

Service	PaPA - All Policy Teams
	(staff location – 3rd Floor East and West, 59 ½ Southwark Street)

- o **Economy, Culture & Tourism** (3 staff)
- o **Finance, Performance & Procurement** (12 staff)
- o **Health & Adult Social Care** (3 staff)
- o **Housing & Planning** (3 staff)
- o **Strategic Policy** (7 staff)
- o **Transport & Environment** (4 staff)
- o **Young Peoples Services** (4 staff)

Effect on Service:

Time	Effect on Service
First 24 hours	• Will need to reschedule or re-locate meetings if Southwark Street not accessible
24 – 48 hours	• Will need to reschedule or re-locate meetings if Southwark Street not accessible
Up to 1 week	• Will need to reschedule or re-locate meetings if Southwark Street not accessible
Up to 2 weeks	• Will need to reschedule or re-locate meetings if Southwark Street not accessible

Resource requirements for Recovery:

Time	No. of staff	Relocation?	Resources required	Data required
First 24 hours	1 x Corporate Director or Director; 1 x Head of Service or Policy Officer for each of 7 policy teams; 1 x PA	No, if Southwark Street not accessible, work from home; re-locate meetings where possible or dial/ conference in	Own mobile; Own PC / Mac / Laptop	Remote Desktop Service
24 – 48 hours	1 x Corporate Director or Director; 1 x Head of Service or Policy Officer for each of 7 policy teams; 1 x PA	No, if Southwark Street not accessible, work from home; re-locate meetings where possible or dial/ conference in	Own mobile; Own PC / Mac / Laptop	Remote Desktop Service

Up to 1 week	1 x Corporate Director; 1 x Director; 1 x Head of Service for each of 7 policy teams; 1-2 Policy Officers for each of 7 policy teams; 2-3 x PAs;	No, if Southwark Street not accessible, work from home; re-locate meetings where possible or dial / conference in	Own mobile; Own PC / Mac / Laptop	Remote Desktop Service
Up to 2 weeks	All staff	No, if Southwark Street not accessible, work from home; re-locate meetings where possible or dial / conference in	Own mobile; Own PC / Mac / Laptop	Remote Desktop Service

Includes *LondonADASS* (3 staff) and *Association of Directors of Public Health - London* (2 staff) as tenants located within the PaPA division

Service	Services - Taxi Card
	(staff location - 2nd floor East, 59 ½ Southwark Street)

Effect on Service:

Time	Effect on Service
First 24 hours	• No phone support to Taxicard members, contractors. If possible IVR message on phones and website directing callers to alternatives – i.e. e-mail support /website / CityFleet. Can answer e-mails.
24 – 48 hours	• As above. Small backlog of work. Limited amount that team can do from home.
Up to 1 week	• Starting to affect public adversely. Members may not be able to travel without actions by London Councils. Will have to advise CityFleet and boroughs of workarounds to minimise impact on public. Lack of access to application forms would be a serious problem if staff could not retrieve them.
Up to 2 weeks	• As above – will have set up an alternative location. Serious backlogs, complaints if can't access application forms.

Resource requirements for Recovery:

Time	No. of staff	Relocation?	Resources required	Data required
First 24 hours	5 staff 1 x Mobility Services Manager (Tony) 1 x Senior Permit Issue Officer (Alex – until 24/3 – then vacant) 3 x Permit Issue Officers (Alison, Stacy, Rob)	No	Work from home / Internet access /Remote desktop	CMS database
24 – 48 hours	5 staff	No	Work from home / Internet access /Remote desktop	CMS database
Up to 1 week	5 staff	Yes - on 3rd day at Chancery Exchange if possible	Desk, PC, Internet access, Phone, Scanner, Redirect post	CMS database
Up to 2 weeks	5 staff	Yes - on 3rd day at Chancery Exchange if possible	Desk, PC, Internet access, Phone, Scanner, Redirect post	CMS database

Service	Services - Freedom Pass
	(staff location – 2nd Floor East, 59 ½ Southwark Street)

Effect on Service:

Time	Effect on Service
First 24 hours	• Minimal
24 – 48 hours	• No phone support from London Councils to boroughs, Journeycall. However, can send e-mail to all service partners to arrange all correspondence to be done via e-mail. May be an issue with personal callers who want to pay cash for replacement cards. Will have to be directed to an alternative payment method. Public enquiries can be handled via e-mail.
Up to 1 week	• As above
Up to 2 weeks	• As above. Arrange post to be redirected.

Resource requirements for Recovery:

Time	No. of staff	Relocation?	Resources required	Data required
First 24 hours	3 ½ staff 1 x Mobility Services Contracts Officer 1 x Mobility Services Projects Officer 2 x Mobility Services Contract Support Officers	No	Work from home / Internet access /Remote desktop	CMS database
24 – 48 hours	3 ½ staff	No - Notice on Freedom Pass website	Work from home / Internet access /Remote desktop	CMS database
Up to 1 week	3 ½ staff	No – team can co-ordinate work via e-mail / phone Keep website updated	Work from home / Internet access /Remote desktop	CMS database
Up to 2 weeks	3 ½ staff	No – but will need ad hoc meetings at Chancery to co-ordinate team workload / share information Keep website updated	Work from home / Internet access /Remote desktop Meeting room at Chancery	CMS database

Service	Services - London Lorry Control Scheme (LLCS) (staff location – 2nd Floor West, 59½ Southwark Street)

Effect on Service:

Time	Effect on Service
First 24 hours	• No phone support for members of the public with respect to permissions, PCN enquiries, manual payments. No phone support for contractors (e.g. bailiffs, NSL, Adaptis and TEC). No written case work completed if offices are not available, but could be undertaken if remote log in was available. This could also help if enquiries were diverted to email.
24 – 48 hours	• As above. Increase in backlogs as some aspects would be limited. Printing and therefore sending letters would be an issue with regards to date sensitive case work. Backlog in uploading case information.
Up to 1 week	• As above but exaggerated. Hauliers trying to contact LLCS would be increased and deadlines may be missed on some work which could have financial consequences.
Up to 2 weeks	• As above – It is now very likely that deadlines will be missed and case work delayed significantly, with an increased backlog and negative financial implications.

Resource requirements for Recovery:

Time	No. of staff	Relocation?	Resources required	Data required
First 24 hours	4 staff 3 LLCS officers and 1 LLCS Manager	No	Work from home, remote desktop and internet access	CMS database (Blink, Scoop)
24 – 48 hours	See above	See above	See above	See above
Up to 1 week	See above	Towards the end of the week this may need to be considered	See above (relocation would require desk, phone, PC, printer, scanner, payment machine, post redirect)	See above
Up to 2 weeks	See above	Yes, after two weeks deadlines would be lost	Desk, phone, PC, printer, scanner, payment machine, post redirect)	See above

Service	Services - Health Emergency Badge (HEB) (staff location – 2nd Floor West, 59½ Southwark Street)

Effect on Service:

Time	Effect on Service
First 24 hours	• Minimal
24 – 48 hours	• Minimal. However there may be some issues if health officials or boroughs are trying to contact HEB regarding the nature of the scheme or production of badges
Up to 1 week	• Increasing delays in badge production or advice, may see an increase in complaints
Up to 2 weeks	• Extensive delays are likely to see an increase in public complaints and increased backlog of HEB assessment and badge production.

Resource requirements for Recovery:

Time	No. of staff	Relocation?	Resources required	Data required
First 24 hours	1 staff member	no	Work from home, remote desktop, possible phone and access to database	HEB database
24 – 48 hours	1 staff member	no	See above	See above
Up to 1 week	1 staff member	Not totally necessary after a week	See above. Possible redirection of post	See above
Up to 2 weeks	1 staff member	Possibly yes if longer than one week	See above	See above

Service	Services - Parking and Traffic (staff location – 2nd Floor West, 59½ Southwark Street)

Effect on Service:

Time	Effect on Service
First 24 hours	• Minimal
24 – 48 hours	• Minimal. There will be some delays in answering correspondence and undertaking project work but nothing is critical
Up to 1 week	• As above. No borough enquiries could be undertaken unless there was remote access available, and calls would not be answered. If possible these could be redirected via email
Up to 2 weeks	• As above. There may be some issues regarding public complaints and borough/member enquiries and backlogs would increase.

Resource requirements for Recovery:

Time	No. of staff	Relocation?	Resources required	Data required
First 24 hours	2 staff	No	Work from home, remote desktop, phone line, internet access and access to K and G drives	See resources
24 – 48 hours	2 staff	No	See above	See above
Up to 1 week	2 staff	No	See above	See above
Up to 2 weeks	2 staff	No – but may need consideration if any longer as meetings with stakeholders are held regularly.	See above	See above

Service	Services - London European Partnership for Transport (LEPT) (staff location – 2nd Floor West, 59½ Southwark Street)

Effect on Service:

Time	Effect on Service
First 24 hours	• Minimal effect. No phone cover but not vital if remote log-on is available for written work via email, and access to L drive is available
24 – 48 hours	• See above
Up to 1 week	• There are some ongoing deadlines that may be missed, but work is not generally critical. If remote log-in to drives is available then work can be undertaken
Up to 2 weeks	• There may be issues with Conference calls and some self- imposed deadlines on bulletins, but these are not generally time critical

Resource requirements for Recovery:

Time	No. of staff	Relocation?	Resources required	Data required
First 24 hours	2 staff	No	Work from homer/Internet Access/Remote Desktop	Access to L Drive and email
24 – 48 hours	2 staff	No	See above	See above
Up to 1 week	2 staff	No the small team wold be able to co-ordinate work by email and phone	See above	See above
Up to 2 weeks	2 staff	May need a formal meeting room, and in times of bidding/ final reporting then relocation would be required to co-ordinate resources	See above	See above

Service	Services - Grants & London Care Placements (staff location - 2nd Floor West, 59 ½ Southwark Street)

Effect on Service:

Time	Effect on Service
First 24 hours	• None. Providers could continue to deliver without our input in this time
24 – 48 hours	• None. Providers could continue to deliver without our input in this time
Up to 1 week	• Some providers would become concerned that they were delivering without a funding organisation (us)
Up to 2 weeks	• Some providers might stop delivering without a funding organisation (us). This would have an impact on grants programme participants, who are already likely to be particularly vulnerable in a disaster

Resource requirements for Recovery:

Time	No. of staff	Relocation?	Resources required	Data required
First 24 hours	None	None	None	None
24 – 48 hours	None	None	None	None
Up to 1 week	2 ½ staff	Yes – to be determined, Silver Team lead to stipulate	Three PCs linked to London Councils data and to GIFTS system	Data on J drive, M drive and GIFTS
Up to 2 weeks	2 ½ staff	Yes – to be determined, Silver Team lead to stipulate	Three PCs linked to London Councils data and to GIFTS system	Data on J drive, M drive and GIFTS

Service	Services - London Tribunals
	(staff location - Ground Floor, Chancery Exchange, Furnival Street)

Effect on Service:

Time	Effect on Service
First 24 hours	• Complete shut down
24 – 48 hours	• Chief Adjudicators and Proper Officer staff require system access to assess work requirements and resume essential duties • Duty Adjudicators need to be able to resume work from home
48 hours – 1 month	• Adjudicators need to be able to resume (postal) hearings
1 month onwards	• Adjudicators need to be able to resume (personal) hearings

Resource requirements for Recovery:

Time	No. of staff	Relocation?	Resources required	Data required
First 24 hours	0	No	None	None
24 – 48 hours	2 x chief adjudicators 6 x LC staff 1 x NPS IT	Yes (59½)	• PCs with internet access • telephones	• NAS Back Office • Office 365 (email & OneDrive) • Unscannable evidence
48 hours – 1 month	2 x chief adjudicators 6 x LC staff 2 x NPS IT 4 x adjudicators 56 x adjudicators	Yes (59½) Yes (59½) Yes (59½) Yes (59½) No (work from home)	• PCs with internet access • telephones	• NAS Back Office • Office 365 (email & OneDrive) • Unscannable evidence
1 month onwards	2 x chief adjudicators 6 x LC staff 4 x NPS 60 x adjudicators 3 x Reception 2 x Security	Yes (but adjudicators working rota – so max 10 at any one time)	• Location capable of hosting personal hearings • PCs with internet access • telephones	• Full System Access • Unscannable evidence

Service	Services - Capital Ambition
	(staff location – 2nd Floor West, 59 ½ Southwark Street)

Effect on Service:

Time	Effect on Service
First 24 hours	• Minimal impact in first 24 hours.
24 – 48 hours	• Team will need to manage various programmes/projects/activities with external stakeholders. Processes and "workarounds" will need to be established to deliver core business. Activities can be undertaken at external stakeholder sites if required.
Up to 1 week	• Team will need to be able to deliver business as usual
Up to 2 weeks	• Team will need to be able to deliver business as usual

Resource requirements for Recovery:

Time	No. of staff	Relocation?	Resources required	Data required
First 24 hours	1 x Head of Capital Ambition 1 x Capital Ambition Programme *1 x Capital Ambition Project Manager (this is a non permanent secondee role based on availability from civil service fast stream)*	Permanent staff are able to work from home. The secondee may have issues regarding home working depending upon their individual circumstances. Meetings can take place at client sites as and when required.	Own mobile Own computer	Full remote desktop service
24 – 48 hours	As above	As above	As above	As above
Up to 1 week	As above	As above	As above	As above
Up to 2 weeks	As above	As above	As above including PO access	As above

Service	Services - Young Peoples Education & Skills (staff location – 2nd Floor West, 59 ½ Southwark Street)

Effect on Service:

Time	Effect on Service
First 24 hours	• Impact dependent on YPES events schedule
24 – 48 hours	• Impact dependent on YPES events schedule, alternative venue may be required for significant (30+) event
Up to 1 week	• Team will need to deliver essential services
Up to 2 weeks	• Team will need to deliver essential services

Resource requirements for Recovery:

Time	No. of staff	Relocation?	Resources required	Data required
First 24 hours	1xStrategy Director 1xRegional Manager 1xAdministrator	No, if Southwark Street not accessible work from home (or alternative local facility e.g. library)	Own mobile/PC	Remote desktop service
24 – 48 hours	As above	No, if Southwark Street not accessible work from home (or alternative local facility e.g. library)	Own mobile/PC	As above
Up to 1 week	As above	No, if Southwark Street not accessible work from home (or alternative local facility e.g. library)	Own mobile/PC	As above
Up to 2 weeks	As above	No, if Southwark Street not accessible work from home (or alternative local facility e.g. library)	Own mobile/PC	As above

Service	Governance - FoI & Complaints (staff location – 4th Floor, 59 ½ Southwark Street)

Effect on Service:

Time	Effect on Service
First 24 hours	Only emergency would be if a meeting was taking place on day one and attendees needed to be informed.
24 – 48 hours	Duties resume as usual – most work can be undertaken from home and if not, extensions on deadlines will be sought.
Up to 1 week	• As above
Up to 2 weeks	• As above

Resource requirements for Recovery:

Time	No. of staff	Relocation?	Resources required	Data required
First 24 hours	2 x ██████	No, if Southwark Street not accessible work from home	Access to remote desktop service Ability to transfer work phone to work/personal mobile	Access to remote desktop service
24 – 48 hours	As Above	As Above	As Above	As Above
Up to 1 week	As Above	As Above	As Above	As Above
Up to 2 weeks	As Above	As Above	As Above	As Above

Service	Governance - Regional Employers Organisation (staff location – 4th Floor, 59 ½ Southwark Street)

Effect on Service:

Time	Effect on Service
First 24 hours	Only emergency would be if a meeting was taking place on day one and attendees needed to be informed. If access to remote desktop service unavailable then ▮▮▮ and ▮▮▮ have emailed a copy of REO (Regional Employers Organisation) contact lists to personal email.
24 – 48 hours	REO duties resume as usual – all work can be completed from home. Any up and coming meetings can either be cancelled or re-arranged to take place in a London Borough if London Councils offices are not accessible but London is accessible.
Up to 1 week	• REO duties resume as usual – as above
Up to 2 weeks	• REO duties resume as usual – as above

Resource requirements for Recovery:

Time	No. of staff	Relocation?	Resources required	Data required
First 24 hours	▮▮▮ and ▮▮▮	No, if Southwark Street not accessible work from home	Access to remote desktop service Ability to transfer work phone to work/personal mobile	Access to remote desktop service
24 – 48 hours	As Above	As Above	As Above	As Above
Up to 1 week	As Above	As Above	As Above	As Above
Up to 2 weeks	As Above	As Above	As Above	As Above

Service	Facilities - Meeting Room Bookings
	(staff location - Ground Floor West, 59 ½ Southwark Street)

Effect on Service:

Time	Effect on Service
First 24 hours	• If Southwark Street unavailable contact external meeting contacts for the days meeting • Advise all external meeting contacts for meetings scheduled the next day of situation and possible issues
24 – 48 hours	• Depending on longevity of incident, source possible alternative meeting room space within City of London or other City venues
Up to 1 week	• As above
Up to 2 weeks	• As above

Resource requirements for Recovery:

Time	No. of staff	Relocation?	Resources required	Data required
First 24 hours	1 x SFSO 2 x FSO's	Yes, if Southwark Street not accessible work from Chancery Exchange	• Office phone within Chancery Exchange • Use of desktop PC	Remote Desktop Service Condeco
24 – 48 hours	1 x SFSO 2 x FSO's	Yes, if Southwark Street not accessible work from Chancery Exchange	• Office phone within Chancery Exchange • Use of desktop PC	Remote Desktop Service Condeco
Up to 1 week	1 x SFSO 2 x FSO's 1 x Receptionist	Yes, if Southwark Street not accessible work from Chancery Exchange	• Office phone within Chancery Exchange • Use of desktop PC	Remote Desktop Service Condeco
Up to 2 weeks	1 x SFSO 3 x FSO's 1 x Receptionist	Yes, if Southwark Street not accessible work from Chancery Exchange	• Office phone within Chancery Exchange • Use of desktop PC	Remote Desktop Service Condeco

Service	Tenant - London CIV
	(staff location - Ground Floor East, 59 ½ Southwark Street)

Effect on Service:

Time	Effect on Service
First 24 hours	• We would need access to Bloomberg, internet access and be able to pick up and respond to emails from third party service providers such as Northern Trust and various Investment Managers. • We would need to have access to the K drive to be able to access our working files
24 – 48 hours	• as above
Up to 1 week	• As above but would now require access to Barclays banking systems to affect payments to suppliers and staff
Up to 2 weeks	• As above

Resource requirements for Recovery:

Time	No. of staff	Relocation?	Resources required	Data required
First 24 hours	4 minimum	Yes, relocate to contingency site at Kingston-Upon Thames Council	Access to systems in section marked critical IT functions in **Appendix H**	See tables in **Appendix H** for specific requirements
24 – 48 hours	4 minimum	Yes, relocate to contingency site at Kingston-Upon Thames Council	Access to systems in section marked critical IT functions in **Appendix H**	See tables in **Appendix H** for specific requirements
Up to 1 week	4 minimum	Yes, relocate to contingency site at Kingston-Upon Thames Council	Access to systems in section marked critical IT functions in **Appendix H**	See tables in **Appendix H** for specific requirements
Up to 2 weeks	4 minimum	Yes, relocate to contingency site at Kingston-Upon Thames Council	Access to systems in section marked critical IT functions in **Appendix H**	See tables in **Appendix H** for specific requirements

5 TYPES OF BUSINESS CONTINUITY INCIDENTS AND RECOMMENDED ACTIONS

The Risk / Scenario Plans below detail some procedures that should be used as guidance in a selection of possible business interruptions.

The list isn't exhaustive and is not prescriptive, but is a guide to provide a basis for informed decision-making in dealing with a range of abnormal situations.

1. Localised Disruption to Services

Risk / Scenario - Plan No: 1	Disruption to Services	
Overall Risk Owner:	Gold plus Silver Teams and or Bronze teams in affected services	
Brief description of Risk / Scenario:		
Loss or disruption of services to the office. This could be power, telephone services, water, etc		
Contingency Action Ref No.	**Contingency Actions**	**Owner / Mobilise**
001	Contact supplier of services (section 9.1) to ascertain the anticipated 'Down Time'. Progress with repairs/rectification with supplier or own maintenance contractor (Appendix E) as appropriate	ICT & Facilities manager and Facilities Bronze team
002	If service will affect Chancery Exchange or other third part partners then notify them by most appropriate means	Silver Team or Communications Team
003	Check possibility/availability of temporary services, eg; porta-loos, generators, heaters etc	ICT & Facilities manager and Facilities Bronze team
004	If the disruption to service results in partial or total loss of use of the building then follow the relevant plan	Gold Team and Incident Manager

2.   Partial Loss of Access to 59½ Southwark Street site

Risk / Scenario - Plan No: 2	Partial loss of access to Southwark Street building	
Overall Risk Owner:	Gold and Silver Teams and Bronze teams in affected floors / services	
Brief description of Risk / Scenario:		
In the event of parts of the office having restricted or no access due to crime, fire, flood, etc		
Contingency Action Ref No.	**Contingency Actions**	**Owner / Mobilise**
005	Seal off access to affected part of the site with the objective of leaving the rest of the office still operational	Bronze team members for affected areas
006	Determine anticipated time for which access will be denied	
007	Having regard to the relevant Business Impact Analysis (Section 4) for affected services, access, allocate and utilise available space in Southwark Street and elsewhere in the best interest of the business	Bronze team members for affected areas
008	If police or emergency services is involved then follow their instructions or plan and base the disaster recovery on their recommendations / information provided	
009	The Bronze team members to liaise with the Silver team to prepare restoration plan in order to minimise disruption. This will be a developing plan as further information becomes available	
010	Notify and mobilise staff according to need and capacity	

3. Total Loss of Access to 59½ Southwark Street site

Risk / Scenario - Plan No: 3	Total loss of access to building	
Overall Risk Owner:	Gold Team	
Brief description of Risk / Scenario:		
In the event of the Southwark Street building not being accessible due to crime, fire, flood, etc		
Contingency Action Ref No.	**Contingency Actions**	**Owner / Mobilise**
011	Seal off site using appropriate and available means. If appropriate this may have already been done by emergency services or access might have been denied to achieve this	Gold Team
012	Determine anticipated time that for which access will be denied	
013	If police or emergency services is involved then follow their instructions or plan and base the disaster recovery on their recommendations / information provided	
014	Having regard to the Business Impact Analyses access, allocate and utilise available space elsewhere in the best interest of the business	
015	Business Continuity Team to prepare a restoration plan in order to minimise disruption and identifying any need for external assistance. This will be a developing plan as further information becomes available	
016	Prepare communications for staff via channels identified in Appendix C and website to ensure staff are aware where they should go	

4. Loss of Ability to Secure Office Premises

Risk / Scenario - Plan No: 4	Loss of ability to secure the Southwark Street premises	
Overall Risk Owner:	Gold Team	
Brief description of Risk / Scenario:		
- In the event of the loss of the walls/windows or doors - In the event of the loss of the roof/ceiling - In the event of the building being declared unsafe and not secure		
Contingency Action Ref No.	**Contingency Actions**	**Owner / Mobilise**
017	Contact security provider and increase cover to 24 hours in order to prevent theft from premises	Gold Team or Incident Manager
018	Mobilise key office staff	
019	If access to the office for working is partially or totally denied then follow the relevant agreed plan	

5. Loss of staffing cover needed to carry out full service delivery

Risk / Scenario - No: 5	Catastrophic loss of staff	
Overall Risk Owner:	Gold Team, Silver Team (HR), Bronze Team	
Brief description of Risk / Scenario:		
In the event of an outbreak of highly contagious disease		
Contingency Action Ref No.	**Contingency Actions**	**Owner / Mobilise**
020	Note minimum staffing levels as per Section 4.5. Assess whether each service can provide required numbers of staff locally	Gold Team or Incident Manager as advised by Silver / Bronze team
021	Access available staff throughout the organisation and prioritise continuation of priority services (Section 4). Staff may need to be mobilised to work from a different location and different service areas to ensure continuity of services	Silver Team (HR & Comms) and Bronze team members
022	Continually assess situation throughout emergency via twice daily briefings from HR	Gold Team as advised by Silver team

6. Accidents to Staff Members on the Premises

Risk / Scenario - Plan No: 6	Staff related accident on office premises	
Overall Risk Owner:	Gold Team, Bronze Team lead for H&S	
Brief description of Risk / Scenario:		
Accident to an employee on the premises. Priority should be on providing assistance to the person. Overall response will be governed by the seriousness of the incident. Police to be informed if crime has been committed, i.e. assult		
Contingency Action Ref No.	**Contingency Actions**	**Owner**
023	• Ensure first aider(s) is alerted • Ensure emergency services called as required	Bronze team members
024	• Depending on seriousness seal off area of accident to prevent disturbance. Call Facilities Manager for advice	
025	• Notify HR to ensure contact made with next of kin and provide any assistance required	
026	• If injured party is taken off the premises ensure he/she is accompanied by a colleague/friend with a mobile phone	
027	• If injured party taken off premises ensure his/her possessions are secured including bicycles etc.	
028	• Report incident to Finance for insurance purposes and in accident book (Facilities)	
029	• Assess disruption to the office and deal with accordingly	

7. Loss of Access to ICT or Telephony Services

Risk / Scenario - Plan No: 7	Loss of data or server down	
Overall Risk Owner:	Silver Team ICT lead, Agilisys	
Brief description of Risk / Scenario:		
• In the event of loss of ICT or telephony services • In the event of server down		
Contingency Action Ref No.	**Contingency Actions**	**Owner / Mobilise**
030	Contact the City of London ICT Service Desk	Bronze team
031	Assess predicted length of service availability. Divert telephones to an alternate no. or mobile	ICT & Facilities Manager

032	Liaise with City of London ICT and ensure full communication is given to Bronze, Silver and Gold team leads. Call meeting of Gold team in the event of loss of City of London / Agilisys offices	ICT & Facilities Manager

8. Emergency calls concerning accidents to employees away from the office

Risk / Scenario - No: 8	Staff related emergency away from Southwark Street	
Overall Risk Owner:	Silver and staff members	
Brief description of Risk / Scenario:		
Call advising of accident to an employee away from the office. Priority should be on getting help to the employee as required and if necessary notifying next of kin through HR. Business Continuity is the second priority		
Contingency Action Ref No.	**Contingency Actions**	**Owner / Mobilise**
033	Contact the employee concerned and confirm who is now dealing with the incident and confirm actions they are proposing to take. Contact details to be given to the employee	Silver Team (Comms, Facilities)
034	Ensure all contact details of individual are available. These are held by individual managers	Bronze Team member for the appropriate service area
035	Identify division for which employee works	
036	Determine the need for and implement as necessary any additional outside emergency assistance or support required for employee	
037	Contact the Bronze team leader / manager of the appropriate area to take responsibility to manage the incident	
038	If no bronze team or the manager is unavailable contact Silver Team to take responsibility	

5.1 Procedures in place for dealing with loss of key staff

The Critical Functions List in Section 2 and staffing table on page 18 identifies a deputy of staff in that area capable of operating the service in the event that the key person is not available at the time of / because of the effects of the event. Any updates should be forwarded to the Core Pan Owner whenever this changes;

Directorate / Division	Urgent Tasks	Staff within your Directorate / Division who can fulfil this role as a deputy?
The relevant details of urgent task deputies for each Directorate / Division are shown in their separate sheets		

5.2 How could your Directorate/Division utilise staff from another Directorate/Division in an emergency?

Due to specialist areas throughout the organisation the only areas where staff from other divisions could be utilised easily are general admin and for telephone help. Contact the relevant Gold or Silver team members if you can assist.

6   RESOURCE AND ACCESS TO SERVICES

What are the minimum functions that the Directorates / Divisions require to operate in an emergency?

6.1   Desktop, Remote Access and Personal Comms

These are the essential tools required by all Directorate / Division to effectively communicate in a disruption;

Equipment
London Councils issued mobiles and smartphone and personal smartphone
Computer connection - Remote Desktop Service
Computer connection - Office 365 (Outlook Web Access)

Remote Desktop Service
If the incident prevents you from accessing the main building in 59½ Southwark Street you may be directed by a member of the Silver Team or your line manager to use the Remote Access Service from home or another location. This would be available via our DR site and on the internet link below. You will need to setup the connection BEFORE you can access the secure RDS services, instructions available on the London Councils ICT intranet pages;

➢   **https://securerds.londoncouncils.gov.uk**

On this portal you will find a copy of this plan, any local plans issued by the Silver Team areas, fixed telephony access, a link to your office desktop via the Remote Desktop Service, Critical Systems and Associated RTO documentation and a copy of the Northgate Public Sector DR plan relating to services at London Tribunals, Chancery Exchange.

Outlook Web Access
If the incident prevents you from accessing the main building in 59½ Southwark Street you can also use the Outlook Web Access (OWA) Service on the link below. This will give you access to full London Councils email, Microsoft Office apps, OneDrive and all other communications via the Office 365 portal. At the time of this document release only documents stored in your OneDrive portal will be available through OWA;

➢   **https://outlook.office365.com**

Telephony

From August 2016 if the incident prevents you from accessing the main building your office number will be transferred to our cloud based service. Instructions on how to access this when the incident has been activated can be found on the London Councils RDS service.

London Councils issued Mobiles and your Personal Smartphones

Your London Councils or personal mobile will be used to make initial contact via the cascade tree. It can also be used to receive email via Outlook Web Access. Please check the London Councils intranet pages on how to configure your Android, Windows or iPhone devices.

Telephone Conferencing Facility

London Councils have a phone conferencing facility available via the BT Conferencing service. The service will allow any London Councils member of staff to initiate and host a phone conference for three to 100 participants. Instructions on how to use the service and who holds the relevant conference passcodes and PINs for your appropriate division can be found in Appendix J.

6.2   Partners and Contractors (Internal and External)

Highlighted below are the operational business partners that the Directorate / Divisions may require assistance from, or offer assistance to in an emergency situation. Their contact details can be found in Section 8.1 and Appendix F;

City of London Corporation (Services)	Managed services provider for ICT, HR, building management and surveyors to our primary site at 59½ Southwark Street
City of London Corporation (Facilities)	For alternative office or meeting room availability (determined by length of outage)
Northgate IS	IT Managed Services provider at the second site occupied by London Tribunals in Chancery Exchange. The site could be used for a limited number of staff or functions if Southwark Street is unavailable. Current spare accommodation is *x* at desks, *x* at hotspot, and up to a further 20 within the hearing rooms themselves if hearings are suspended
ESP and Journeycall	Freedom Pass and Taxi Card services

6.3 Financial

The City of London Corporation deals with the financial processing after inputs from London Councils Finance Accounts staff. The Finance Silver and Bronze team members would normally liaise with them during an incident.

Access for input to the system is available remotely via the Web-based Citrix connection and two factor authentication to the City of London via the Remote Desktop Service.

6.4 Building / location

Listed below are the alternative operational locations that could be used by the Directorate / Division to carry out day-to-day tasks;

Home locations – staff working from home
Chancery Exchange – potential to be use by Directorates (especially) [a] full use if London Tribunals hearings suspended. [b] 50% use if personal hearings continued. Reversely Southwark Street office areas or meeting rooms could be utilised by London Tribunals Admin staff in the event of Chancery Exchange not being accessible.
Guildhall – Meeting rooms or office space may be available at the City of London Corporation's offices in Guildhall or Walbrook Wharf for London Councils staff only

6.5 Utilities - Power Supplies

On-site communications links require continued electricity supply. A short-term break in service can be covered by the UPS's (Uninterruptable Power Supply) fitted in the IT room for the critical servers to continue operating or to close-down in a controlled manner after the UPS is exhausted.

If the supply is completely lost then the comms links will be broken and the alternative site connections specified in Section 6.1 above become the means of operating.

6.6 ICT Systems

Critical ICT systems are identified within the Essential Resources List completed by each Directorate / Division (Appendix C) and are already indicated in section 6.0 above.

6.7 Back-up plans or manual systems

Indicated here are any backup operations carried out separately from the Corporate ICT onpremise schedule, plus any of the services that could be continued by manual systems prepared in case of electronic communication breakdown. Grants have been highlighted as its core personal data reside on the London Councils network;

Please also refer to the *Business Continuity - Critical Systems and Associated RTO* documentation.

Urgent Tasks	Separate backup system?	Manual System to provide the service?
Grants payments (GIFTS)	The reports to indicate payments to be made can be produced by the DR site IT system	The reports can be produced manually or electronically to the bank to authorise appropriate payments direct by the bank

7   PLAN SUPPLEMENTARIES

7.1   BCP Actions Summary Sheet
The sheet gives an easy reference at any time the Plan is invoked and is available in the BCP section of the London Councils Remote Access Portal;

7.2 The BCP Crib Card

A laminated pocket (credit card) sized version of the summary sheet has been created for distribution to all staff ensuring they can retain the necessary information about what should be done in an emergency and also the basic details for connecting to the ICT systems they require to continue the services their Directorate / Division provides.

A copy of this crib card will be part issued as part of the Induction Pack for all new staff recruited;

LONDON COUNCILS

Emergency Procedures

If you want to confirm if an emergency has been declared:

Ring Emergency Telephone lines:

Staff at Southwark Street - **020 7934 9518**

Staff at Chancery Exchange - **020 7934 9918**

If the **Chief Executive** or deputy has invoked the **Business Continuity Plan you will be contacted** via phone/text, or email if the telephone networks are down by the designated person in your Directorate **Emergency Communications Matrix**.
You will be told if you should attempt to reach the building

**You should then pass on the message
to the staff previously agreed**

If you have arranged meetings at 59½ Southwark St

**Contact your delegates to advise of postponement
meeting details are on:**

https://securerds.londoncouncils.gov.uk
Room Bookings Weekly Summary.pdf

WHEN THE EMERGENCY HAS ENDED

1. **The Emergency Communications Matrix will be used
to notify all staff**
2. **The standard message will be reset on the
Emergency Telephone Lines**

Issued January 2016 version 1.0

To work remotely on normal ICT access

1	Divert your telephone calls	020 7934 **9787**
2	Access voicemail messages	020 7934 **9788**
3	Connect to remote desktop for data, emails & procedures	
	https://securerds.londoncouncils.gov.uk (RDS)	
4	Connect to Outlook Web Access if you only require email	
	https://outlook.office365.com (Outlook Web Access)	

If links to Southwark Street are severed

1	Diverting your telephone calls	**Not available**
2	Accessing voicemail messages	**Not available**
	N.B. BlackBerrys and LC/personal smart phones can still receive email via Office365 and personal phone numbers	
3	Connection for data and email	**RDS**
4	Connection to email only	**Outlook Web Access**

Emergency Communications

I will be contacted by:

Name:

@

I will then contact:

Name:

Name:

Name:

Other Useful Emergency contacts :

Name:

Name:

8 THIRD-PARTY ARRANGEMENTS

There are currently no off-site storage arrangements for documentation of papers.

London Councils have a DR site externally hosted at the Guildhall Justice Rooms that will provide connection to the data copied from our Southwark Street servers.

8.1 Physical Site Arrangements

London Councils operates services from two separate locations. Core services are provided out of 59½ Southwark Street and our Traffic Appeals Service from London Tribunals is provided at Furnival Street, Chancery Exchange.

As the two sites are located within central London limits there is a potential for staff to transfer between buildings depending on the type of emergency and the area of access denied.

London Tribunals staff relocating to Southwark Street can operate from temporary ICT equipment provided by Northgate which can to be positioned in any of the meeting rooms with access to remote systems via the London Councils Cloud Wi-Fi service.

Northgate who manage the ICT service for London Tribunal has its own BCP plan and a copy of this can be found on the London Councils Secure RDS.

For other partners and contracts listed below, as part of their contacts with London Councils are required to have their own Business Continuity Plans to cover their activities performed on behalf of London Councils. These documents will be available on the London Councils RDS portal if provided or their corresponding websites;

Service	Company	Phone Number	Account Number / Contact Name	Email Address
Building Access & Security Door entry, fire alarm	ADT Communications	01732 587000 07720 557803	1000733552 ▮▮▮▮▮ (Contract Manager)	▮▮▮▮@tycoint.com
ICT Network Services Desktop, Server and network access, LC issued mobiles	City of London / Agilisys	020 7332 1001 07557 150020	ICT Service Desk ▮▮▮▮▮	col.isservicedesk@cityoflondon.gov.uk ▮▮▮▮@agilisys.co.uk
Telephony Avaya telephone system, group setups	Daisy Communications	0330 333 7000	UAJ63236 Service Desk	publicsectorsupport@daisygroupplc.com

Service	Company	Phone Number	Account Number / Contact Name	Email Address
London Councils Mobile Phones For mobile phones issued by London Councils only	Vodafone & O2	020 7332 1001	Your LC mobile phone number / ICT Service Desk	col.isservicedesk@cityoflondon.gov.uk
Photocopiers Service and supply of copier machines and printers	Konica Minolta	0871 5747 200	Support Desk (quote London Councils)	softwaresupport@konicaminota.co.uk
Website Hosting andyludlowawards.org.uk – hosting and maintenance	Orange Bus	020 3752 0294	███████	███ @orangebus.co.uk
LC Intranet Hosting Intranet – hosting and maintenance	Orange Bus	020 3752 0294	███████	██ @orangebus.co.uk
Website Hosting londontribunals.gov.uk – hosting and maintenance	Champion Internet	01241 859108 07757 437526	███████	info@championinternet.com
Website Hosting londoncouncils.gov.uk – hosting and maintenance	Reading Room	020 7173 2800 020 7173 2908	███████	█████ @readingroom.com
Main Electricity Supply One of two suppliers of electricity to Southwark Street building	British Gas	0800 048 0202	959058937 & 972033302	customerservice@britishgas.co.uk
Gas Supply Main supplier of gas to Southwark Street building		0800 111 999	SE1 0AL	customerservice@britishgas.co.uk
Secondary Electricity Supplier	Opus Energy	0843 227 2377	388625	
Emergency Electricity Supply to the Area	UK Power Networks	0800 028 0247	SE1 0AL	www.ukpowernetworks.co.uk (regular updates available on UK Power Networks website)
ICT Managed Service - Chancery Exchange	Northgate Public Services	07966 933557	███████	█████ @northgate-is.com
Landlord - 59½ Southwark Street	City of London Corporation (City Surveyors Division)	020 7332 3727	███████	████ @cityoflondon.gov.uk
Landlord - Chancery Exchange	Frederick Holt & Company Limited	020 7582 9375	███████	info@frederickholt.co.uk

Full contact list can be found in **Appendix F**

9   FURTHER ADVICE FOR MANAGERS

Establish policies to be implemented during a pandemic

The following policies will be impacted by a pandemic surge:

Sickness

Employees who become ill during a pandemic should be positively encouraged not to come into work and work areas of employees affected by swine flu to be swabbed. We will ensure that employees are made aware of Government advice on how to reduce the risk of infection; for example, information on the intranet with frequent updates and with links to the most responsible sources of information, laminated posters in all washrooms and kitchens

Flexi time

Consideration should be given to relaxing the flexi time rules on accumulating hours and deficits. There may also be occasions where Time off in Lieu or even overtime is appropriate. During the height of a pandemic, core hours can be relaxed to allow staff to stagger hours and avoid peak time travel thus reducing the risk of infection through close contact.

Work from Home

It is likely that expanded working from home arrangements will become necessary and London Councils will need to ensure that the necessary IT support is in place – see additional resources below

Annual Leave

The Gold Team will need to consider whether to refuse requests for annual leave during the height of a pandemic

1. **Allocate resources to protect employees and customers during a pandemic:**
   The following should be considered as additional resources;

   - Consider a workplace immunisation programme once vaccine becomes available
   - Ensuring that adequate hygiene (e.g. hand-washing) facilities are routinely available including the provision of anti-bacterial lotion
   - Consider more frequent deeper cleans at 59½ and Chancery Exchange - room sprays, review cleaning materials to ensure that they are antibacterial
   - Allocate enhanced communications and information technology to support employees working from home

- Provision of a teleconference provider to reduce the requirement for face-to-face meetings
- Ensuring that Health & Safety responsibilities to employees continue to be fully discharged – duty of care

2. Communication with and education of employees

- Dedicated page on the intranet with links to the most up-to-date information and our response plan
- Dedicated telephone number for messaging and identifying a staff member responsible for updating this
- Ensure that cascades are current and understood
- Team briefings and inside 59½ to include pandemic updates

3. Communication with external organisations

- List of key external contacts - CHX, Leaders – updated list/who makes contact etc
- Scan/share/learn from best practice

Key lessons on BCP from adverse weather in February 2012:

- Out of date emergency cascades (now updated with full contact details)
- Access to cascade information was inadequate (now available on web portal)
- Communications had a vital role to play – will the staffing levels be adequate given any projected absence rates?

Financial Implications

- The costs associated with this report are in relation to the number of days' paid leave taken by staff. Overall costs cannot be quantified as it will be dependent on the number of staff absent from work and their rate of pay.
- Influenza immunisation costs between £10 and £20 per employee
- Soap
- Conference calls

Legal Implications

The legal implications of this report refer to London Councils responsibility for the Health & Safety of its employees.

Equalities Implications

There is no adverse impact on any group.

APPENDICIES

Appendix A   Scenario Testing Timetable

Appendix B   Service Impact Analysis Form

Appendix C   Essential Resource Kit

Appendix D   Contacts and Communications Form

Appendix E   Emergency Communications Matrix

Appendix F   Third Party Contacts List

Appendix G   Emergency Response Check List

Appendix H   London CIV - Table of Requirements

Appendix J   Telephone Conferencing Facility

Appendix K   Record of Events

Appendix L   Plan Actions

Appendix M   Street maps - *59 ½ Southwark Street*
                                                     Chancery Exchange

Appendix A   SCENARIO TESTING TIMETABLE

2014-15

Date	Description of Test Exercise	Parties Involved in Test	Reporting Results
28/11/2014	DR site connection	Roy Stanley & CoL IS Team	Site installation completed
Qtr to 31/3/2015	Test user connection to DR site	Roy Stanley & selected Southwark Street staff	Data replicated successfully onto second Thecus array
During June 2015	London Tribunals staff provision at Southwark Street	Facilities Team, London Tribunals adjudicators, London Tribunals Admin	London Tribunals staff able to access London Councils RDS

Quarter 1 - 2016-17

Date	Description of Test Exercise	Parties Involved in Test	Reporting Results
Last Friday of each month	Connectivity to Disaster Recovery [D/R] site *	Roy Stanley & CoL/Agilisys networking team	Connectivity testing successful
June 2016	Emergency evacuation tests	All staff in Southwark Street	Rescheduled for September 2016

Quarter 2 - 2016-17

Date	Description of Test Exercise	Parties Involved in Test	Reporting Results
Last Friday of each month	Connectivity to Disaster Recovery [D/R] site *	Roy Stanley & CoL/Agilisys networking team	Connectivity testing successful
July 2016	Telephony failover *	Roy Stanley, Daisy Comm, Avaya	Reporting script failed. Fixed 10/8
September 2016	Remote Access Service capacity testing (post 2FA upgrade) *	All staff at Southwark Street to a maximum of 90 concurrent users	Awaiting completion of 2FA project to commence testing - September 2016
September 2016	Communications cascade testing	Out of hours testing of the communications cascade tree	Rescheduled for September - November 2016
June 2016	Implement outcomes of Communications cascade test	Roy Stanley, BCP Silver Team	As above

Quarter 3 - 2016-17

Date	Description of Test Exercise	Parties Involved in Test	Reporting Results
Last Friday of each month	Connectivity to Disaster Recovery [D/R] site *	Roy Stanley & CoL/Agilisys networking team	Connectivity testing successful
October 2016	Full data recovery and restore testing *	Roy Stanley & CoL/Agilisys server team	
October 2016	Network penetration testing (external) *	Roy Stanley & CoL/Agilisys networking team	

Quarter 4 - 2016-17

Date	Description of Test Exercise	Parties Involved in Test	Reporting Results
Last Friday of each month	Connectivity to Disaster Recovery [D/R] site *	Roy Stanley & CoL/Agilisys networking team	
February 2017	Full data recovery and restore testing *	Roy Stanley & CoL/Agilisys server team	
February 2017	Network penetration testing (external) *	Roy Stanley & CoL/Agilisys networking team	

* Further detail covering each test can be found in the **Critical Systems and Associated RTO** document under Testing Models

Appendix B   BUSINESS IMPACT ANALYSIS COLLECTION SHEET

Directorate:	
Division:	
Team or Section:	
Date:	

Guidelines for completion of the form: Enter the details of the service to be analysed.

Column A: How necessary is the service in an emergency? Do you have statutory duties? Does your service have a direct impact on the public (e.g. refuse collection, meals on wheels)?

Column B: How long can the service recipient last before they really need that service?

Column C: Could part or all of this service be provided by alternative means, perhaps through another team or agency for a short period of time? How much of the service can be provided this way?

Column		**Key**			
A	*5 = vital*	*4* = high	3 = medium	2 = low	1 = non vital
B	*5* = not at all	4 = 1 day	3 = 2 days	2 = 3 days	1 = 4 days
C	*5* = none	4 = 25%	3 = *50%*	2 =*75%*	1 = *100%*

Score	Requirement for continuity of service delivery
Up to 125	Vital
Up to 100	High
Up to 75	Medium
Up to 50	Low
Up to 25	Non vital

Please complete and return to roy.stanley@londoncouncils.gov.uk

A) Building NOT accessible :-

Equipment	A: Priority	x	B: Risk	x	C: Alternative	=	Score
		X		X		=	
		X		X		=	
		X		X		=	
		X		X		=	
		X		X		=	
		X		X		=	

B) Immediate area NOT Accessible (Cannot get into Bankside area):-
Only complete any items changed from [A] above

Equipment	A: Priority	x	B: Risk	x	C: Alternative	=	Score
		X		X		=	

Equipment	A: Priority	x	B: Risk	x	C: Alternative	=	Score
		X		X		=	
		X		X		=	
		X		X		=	
		X		X		=	
		X		X		=	
		X		X		=	

Appendix C   ESSENTIAL RESOURCE LIST

Directorate:	
Division:	
Team or Section:	
Date:	

Guidelines for completion of the form: Enter the essential resource required (not standard office equipment e.g. desks, chairs, mouse mats etc) for the delivery of the service in the first column. Then,

Column A (Priority) : How essential is it (e.g. specific software package) to the delivery of the service?

Column B (Risk) : How long can the service run without that particular item?

Column C (Alternative) : Could part or all of it be provided by alternative means, perhaps through another provider for a short period of time?

Column		**Key**		
A *5 = vital*	*4* = high	3 = medium	2 = low	1 = non vital
B *5* = not at all	4 = 1 day	3 = 2 days	2 = 3 days	1 = 4 days
C 5 = none	4 = 25%	3 = 50%	2 =75%	1 = 100%

Score   **Requirement for continuity of service delivery**

Up to 125   Vital
Up to 100   High
Up to 75   Medium
Up to 50   Low
Up to 25   Non vital

Please complete and return to Roy Stanley at roy.stanley@londoncouncils.gov.uk

A) Building NOT Accessible :-

Equipment	A: Priority	x	B: Risk	x	C: Alternative	=	Score
		X		X		=	
		X		X		=	
		X		X		=	
		X		X		=	
		X		X		=	
		X		X		=	

Equipment	A: Priority	x	B: Risk	x	C: Alternative	=	Score
		X		X		=	
		X		X		=	
		X		X		=	
		X		X		=	
		X		X		=	
		X		X		=	

C) Whole of London NOT Accessible (Cannot get into Capital) :-
Only complete any items changed from [A] and [B] above

Equipment	A: Priority	x	B: Risk	x	C: Alternative	=	Score
		X		X		=	
		X		X		=	
		X		X		=	
		X		X		=	
		X		X		=	
		X		X		=	

Appendix D   CONTACTS & COMMUNICATIONS

Staff Emergency Contact Details

The HR team communicate full contact details, by way of an Excel spreadsheet, for all staff by Directorate on a regular basis and when any staff changes occur. [See Example at the end of this section]
The same notification is given as a separate file for the temporary staff being utilised currently.

Directorates/Divisions should make arrangements to have these details available at all times, both on and off site. A suitable Emergency Communications Matrix for cascading any communication in the event of an emergency is to be documented by each Directorate/Division to ensure ALL staff are made aware of the position and the course of action the organisation has decided to take in the quickest possible time.

To help staff be informed as quickly as possible and where it is possible for the Emergency Communications Matrix to break down (in any major emergency or potential terrorist threat the mobile networks are possibly restricted by the emergency services) London Councils has set two Emergency Helpline numbers that will give a recorded message;

Emergency - Southwark Street   020 7934 **9518**
Emergency - London Tribunals   020 7934 **9918**

A copy of this plan and the contact details of priority staff in your own particular Directorate/Division (plus their particular responsibilities and other skills) should be kept up to date and retained personally for use at any time. The information required is as shown in the table below;

Name	
Home Phone	
Mobile Phone	
Personal Mobile	
E-Mail	
Responsibilities	
Other Skills	

Staff Contact Details

Below is the minimum information required from each member of London Councils staff and to be held by the appropriate PA / Support Services Group admin (see section 1.6) and line manager;

Surname	Forename	Home Telephone	Mobile Telephone	Personal E-mail Address

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Appendix E   EMERGENCY COMMUNICATIONS MATRIX

The **Gold Team** members at the top of each structure will trigger the cascade to managers and then onto staff they are responsible for. The Admin leads at the foot of each structure chart are responsible for the maintenance and distribution of the cascade list to Heads and managing staff which will consist of data collected as outlined in Appendix C. Please update your PA / Admin staff leads below with your contact details as soon as you have them;

Structure charts as of May 2016

59½ Southwark Street Staff

The Chief Executive's Office (1st Floor East)
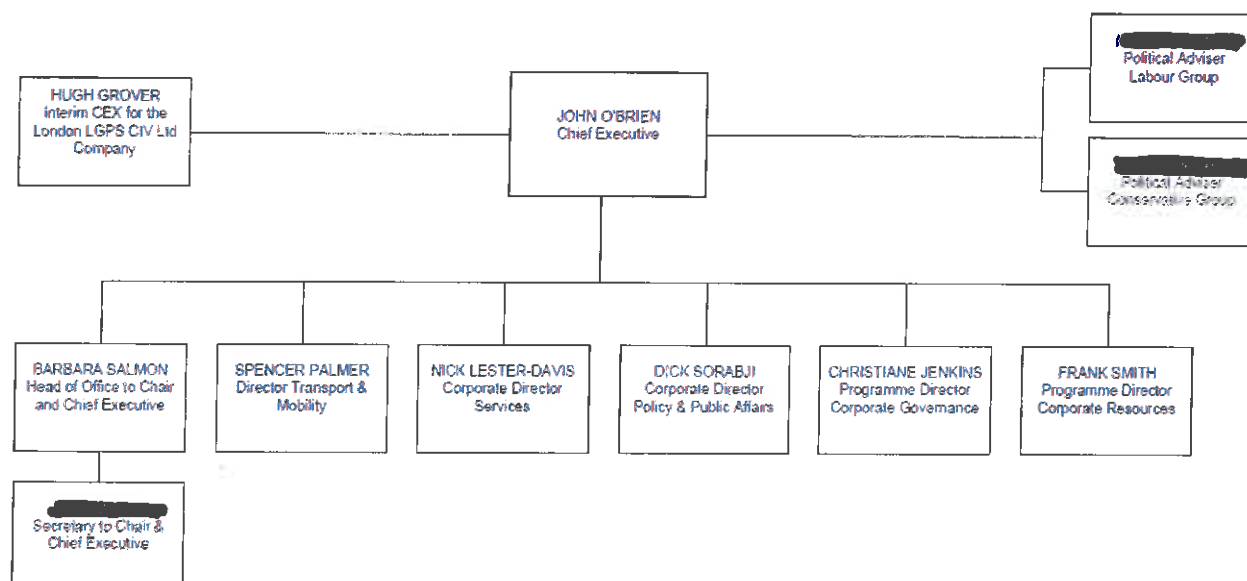
This communications list is maintained by ▓▓▓▓▓▓▓▓ (▓▓▓▓▓▓▓@londoncouncils.gov.uk)

Corporate Governance (4th Floor West)
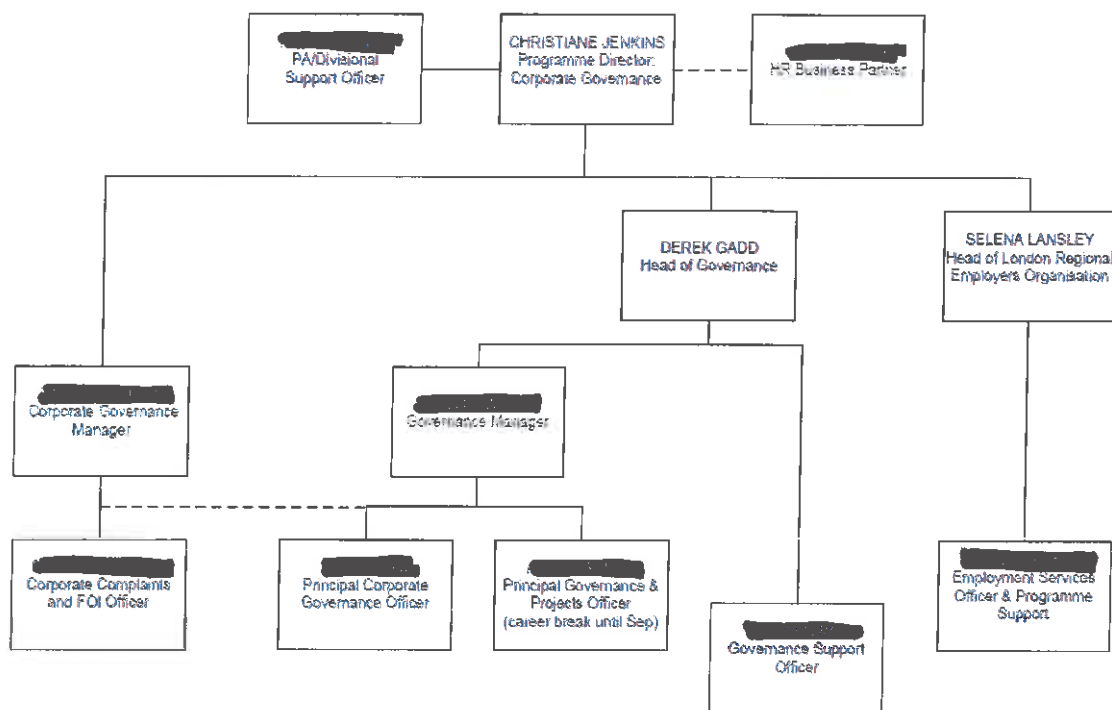
This communications list is maintained by ▓▓▓▓▓▓▓ (▓▓▓▓▓@londoncouncils.gov.uk)

Corporate Resources (Ground Floor West)
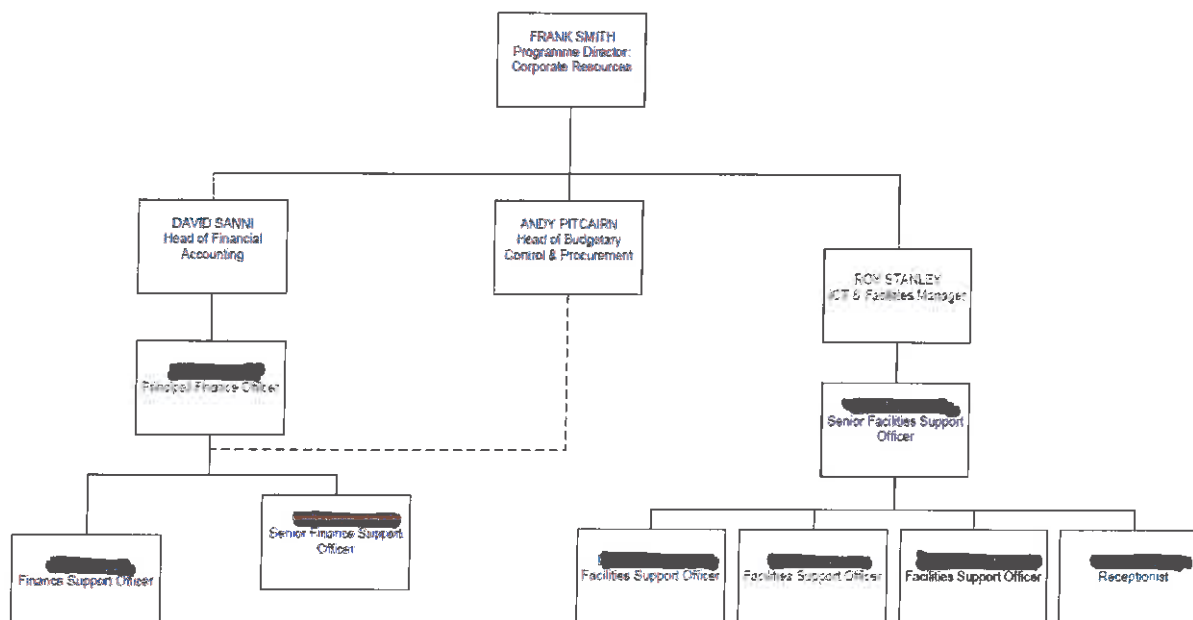
This communications list is maintained by ▓▓▓▓▓▓ (▓▓▓▓▓@londoncouncils.gov.uk)

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Policy & Public Affairs (3rd Floor East & West)
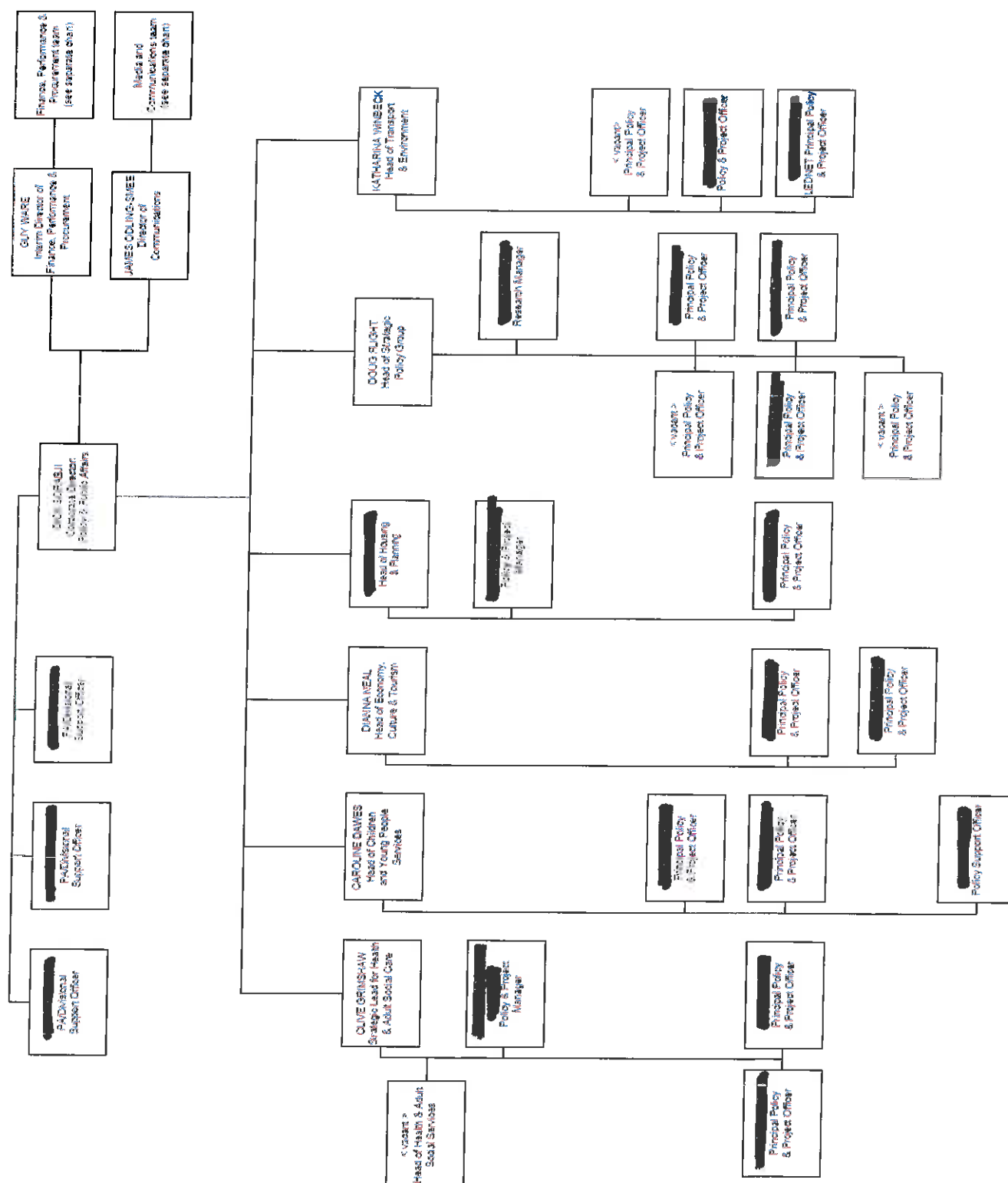
PAPA - Fair Funding Team (3rd Floor West)
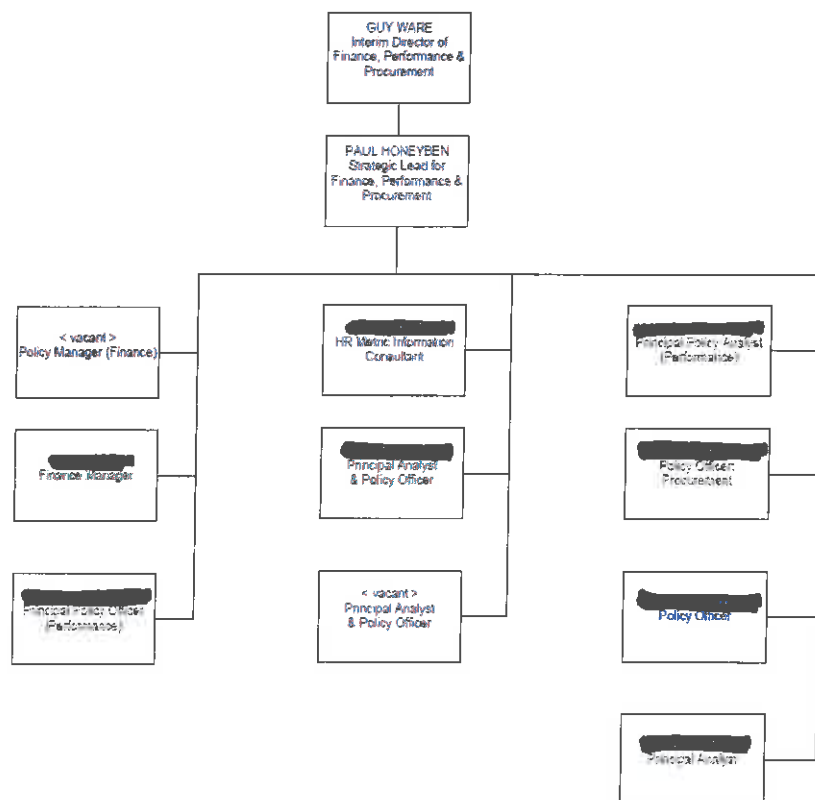
This communications list is maintained by ▓▓▓▓▓▓ (▓▓▓▓▓▓@londoncouncils.gov.uk)

PAPA - Media & Communications (3rd Floor West)
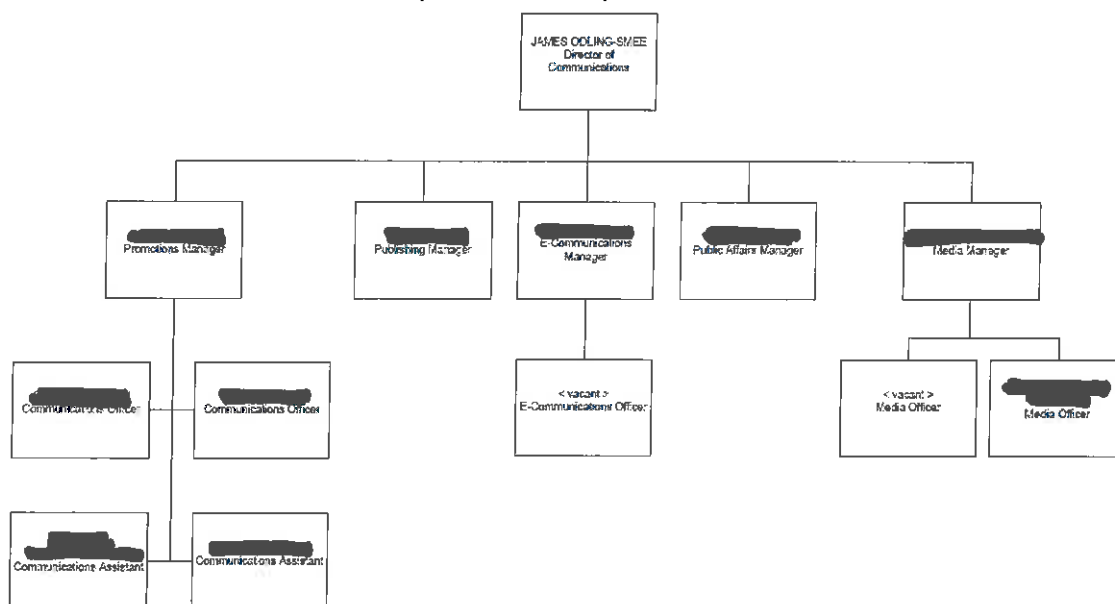
This communications list is maintained by ▓▓▓▓▓▓ (▓▓▓▓▓▓@londoncouncils.gov.uk)

LONDON
COUNCILS

Services - Management Team (Southwark Street and Chancery Exchange)
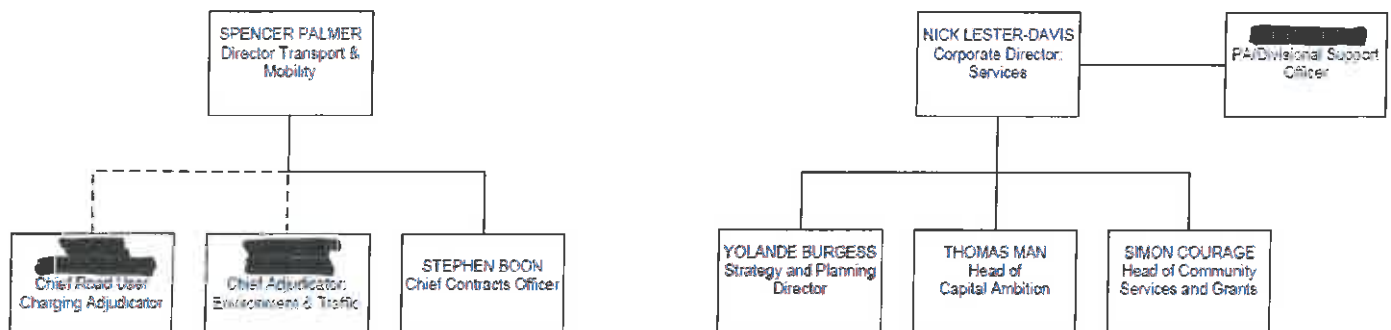
SPENCER PALMER
Director Transport &
Mobility

NICK LESTER-DAVIS
Corporate Director:
Services

PA/Divisional Support
Officer

Chief Road User
Charging Adjudicator

Chief Adjudicator:
Environment & Traffic

STEPHEN BOON
Chief Contracts Officer

YOLANDE BURGESS
Strategy and Planning
Director

THOMAS MAN
Head of
Capital Ambition

SIMON COURAGE
Head of Community
Services and Grants

This communications list is maintained by ▮▮▮▮▮▮▮▮ (▮▮▮▮▮▮@londoncouncils.gov.uk)

Services - Transport & Mobility (2nd Floor East)

STEPHEN BOON
Chief Contracts Officer

SPENCER PALMER
Director Transport &
Mobility

LAURA PADDEN
Head of Support Service
London Tribunals

Principal Transport
Data Analyst

Project Manager Mobility

Contracts Manager

Mobility Services
Project Officer

Transport Manager

Senior Permit and
Freedom Pass Issue
Officer

Contracts Support Officer

Transport Officer

Transport Officer

Communications &
European Projects Officer

< vacant >
Senior European
Projects Officer

Mobility Services
Admin Support

Mobility Services
Contracts Support Officer

Transport Support Officer

Contract Monitoring
Officer

Transport Support Officer

Mobility Services
Admin Support (TFL)

Mobility Services
Admin Support (TFL)

Transport Admin Support

This communications list is maintained by ▮▮▮▮▮▮▮ ▮▮▮▮▮@londoncouncils.gov.uk)

Services – Young Peoples Education & Skills / Capital Ambition (2nd Floor West)
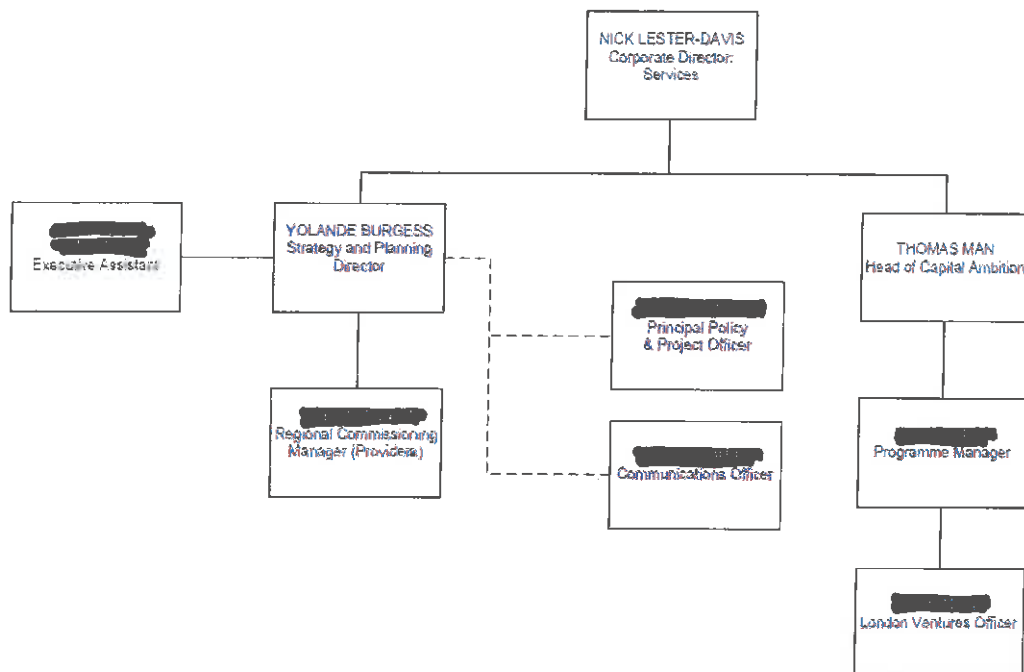
This communications list is maintained by ███████ (███████@londoncouncils.gov.uk)

Services – Community Grants (2nd Floor West)
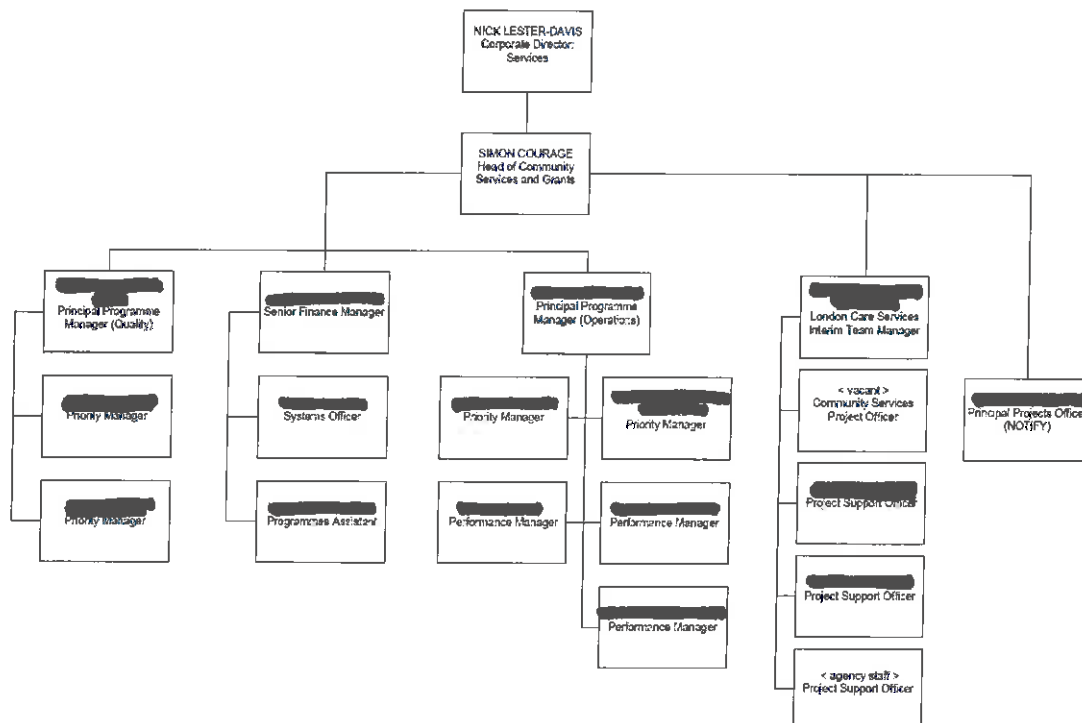
This communications list is maintained by ███████ (███████@londoncouncils.gov.uk)

London Tribunals Staff

Chancery Exchange (Furnival Street)
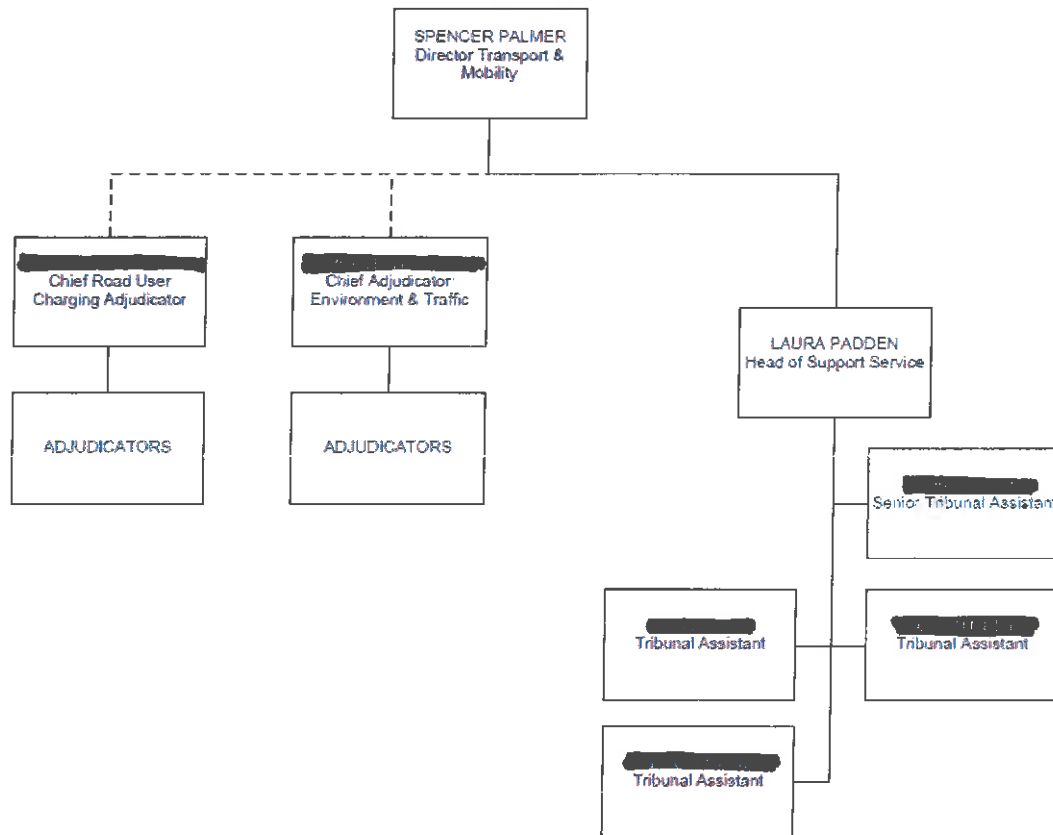

```
                    SPENCER PALMER
                    Director Transport &
                         Mobility


    Chief Road User          Chief Adjudicator              LAURA PADDEN
  Charging Adjudicator      Environment & Traffic         Head of Support Service


    ADJUDICATORS              ADJUDICATORS
                                                              Senior Tribunal Assistant


                                        Tribunal Assistant        Tribunal Assistant


                                        Tribunal Assistant
```

This communications list is maintained by ▉▉▉▉▉▉ ▉▉▉▉▉▉@londoncouncils.gov.uk)

LONDON CIV

(Ground Floor East, 59½ Southwark Street)
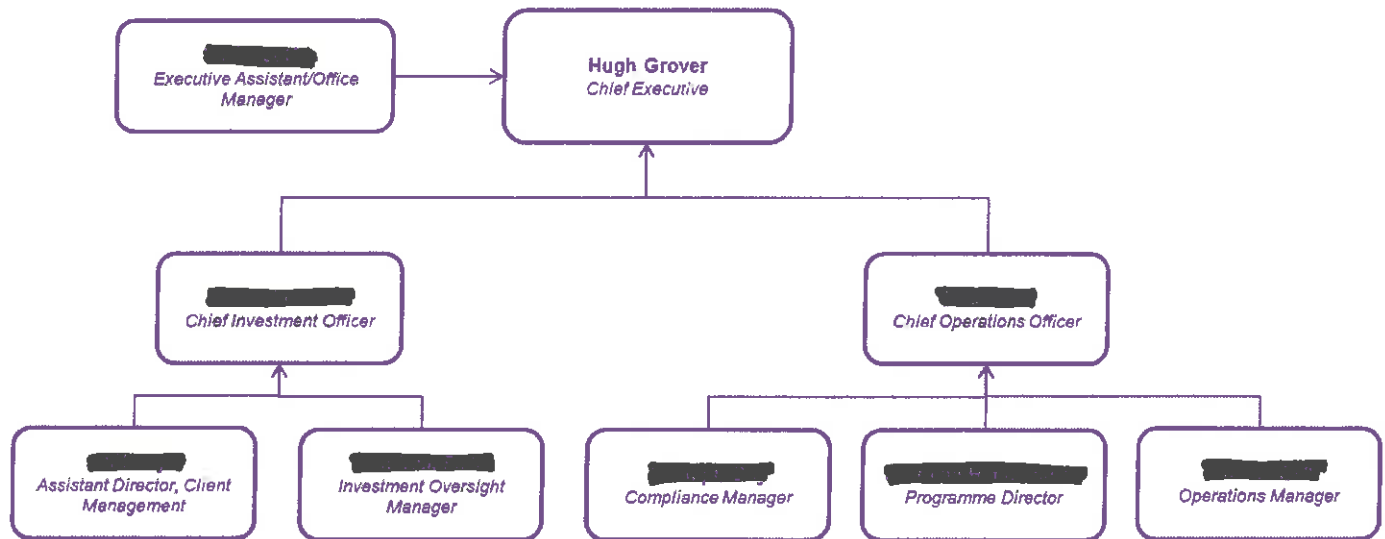
This communications list is maintained by ▓▓▓▓▓ (▓▓▓▓@londonciv.org.uk)

Appendix F   <u>**THIRD PARTY CONTRACTS LIST**</u>

This is to provide communications with those services we would need to cancel in the event of an emergency, e.g. regular daily courier, and also those that we might need for emergency help e.g. glazier, electrician etc.

A detailed list is attached below;

Company	Service	Phone Number	Account Number / Contact Name	Email Address
4 Tel	0300 helpline no.	0333 320 8020	106349	accounts@4telgroup.com
Absolute Hygiene Solutions	Janitorial Suppliers	0208 317 9693	███████	enquiries@absolutehygienesolutions.com
ADT	Door entry, fire and security	01732 587000 07720 557803	1000733552 ███████ (Contract Manager)	███████@tycoint.com
Apollo Janitorial Supplies	Janitorial Suppliers	0208 520 7102	101647	
Arc Electrical	Electricians	0207 407 4398	LON025	sales@arc-electrical.co.uk
ATOC	Rail settlement	0121 335 7789	PX663	automatedsettlement@atos.net
Bolton Gate	Shutter Maintenance	0208 570 5250		
Eden Caters Ltd	Catering	020 7378 8182 020 7378 8490 (Fax)	LONDONCOUN	info@eden.co.uk
British Gas	Gas and Electricity Provider	0845 026 4652		
BT	Telephone Provider	0845 600 6156		
Buzzacott LLP	GIFTS Maintenance	020 7556 1406 Administrator 020 7556 1298 (Hatty Whitworth)	A0062/BCG/CF ███████	███████@buzzacott.co.uk
███████	Building Maintenance	0208 764 6995		███████@hotmail.co.uk
CityFleet	Taxicard booking line	020 7908 0334	███████	███████@cityfleet.co.uk
City Sprint	Couriers	0844 888 4111	C17698	
Clinton	Window Cleaner (Southwark St)	07811 682 781		
City of London IT	ICT Support	020 7332 1001		col.isservicedesk@cityoflondon.gov.uk
City of London Surveyors	Building Structure & Insurance	0207 332 1517		
COAL Services	Security Maintenance	01708 559 799	LONDON CO	
Konica Minolta	Photocopier Engineers	0207 392 8886	508	
Dial-a-Cab	Taxi Services	0207 253 6969	16749 (Password = VOICE)	
ESP Systex Limited	Freedom Pass CMS	01482 348500	LNC1	Systex@the-espgroup.com

Company	Service	Phone Number	Account Number / Contact Name	Email Address
Farringdon Locksmiths	Lock repairs and emergencies	0207 837 5179		▮▮ @farringdonlocksmiths.co.uk
First Mile	Refuse Collections / Recycling	0800 612 9894	London Councils	
GS Plus Ltd	Cleaners	07852143010	▮▮	▮▮ @hotmail.com
Highgate Dairies	Milk	07957 333 564	▮▮	▮▮ @hotmail.com
Integral	Air Conditioning Engineers	0208 544 3500	005972	
ITSO	ISAMS	01908 255 455	LON002	Finance@itso.org
Journey Call	Freedom Pass Helpline call centre	01241 730 300	LNC1	▮▮ @journeycall.com
Kingsway	Paper supplies	0208 659 6500		
Kone	Lift Engineers	01535 662 841	10326998	

Company	Service	Phone Number	Account Number / Contact Name	Email Address
Northgate Public Services	Managed Services	07966 933557	▮▮	▮▮ @northgate-is.com
OCG Office Supplies	Stationery (inc. Paper)	01903 830053		
OCS Safety	Eye Bolt Engineers	01977 668771		
Reed Agency	Temp Staff Agency	0207 403 2424	TASS0012	
Royal Mail	Postage for Freedom Pass		040218200	
OPUS	Electric Provider – Main Offices	0843 227 2377	388625	
Oxford Web Applications	IT Provider	01865 920 835	London Councils – Notify.	▮▮ @oxfordwebapps.co.uk

Company	Service	Phone Number	Account Number / Contact Name	Email Address
Peros	Catering Suppliers (coffee etc)	01494 436426	FCALG001	
Royal Mail	Mail and Postage	08457 950950		
Save-a-Cup	Cup Recycling	01494 510167	LONDONCO	
Scottish Power	Electric Provider – 2nd Floor	0845 273 4444		
Shred-It	Confidential Waste	0208 221 2363	10808441	
Sterling Media	Print Work for 59½ Southwark Street	0208 847 2128 07889 403770	▮▮▮▮▮▮	sterling.media@btinternet.com
St John's Ambulance Supplies	First Aid Suppliers	0207 278 7888	D-904429	
Thames Water	Water Providers	0845 9200 888		
Transport for London	Transport Network	0343 222 1234		
Union Newsagents	Milk/Newspapers Suppliers	0207 407 2652		
Zepbrook	Catering Suppliers	0208 752 0110	68	orders@zepbrook.co.uk
Zip Security (Southwark Street)	Security Guards (morning, evening and emergency call out)	020 7582 8111 Mobile: 07779 062423	▮▮▮▮▮	south@cleanology.com

Appendix G   EMERGENCY RESPONSE CHECKLIST

For use during an emergency

- **Start a log of actions taken:**   ☐

- **Liaise with Emergency Services:**   ☐

- **Identify any damage:**   ☐

- **Identify Functions disrupted:**   ☐

- **Convene your Response / Recovery Team:**   ☐

- **Provide information to staff:**   ☐

- **Decide on course of action:**   ☐

- **Communicate decisions to staff and business partners:**   ☐

- **Provide public information to maintain reputation and business:**   ☐

- **Arrange a debrief**   ☐

- **Review Business Continuity Plan**   ☐

Appendix H: LONDON CIV (Tenant) - TABLE OF REQUIREMENTS

Scenario 1: London CIV - Loss of systems/network access

Circumstances	Activity	Tier (Risk exposure)	Actions		
			What	**How**	**Who**
The loss of systems and/or access to London Councils shared network drives:	Investment Oversight Operations Oversight Compliance	2 (Medium exposure)	1. Disruption of access to London Council's servers will be raised to London Council's IT Support. 2. Disruption to vendor applications will be raised to the vendor (e.g. Northern Trust Portal,)PwC myFinancePartner and Barclays Online Banking) 3. Unavailability of email and/or shared folders.	1. Alternate access can be obtained through the London Council's remote access service. This service is administered by City of London Corporation 2. Vendor application disruptions will be raised directly to the vendor with a response expected within the agreed SLA. Vendor contact details can be found in the Appendix B. 3. In the event the London Councils service is unavailable, staff will have access to email via https:/outlook.office365.com. Details of critical applications, including alternative access, are included in Appendix D of this document.	The COO or deputy will assess the persistency of the outage and instruct staff to move to failover processes when deemed necessary.

Scenario 2: London CIV - Loss of premises

Circumstances	Activity	Tier (Risk exposure)	Actions		
			What	**How**	**Who**
The loss of premises including disruption owing to interruption of electricity, gas and water supplies (0.5 – 24 hours)	Investment Oversight Operations Oversight Compliance	3 (Low exposure)	1. Staff can work locally in an alternative WI-FI connected venue. 2. Staff can be stood down 3. Staff relocate to the off-site location. 4. Staff can work from home.	1. Remote Access Data and emails can be accessed remotely using London Council's 'Remote Desktop Service'. To divert telephone calls - 020 7934 9787 To access voicemail messages - 020 7934 9788 Connect to Outlook Web Access for email access https:/outlook.office365.com 2. The COO will decide whether to stand down staff All employees will have access to the 'Remote Desktop Service' through a personal computer. Executive level employees will be provided with a company laptop for use away from the office. N.B. Utilities are provided under a license agreement from London Councils. The premises have provision of a	1. In the first 24 hours of disruption the COO, in conjunction with the other Executive team members, will decide on alternative business continuation arrangements. A decision will be made dependent on the nature, and anticipated duration, of the disruption event.

				back-up generator which can be used for temporary power outages. London CIV are tenants of 59½ Southwark Street, London SE1 0AL, premises owned and maintained by London Councils. London Councils maintain a Business Continuity Plan (BCP) which covers all tenants of the building, current version 'LC Business Continuity Plan – v21 January 2015'.	
The loss of premises including disruption owing to interruption of electricity, gas and water (> 24 hours)	Investment Oversight Operations Oversight Compliance	1 or 2 (Medium to High exposure)	1. Staff work from home 2. Staff are advised to work from alternative site	1. Staff connect via remote access 2. Staff will be notified by the COO of the requirement to use the alternative site	1. In the event that staff are advised to work from home, they will be notified by the COO. 2. In the event that the off-site is required, the COO will provide advance notification to Royal Borough of Kingston (RBK) of the need to use the site. The COO will provide staff with details of whom to contact when they arrive on site.

London CIV - Critical IT Applications (continued)

Application	Usage	Severity of impact if lost 1 = severe; 2 = serious; 3 = minimal	Alternative Access	Website Address
Microsoft Outlook	Email	2 - Serious	Remote Access Portal / Office365	https://outlook.office365.com
Microsoft Office	Desktop Applications	3 - Minimal	Remote Access Portal	https://office365.com
Internet	Secure Access	3 - Minimal	Remote Access Portal	https://office365.com
Shared Folders	Data Storage	2 - Serious	Remote Access Portal	https://office365.com
Bloomberg Anywhere	Investment Monitoring	3 - Minimal	Web Portal	https://bba.bloomberg.net/
Northern Trust Portal	Fund Administration	2 - Serious	Web Portal / Email	https://m.northerntrust.com/passport-login
Barclays Business Banking	Online Banking services	2 - Serious	Telephone, Branch access	https://bank.barclays.co.uk/olb/auth/LoginLink.action

Appendix J   TELEPHONE CONFERENCING FACILITY

The BT Conferencing MeetMe service can be utilised to team-work or continue with meetings away from the office. The service will allow from three to 99 participants to dial into a called conference. There are nine conference facilities available from London Councils managed by the conference booking leads for each divisional service.

It is important that the use of this facility is co-ordinated via the conference booking leads below so there is no overlap or duplication in setting up a conference at any given time. The booking leads will provide you with the necessary chair and participant passcodes as well as available slots for your particular service area and meeting times;

Divisional use	Booking Leads	Email address of booking leads
CHX, Leaders & Political Advisors	███████████	███████@londoncouncils.gov.uk
Services	████████	██████@londoncouncils.gov.uk
	████████████	█████████@londoncouncils.gov.uk
PAPA	████████	██████@londoncouncils.gov.uk
	██████████	████████@londoncouncils.gov.uk
	████████	███████@londoncouncils.gov.uk
Governance & HR	█████████	██████@londoncouncils.gov.uk
Corporate Resources	█████████	███████@londoncouncils.gov.uk
London CIV	████████	█████@londonciv.org.uk

Dialin Numbers

United Kingdom Freefone: 0808 100 5145
United Kingdom Primary: 0844 561 0081

Global Access Numbers

For a complete list of dialin numbers available by country, please visit:
http://www.btconferencing.com/globalaccess/?bid=812_public

Global Access Numbers will allow any international participants to dial in to your BT MeetMe conference using the toll free or local numbers above. Give these to participants who are outside the UK, or use them yourself if you are travelling outside the UK.

Video Conferencing - Skype

A part of our deployment of Office 365 + London Councils staff will also have access to **Skype for Business** facilities that will be available across most smart phones and tablet platforms. The service will not be available until the summer of 2016 whilst capacity testing is concluded.

Appendix K   RECORD OF EVENTS

Log of occasions the BCP is called into use.

Time	Detail	Initials

Appendix L   <u>**PLAN ACTIONS**</u>

Actions to be implemented to complete the Plan

Action	Target Date	Completion Date
1)		
2)		
3)		
4)		
5)		
6)		
7)		
8)		
9)		
10)		
11)		
12)		
13)		
14)		
15)		

Mitigations already in place

| Risk / Issue	Control

Appendix M   STREET MAPS

London Councils
59 ½ Southwark Street
London
SE1 0AL

Nearest Tube: London Bridge
  (Jubilee & Northern Lines)
Bus Stop alight: Southwark Bridge Rd
Maps navigation: SE1 0AL
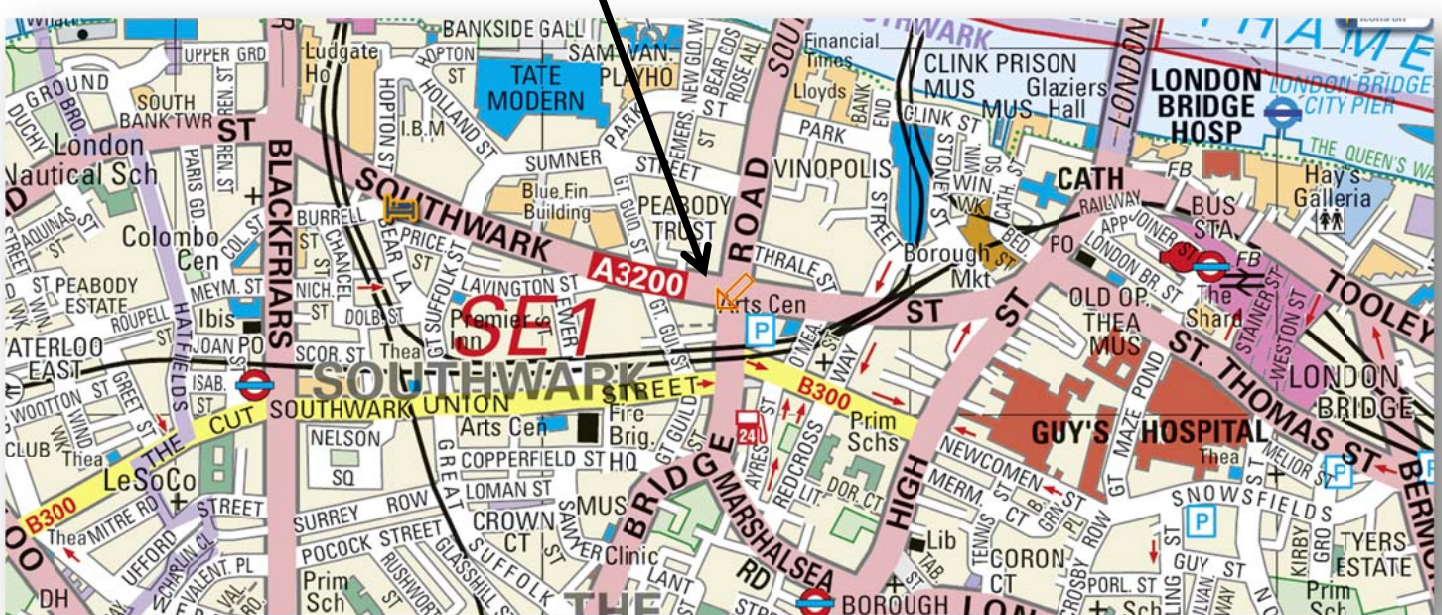
London Tribunals
Chancery Exchange
10 Furnival Street, Ground Floor
London, EC4A 1AB

Nearest Tube : Chancery Lane
  (Central Line)
Bus Stop alight: Chancery Lane Stn
Maps navigation: EC4A 1AB
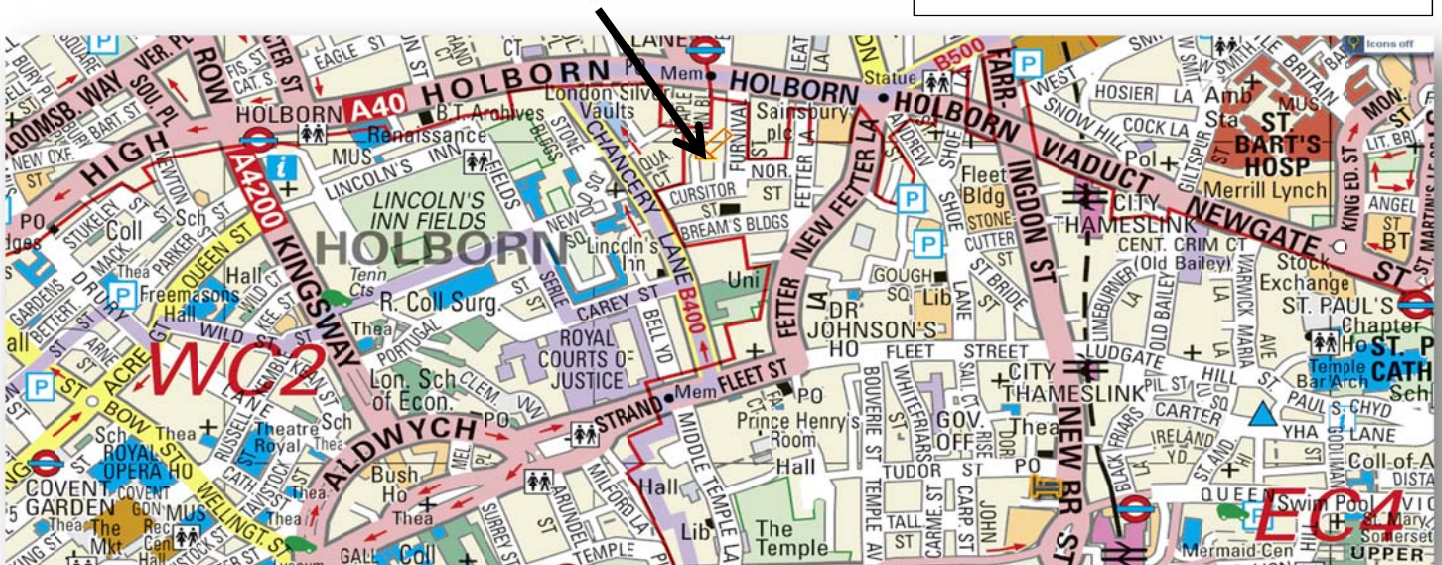
GLOSSARY

2FA   *Two Factor Authentication*. Second level of security required to access the London Councils Remote Access Service

BCF   *Business Critical Function*. A key service/function that must be restored within the first 24 hours

BCP   *Business Continuity Plan*. The agreed document of action in an emergency situation

CHX   *Chief Executives*. John O'Brien and the Leaders' office

CoL   *City of London Corporation*. London Councils partner for IT, HR, estates and finance services

CR   *Corporate Resources*. Department managed by Frank Smith

DR   *Disaster Recovery*. Action and activities taken to recover from a disaster situation

H&S   *Health and Safety*

HR   *Human Resources*. Service provided by the City of London

ICT   *Information & Communications Technology*

IS   *Information Systems*. The ICT arm of City of London Corporation

LC   *London Councils* (also referred to as '*ELSIE*')

LT   *London Tribunal*s. Service operating out of Chancery Exchange

OWA   *Outlook Web Access*. Web version of your email available from any internet connected pc

PaPA   *Policy & Public Affairs*. Policy services division overseen by Dick Sorabji

RDS   *Remote Access Service*. Facility to access the London Councils network and services securely away from the office

RTO   *Recovery Time Objective*

SS   *Southwark Street*. Main offices at 59½

T&M   *Transport and Mobility Services*. Department managed by Spencer Palmer

ADDENDUMS TO FORMAL SIGN-OFF

The main plan was signed off on **21/04/2016**

Alterations or additions to this version since then are as follows:-

Action	Section Amended	Date of Change
Update of Qtr 1 testing data	Appendix A	July 2016