

**GUIDELINES FOR COMPLETION  
OF THE LOCAL BRONZE  
(OPERATIONAL)**

**Business Continuity Plan**

CONFIDENTIAL

**BUSINESS CONTINUITY PLAN**

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# BUSINESS CONTINUITY PLAN

## 1 Introduction

The purpose of this document is to enable managers to provide the required quality information for the construction of a Business Continuity Plan, which will facilitate the restarting of the 'critical' business function(s) immediately following a major incident.

It is also the aim that the plan will form the foundation for the recovery of the total business to the desired level.

The Business Continuity Plan will supplement the Business Recovery Guide. The aforementioned guide should be utilised in the event of a major incident that necessitates invocation of your Business Continuity Plan. The Guide also refers to recovery phases that should be followed when invoking your Plan.

The data contained within your Plan will be gathered by the business unit under the direction of the Local Recovery Manager and should be reviewed by the Business Continuity Manager before being formally issued.

The information in your Plan needs to be thoroughly tested in conjunction with the Business Recovery Guide to ensure that recovery of critical business processes and assets can be achieved.

The Plan will be tested through detailed discussion taking place via a desktop exercise. The Business Continuity Manager will advise on this process and assist with its facilitation.

Equipment deliveries and installation of elements of your Plan and the Business Recovery Guide will be proven by actual implementation at the Recovery site(s) on an annual basis. Business units will be invited to participate from time to time.

Further in-depth testing may be desirable at a later stage, at which time the Business Continuity manager will provide the necessary advice and guidance.

Other contingency processes may supplement your plan.

Successful completion of your Plan depends on accurate and timely completion of the data. It is therefore imperative that appropriate priority be given to this task.

*It is important that the data is kept current and changes to your Plan are documented and passed to the relevant Bronze Team members and the Business Continuity manager.*

## 2 Bronze Team

The Bronze Team will co-ordinate the response to an incident.

The Bronze Team should consist of senior manager(s) from your business unit(s) and will be located off site.

For full details of the Bronze Team roles and responsibilities, please see the Business Recovery Guide.

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Name	Recovery Function	Telephone Number
	Recovery Manager	Bus: Mobile: Home:
	Recovery Co-ordinator	Bus: Mobile: Home:
		Bus: Mobile: Home:
		Bus: Mobile: Home:
		Bus: Mobile: Home:
		Bus: Mobile: Home:
		Bus: Mobile: Home:
		Bus: Mobile: Home:
	Local Recovery Manager	Bus: Mobile: Home:

The Local Recovery Manager should agree the constituents of the Bronze Team with the Recovery Co-ordinator and agree an approach for the collection of the data required to populate the plan.

The Local Recovery Manager is responsible for ensuring their Plan is fully reviewed and updated at least twice a year.

The rendezvous point/Command Centre should also be specified.

Remember you can include maps and directions, if you wish, at the back of the plan.



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Continuity Manager will remind you every 6 months but it is easier to do so as and when people leave/join/move etc.,

*Indicate with an \* any office telephone numbers (include hunt group numbers) that are required at the recovery site(s).*

**Total number of staff required in the initial phase =**

**Total number of staff required in the subsequent phase(s)**

**S within 1 day =**

**S1 within 3 days =**

**S2 within 1 week =**

**S3 within 2 weeks =**

Staff to await instructions from the Bronze Team and meet in the first instance at:

*(The staff meeting place should take into account fire/bomb evacuation points)*

If this is unavailable, alternative venue is:

*(Put address of alternative Seamless site here)*

*Or*

Remain at home until contacted if incident is outside normal working hours.

### **3 Recovery Site Location(s) and Requirements**

Specify your preferred Seamless recovery site location (s).

(Remember regardless of how big a recovery facility we provide there is always the possibility that the demand resulting from a major incident will exceed the capacity available. It is the company's policy to provide facilities for the immediate recovery of only those processes that are critical to the business or to provide alternative recovery sites.)

IT equipment is obviously crucial to the smooth running of the modern business. Seamless will supply PC's with a standard build to a designated recovery site. These will be supplied on a phased basis.

#### **Recovery Site Location(s)**

Preferred recovery site(s):

e.g.

1/ SEAMLESS Continuity site at:-

2/

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**Requirements for recovery site location**

The following should include **non-standard** IT requirements, any specialist stationary, telephony needs, etc.  
 (Standard = computer, Microsoft Office, Intranet, Outlook)

ANY SPECIAL SOFTWARE REQUIRED	ANY SPECIAL HARDWARE REQUIRED (INITIAL PHASE ONLY)
Team Name	
Team Name	

**4 Key Files**

Record all files that need an element of recovery in the first 48 hours of a major incident.

These could be Paper or IT files or other medium e.g. microfiche, CD-ROMs, etc.  
 Please indicate whether files are required **Immediately** or **Long Term**  
 If there is back up or files are required immediately it is particularly important to state their **FULL** location.

Key File Description	Location	Required I or L	Back up Medium
Team Name			
Team Name			

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## 5 Key Contacts

You may need to contact key external and internal organisations following a major incident.

Recording this information will enable you to react in a proactive manner.

Insert the formal name of the organisation, the full address including postcode, the name of the main contact (try to ensure this is the key person) and telephone, fax numbers and e-mail addresses.

This part of the plan allows you to communicate quickly, advising them of what action they should take, and hence reduce the time taken to restart your business.

Organisation	Address	Contact Name(s)	Contact details
			Tel: Fax: Email:
			Tel: Fax: Email:
			Tel: Fax: Email:
			Tel: Fax: Email:



