

Appendix B – Business Continuity Policy: BCP Template – ICT Failure

XX Dept. Business Continuity Plan (BCP) – ICT Failure

Plan Activation Process	<p>If you become aware of a business continuity incident you <u>must</u> notify:</p> <p>In Hours: [<i>Job Title of person with ultimate authority</i>] on ext: XX or mobile: XX Out of Hours: [<i>Duty Manager with ultimate authority</i>] on ext: XX or mobile: XX</p> <p>In Addition you <u>must</u> also notify:</p> <p>Clinical Site Team on ext: 3198 or bleep: 1312 EPRR Team on ext: 5699</p> <p>Other Key Staff/Departments which need to be contacted are: <<i>Title and contact numbers of specific personnel/departments that will need to be contacted in the event of an incident</i>></p> <p>Ultimate authority in regards to this plan lies with: [<i>Name and Job Title of person with ultimate authority/decision making capability</i>]</p>
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In the event of ICT failure you must follow the process below:

ICT Failure	<Name of ICT Equipment which has failed e.g. phones>	RTO:	<Duration>
Actions			
1	Go to Switchboard located at the Main Entrance to SFT and request stand by phones for the department.		
2	< <i>List all the actions you would need to take now, step by step so they could be completed by someone who is brand new to the department</i> > < <i>E.g. Let stakeholders know how you can now be contacted etc...</i> >		
3	< <i>Keep the actions simple and to the point, do not use acronyms without explanation, state the obvious – someone new to the department may not know the expected response</i> >		
4	< <i>List all critical steps</i> >		