Monmouth Town Council Disaster Recovery and Business Continuity Plan

Background

As part of the Finance and Governance Toolkit Part 1, it has been identified that Monmouth Town Council (MTC) has no documented Disaster Recovery Plan. This document seeks to detail what steps MTC have in place, or need to action, in order to enable the council to continue to operate should a disaster/event occur that prevents MTC from operating its day to day activities.

The Council places significant reliance on the availability of its technology for day to day office and council management. Failure of the ICT infrastructure could result in significant disruption to business activities and reputational damage. It is essential that robust and sufficiently detailed plans are in place, maintained and tested to ensure that ICT infrastructure and applications can be recovered in the event of a disaster.

For the risks and actions required for the provision of services to the community and for loss of key staff, or investments, please refer to the MTC Risk Assessment Policy.

Scope

This plan will address the actions to be taken should a disaster occur which disrupts the operation of MTC's IT infrastructure. This will not address the actions to be taken which relate to damage to the Shire Hall premises, as the MTC office is situated in an office within the Shire Hall which is owned and managed by Monmouthshire County Council, (MCC). MCC has its own Disaster Recovery Plan in place.

Command and Control

The decision to use this plan will be taken by the following, who will also be responsible for taking the "difficult" decisions for MTC overall:

Name	Title	Contact details
Caitlin Williams	Town Clerk	01600 732722 town.clerk@monmouth.gov.uk caitlin.williams@monmouth.gov.uk
Alice Fletcher	Council Chair	xxxxxxx alice.fletcher@monmouth.gov.uk
Tom Kirton	Council Deputy Chair	xxxxxxx tom.kirton@monmouth.gov.uk

Responsibility for maintaining services is primarily the responsibility of the Town Clerk.

Disaster Recovery

Early tasks of the Town Clerk will be:

Complete the checklist at Appendix A in order to ensure all essential actions are taken.
Assess the damage/event and its repercussions.
Assess how services will be affected.
Keep a log of actions taken by all staff.
Contact suppliers of services to assess capabilities.
Issue any immediate press statements deemed necessary.

Current IT Infrastructure

MTC access its data via Citrix hosted by Microshade. All data is held on a secure server at Microshade.

MTC access this data by the use of its own broadband network situated in a secure MTC's Comms Cabinet held in the MCC Comms room in the Shire Hall. There are broadband boosters in the Mayor's Parlour and in the MTC Office. The VoIP telephone, and broadband system is provided and managed by a contractor 123 Telecom and IT support is provided both by Microshade for Citrix and by Orbits IT for all other hardware and software issues. Citrix can also be loaded onto personal computers if required should the laptops be unobtainable, i.e. the laptops were left at the office.

The Rialtas Finance System and the Civica Modern.Gov system used to produce Agendas and Minutes for meetings can also be accessed via Citrix. Meetings can be held remotely.

Staff have one laptop each, a home printer and there is a PC situated in the MTC office. This set

up enables all staff to work from home. The VoIP phones can be removed from the office and, together with the cables (kept in the office) used at home to receive calls to MTC. In addition, Citrix can be accessed from any location on the laptops. There are also two mobile phones, used by the Town Clerk and Responsible Financial Officer (RFO)

Income and Outgoings are administered electronically via Internet Banking therefore can be accessed from any PC or laptop using individual log ins and cards.

MTC's website is hosted by Vision ICT and managed by MTC staff.

All suppliers of above services have their own Disaster Recovery Policies in place.

Essential Services and Functions

The Disaster Recovery/Business Continuity Plan identifies the details actions to be taken to continue or recover delivery of the services within identified timescales.

Priority 1 (0-23 hours)
Priority 2 (3 days)
Priority 3 (14 days)

Establish virtual office with staff working from home if office premises are no longer accesible	**Priority 1**
Request support from principal council if applicable	**Priority 1**
Issue press release	**Priority 1**
Salvage any physical records/files and make list of actions with priorities	**Priority 2**
Advise public and stakeholders that facility is unavailable	**Priority 2**
Hold Council Meetings Remotely	**Priority 2**
Re-establish internal key financial procedures	**Priority 2**
Access any contractual obligations	**Priority 2**
Access financial loss, income etc. for insurance claim	**Priority 3**
Notify insurance/police if unable to use IT because of theft or physical damage to IT under an insurable risk	**Priority 3**
If theft, consider potential security issues such as bank details and any confidential information (Without a log in, Citrix information is held on their servers, therefore this should be safe) Would only be issue if held on local drive	**Priority 1**
If theft, purchase new laptops/s and contact Citrix to reinstall applications	**Priority 1**
Contact support contractors to get systems operational and provide alternative hardware	**Priority 2**

Appendix A - Emergency Response Checklist

This page should be used as a checklist during the emergency.

Task	Completed (date, time, by)
Actions within 24 hours:	
Start of log of actions and expenses undertaken	
Liaise with emergency services (Contact List – Emergency Services)	
Identify and quantify any damage to the organisation, including staff, premises, equipment, data, records, etc.	
Identify which critical functions have been disrupted	
Convene those responsible for recovering identified critical functions, and decide upon the actions to be taken, and in what time-frames	
Provide information to: Staff Suppliers and customers Insurance company	
Daily actions during the recovery process:	
Convene those responsible for recovery to understand progress made, obstacles encountered, and decide continuing recovery process	
Provide information to: Staff Suppliers and customers Insurance company	
Provide public information to maintain the reputation of the organisation and keep relevant authorities informed	
Following the recovery process:	
Arrange a debrief of all staff and identify any additional staff welfare needs (e.g. Counseling) or rewards	
Use information gained from the debrief to review and update this business continuity management plan	

Contact Lists

This section contains the contact details that are essential for continuing the operation of the organisation.

Staff

Name	Work phone	Home phone	Mobile	E-mail
Mrs Caitlin Williams	01600 732722		xxxxxxx	Caitlin.williams@monmouth.gov.uk
Next of kin: xxxxxxx				
Mrs. Paula Hartley	01600 732722		xxxxxxxxx	paula.hartley@monmouth.gov.uk
Next of kin xxxxxxxxxx				
Miss Catherine Wood				townclerk@monmouth.gov.uk
Next of kin xxxxxx				

Key Suppliers

Supplier	Provides	Telephone	E-mail
Microshade	Back up files kept on Citrix	01752 869052	david@microshadeVSM.co.uk
Orbits IT	IT support other than Citrix related issues, i.e. hardware and local network issues including broadband	07519 655734	support@orbits.co.uk
Vision ICT	Website hosting	01392 669497	support@visionict.com

Key Stakeholders

Suppliers	Service / goods used	Telephone	E-mail
Suppliers of contracts and SLAs details are held on the Citrix database in MTC folders	Held on Citrix database under Contracts and SLAs	As on list	As on list

Local Authority

Local Principal Authority	Telephone	E-mail
Monmouthshire County Council Held on Citrix database under Contracts and SLAs	01633 644 644	As per department required

Version Control			
Version Number	**Description of Changes**	**By Whom**	**Adopted at**
1	Devised 17/02/2023	PH	-
2	Adopted – no changes	PH	F&P 06/03/2023