
DISASTER RECOVERY PLAN

Title:	Disaster Recovery Plan
Purpose of Procedure:	To ensure that the Association has a plan in place which would allow them to function in the event of a disaster.
Section:	Committee
Date:	October 2019
Review Date:	October 2021
Charter Standards:	N/A
Assurance Statement:	4.3

DISASTER RECOVERY PLAN

Background

It is essential that every business plans for risk and part of a risk strategy is to consider how the Association would function in the event of a disaster.

Fire, flood and computer breakdowns would all need to be managed in a way which protected the services to the tenants and allowed **Blairtummock Housing Association** to continue to operate in an effective manner.

The purpose of this disaster recovery plan is to plan:

1. How the Association would operate in the event of a disaster which destroyed all computer equipment.
2. What impact a disaster would have on the business of the organisation.

This disaster recovery plan will be located in a locked fire proof cabinet in the Director's office and a copy will also be kept off site.

Disaster Recovery Planning

There are companies who in return for a substantial annual charge will provide premises to use in the event of an emergency.

These companies will provide computers, telephones etc in order to continue running the business.

As the risk of a major disaster is low it would not be financially viable for the Association to enter into such a contract.

Damage to Office or Computer Equipment

In the event of a fire or flood, the Housing Association require in the first instance to contact the insurance company.

For the year 2017/2018, the Housing Association is insured with a variety of insurers via the broker A J Gallagher to cover

Buildings, Public Liability, Professional Indemnity, Office contents, Business Interruption, Computers, Crime, Directors and Officer Liability, Employers Liability, Money. The relevant amounts of cover are:

Office Buildings	£2.7m
Contents – Furniture & Fittings	£70,805
Contents	£67,570
Business Interruption	£50,000 in a 12 month period
Reinstatement of data	£50,000

This would allow the purchase of replacement equipment and restoration of data. The policy covers the risks of flood, fire, and computer breakdown. The insurance policy documents are kept in a file in the Finance Manager's office. Policy details are also included on the information that is passed to Provanhall Housing Association.

Software licenses and start discs are located in a fireproof cabinet.

Daily Server Back Up

The back up of the servers is carried out using Veeam software. This is scheduled to back up to the NAS box (located in the Finance Manager's office) at 20.00 every day. The backups are monitored by Clearview Networks via automatic emails which confirm the success or failure of this backup. These emails are sent to Clearview Networks and the Finance Manager at Blairtummock Housing Association. These backups will enable the servers and data to be restored after a major computer breakdown.

Daily External Back Up

The NAS box (located in the Finance Manager's office) is configured to copy over changed data from the last server back up to the external hard drive at 4.00am. An external hard drive is attached to NAS BOX each morning Monday to Friday. At end of each working day the external hard drive is taken off site by the Finance Manager (and by the Director in their absence). The backup data has been encrypted in case of a security breach.

Quarterly External Back Up

There are four external drives to be used for quarterly backups. They are labelled Quarter 1, Quarter 2, Quarter 3 and Quarter 4 and will be used in rotation. These are used on the first working Friday of each quarter rather than the daily back up drive. The date of the quarterly back up will be written on the label when completed and stored in the fireproof safe in the Housing Services Manager's office.

Daily Back Up check

On an ad hoc basis, the Finance Manager will create a file on the S drive and will then delete it the following day. The Finance Manager will contact the Clearview Helpdesk to recreate the file to check the backup process is working correctly.

Other Information

The Housing Association also has a contract with SDM who act as a support organisation for the computer software and a contract with Clearview Networks for all other software and hardware support services.

The cost of the computers would be recoverable from insurance.

The Housing Association could function from alternative sites:

The Association has an agreement with Provanhall HA (see letter at appendix 1). In the event of a disaster they will provide a facility within their office for Blairtummock Housing Association staff to re-locate and continue to provide an emergency service until alternative accommodation can be set up or computer system re-installed. Clearview Networks would provide computers to allow this process to be set up immediately.

Attached @ Appendix 2 is a disc which contains the following information:

- Staff contact details
- Committee contact details
- Insurance Policy Details
- Tenants names and addresses
- Contractor details

Archival Procedures

All financial documents are held in the office for a period of 6 years. This information is held in a manual format and is located in files in a cupboard in the Association's offices.

This would be the most problematic information to recover in the event of a fire or flood.

Physical Security

The Housing Association has compiled the following information:

- Comprehensive hardware inventory
- Comprehensive software inventory
- Systems documentation
- Software licenses
- Guarantees and service agreements
- Disaster recovery plan (in disc format)

This information is stored in a fireproof locked cabinet. A copy of this information and the disaster recovery plan is also kept off-site.

Fire

The computers are located throughout the office and are not in a computer room. Visitors to the office are escorted to the meeting room or interview room.

Fire extinguishers are located at emergency exits (as designed by the Fire Officer) and are serviced as per the Association's annual contract with **Saltire Safety Solutions**

The office is also protected by fire and intruder alarm systems, which are maintained on an annual basis by Life Safety Services.

Smoke alarms are located strategically throughout the open plan office and individual offices, which complies with fire regulations.

Fire drills and evacuation procedures are carried out on a 6 monthly basis.

Flood

Computers are located throughout the office and the water tank and pipes are not located near the computers and server, however, there are heating pipes in the ceiling within the reception area that could cause damage.

Power Supply

Computing equipment is on the same power circuit as all other electrical equipment and the equipment will fail in the event of a power failure. The server is connected to a UPS to protect it in the event of a short power outage but this is not likely to be more than 10 to 15 minutes protection. Negotiations would have to take place with Scottish Power to reinstate the power. If this was likely to take a long time, then the Association could take the back-up information and restart at an alternative location.

There is no air conditioning in the building although ventilation around the computers and surrounding environment is sufficient.

Software Failure

Anti-virus equipment has been installed in the computers to tackle virus attacks.

Accidental or Deliberate Damage

As the result of any such incident, the Association would recover the cost of replacement equipment through insurance.

Personnel Problems

The Association would require to assess the type of damage caused as a result of personnel problems and manage them if and when they arose.

Disaster Recovery Planning

In the event of a disaster, the Association will follow the procedures contained in this disaster recovery plan.

Key steps will be followed to allow the recovery of the service to the Association tenants:-

Assessment of Damage	Director
Contact Insurance Company	Finance Manager
Organise Alternative Premises	Director
Contact Computer Support Services	Finance Manager
Relocate to Temp Accommodation	Director/ All Staff
Advise Tenants/Contractors/Consultants	Director/Admin

Business Impact Analysis

The Management Team and Management Committee have been involved in the drawing up of this plan.

The priorities for the organisation:-

- reinstate phones
- reinstate SDM system - rent accounting system
- reinstate SDM system - financial accounting system
- reinstate word processing packages
- reinstate repairs reporting system

These systems will require to be recovered through back-up system on remote site immediately after disaster. Clearview Networks can provide the back-up service and an additional PC until alternative arrangements have been put in place.

Timescale

Provanhall Housing Association would accommodate as many staff as possible and allow us to re-instate our computer system at their office. This would allow an emergency service to be provided immediately. It may also be possible to locate staff within Westwood Business Centre – they often have office accommodation available for let or within some of the other local Associations

Testing and Revising the Plan

The disaster recovery plan is only of benefit if it is constantly under review and tested.

The person responsible for this plan is, Jacqui O'Rourke, Director, but all staff are involved in the effectiveness of the plan. The plan will be reviewed every two years.

Clearview Networks have been contracted to provide a Disaster Recovery Testing service. As part of this they will carry out an annual test of system recovery and review of procedures. They will restore Blairtummock's core servers in their entirety on their

own system. A signed sheet is provided to document whether the test was a success and Blairtummock staff will also verify that the system has been fully restored.

APPENDIX 1

STAFF DETAILS

NAME	ADDRESS	TELEPHONE
[REDACTED]	[REDACTED] [REDACTED] [REDACTED]	[REDACTED]
[REDACTED]	[REDACTED] [REDACTED] [REDACTED]	[REDACTED] [REDACTED]
[REDACTED]	[REDACTED] [REDACTED] [REDACTED] [REDACTED]	[REDACTED]
[REDACTED]	[REDACTED] [REDACTED] [REDACTED]	[REDACTED]
[REDACTED]	[REDACTED] [REDACTED] [REDACTED]	[REDACTED] [REDACTED]
[REDACTED]	[REDACTED] [REDACTED] [REDACTED]	[REDACTED]
[REDACTED]	[REDACTED] [REDACTED] [REDACTED]	[REDACTED] [REDACTED]
[REDACTED]	[REDACTED] [REDACTED] [REDACTED]	[REDACTED]
[REDACTED]	[REDACTED] [REDACTED] [REDACTED]	[REDACTED] [REDACTED]
[REDACTED]	[REDACTED] [REDACTED] [REDACTED]	[REDACTED]

[REDACTED]	[REDACTED] [REDACTED] [REDACTED]	[REDACTED] [REDACTED]
[REDACTED]	[REDACTED] [REDACTED] [REDACTED] [REDACTED]	[REDACTED]
[REDACTED]	[REDACTED] [REDACTED] [REDACTED]	[REDACTED] [REDACTED]
[REDACTED]	[REDACTED] [REDACTED] [REDACTED]	[REDACTED] [REDACTED]
[REDACTED]	[REDACTED] [REDACTED] [REDACTED]	[REDACTED] [REDACTED]

MANAGEMENT COMMITTEE DETAILS

NAME	ADDRESS	TELEPHONE
[REDACTED]	[REDACTED] [REDACTED] [REDACTED] [REDACTED]	[REDACTED] [REDACTED] [REDACTED]
[REDACTED]	[REDACTED] [REDACTED] [REDACTED] [REDACTED]	[REDACTED]
[REDACTED]	[REDACTED] [REDACTED] [REDACTED] [REDACTED]	
[REDACTED]	[REDACTED] [REDACTED] [REDACTED] [REDACTED]	[REDACTED]
[REDACTED]	[REDACTED] [REDACTED] [REDACTED] [REDACTED]	[REDACTED] [REDACTED]
[REDACTED]	[REDACTED] [REDACTED] [REDACTED] [REDACTED]	[REDACTED]
[REDACTED]	[REDACTED] [REDACTED] [REDACTED] [REDACTED]	[REDACTED] [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

APPENDIX 2

JO'R/DMcK

October 2019

Patricia Gallagher
Provanhall Housing Association
34 Connisborough Road
Provanhall
GLASGOW

Dear Patricia

DISASTER RECOVERY PLAN

I refer to the above and our previous discussion regarding the matter.

Enclosed is a disc containing Blairtummock Housing Association's Disaster Recovery Plan, tenant and contractor contact details.

As agreed in the event of a disaster Provanhall Housing Association will provide facilities within their office for Blairtummock HA staff to re-locate and provide an emergency service until alternative accommodation can be set up.

This agreement will be reciprocated by Blairtummock HA.

Yours sincerely

Jacqui O'Rourke
DIRECTOR

Enc.