



## **BUSINESS CONTINUITY PLAN**

**NOVEMBER 2024**

- 1.0** Introduction & Objectives
- 2.0** Use of the Plan
- 3.0** Responsibility
- 4.0** General Office Continuity
- 5.0** Business Impact Assessments
- 6.0** Information Technology
- 7.0** Communication & The Media
- 8.0** Communication & Tenants
- 9.0** After the Event
- 10.0** Monitoring and Testing
- 11.0** Review

### **Appendices (Key Contacts)**

- Appendix 1 - Senior Management Team & Business Continuity Team
- Appendix 2 - Staff Mobile & Landline Numbers
- Appendix 3 - Board of Management
- Appendix 4 - Local Emergency Contacts
- Appendix 5 - Insurance Contacts
- Appendix 6 - Information Technology Contacts
- Appendix 7 - Media Contacts
- Appendix 8 - Local Authorities & RSL's
- Appendix 9 - Main Stakeholders
- Appendix 10 - Utility Companies
- Appendix 11 - Key Service Providers
- Appendix 12 - Key Office Suppliers
- Appendix 13 - Other Key Contacts
- Appendix 14 - Strath For Business Continuity Co-operation Agreement
- Appendix 15 - Business Continuity Team Meeting Agenda
- Appendix 16 - IT Disaster Recovery Plan

### **1.0 INTRODUCTION & OBJECTIVES**

Ochil View Housing Association was established in 1989 to provide good quality affordable social housing for rent and owner occupation. The provision of a quality, customer driven service to all stakeholders is a key objective of the Association and this means providing an efficient and prompt service at all times.

With this objective in mind, it is essential for Ochil View to consider how its business would continue to provide this key service to all stakeholders in the event of an event or incident which could compromise the provision of these services and ultimately affect the Association's reputation as an excellent social housing landlord in Clackmannanshire and West Fife.

Many organisations have a part in dealing with a disaster and its aftermath, and the effectiveness of the total response will depend on how well the Association has planned for this event.

### 1.1 Regulatory Requirements

This Plan complies with the requirements of the Scottish Housing Regulator's (SHR's) Regulatory Framework and in particular the following Standards of Governance and Financial Management:

Standard 1 – The governing body leads and directs the RSL to achieve good outcomes for its tenants and service users

Standard 2 – The RSL is open about, and accountable for, what it does. It understands and takes account of the needs and priorities of its tenants, service users and stakeholders. And its primary focus is the sustainable achievement of these priorities.

Standard 3 – The RSL manages its resources to ensure its financial well-being, while maintaining rents at a level that tenants can afford to pay.

Standard 4 – The governing body bases its decisions on good quality information and advice and identifies and mitigates risks to the organisation's purpose.

Standard 5 - The RSL conducts its affairs with honesty and integrity

Standard 6 – The governing body and senior officers have the skills and knowledge they need to be effective

Standard 7 - The RSL ensures that any organisational changes or disposals it makes safeguard the interests of, and benefit, current and future tenants.

### 1.2 Legislative Framework

The Civil Contingencies Act 2004 establishes a clear set of roles and responsibilities for those involved in emergency preparation and response at the local level.

The Act imposes seven duties on all organisations and can be applied to Housing Associations as follows:

- ✓ Emergency Planning
- ✓ Risk Assessment

- ✓ Business Continuity
- ✓ Provision of Warning and Information to the public
- ✓ Provision of Business Continuity advice and information to commercial bodies
- ✓ Co-operation
- ✓ Information Sharing

This BCP considers the above list and the likely requirements in the event of a scenario where the Association's offices and/or its operational facilities would be severely impaired. It lays out a framework for responding to any business continuity event to ensure that key services are quickly re-established and stakeholders kept informed.

### 1.3 Aims & Objectives

The Plan complies with the following Strategic Objectives:

1. To invest in its existing housing stock to ensure that the Association provides the highest standard of accommodation possible **(Strategic Objective 1) (Asset Management)**
2. To provide a comprehensive and responsive customer service to tenants, sharing and factored owners which supports sustainable tenancies and delivers customer satisfaction **(Strategic Objective 2) (Customer Service)**
3. To ensure that the Association's work is underpinned by effective financial, administrative, and management processes set within a framework of effective corporate governance **(Strategic Objective 5) (Financial Management & Governance)**
4. To ensure that the Association recruits and retains sufficiently trained and experienced Committee members and suitably qualified staff and satisfies all health, safety and environmental requirements and legislation. **(Strategic Objective 6) (Human Resources and Health & Safety)**

The aims and objectives of this plan are to:

- ✓ Minimise the disruption to the Association's critical functions\* and resume these as soon as possible
- ✓ Maintain a quality service to all tenants and service users
- ✓ Maintain the Associations reputation
- ✓ Resume full service as soon as possible

\* The Association's critical functions have been identified as:

1. IT system access (including access to email, server files and housing management system)
2. Provision of essential maintenance services to tenants
3. Collection of and processing of income including key income streams such as rent payments, Housing Benefits, Grants, etc.
4. Administration of allocations and lettings activity
5. Payments to creditors and staff
6. Communication with tenants and other service users

#### 1.4 Business Continuity Team

The plan makes provision for the establishment of a Business Continuity Team (BCT). This is further explained in Section 3.0.

#### 1.5 Partnership Working: Strath For Housing Alliance

The members of the Strathfor Housing Alliance have signed a "Business Continuity Co-operation Agreement" in place which states that "in the spirit of collaboration the Associations will be able to provide assistance, expertise and support to each other should the need arise". This was last updated in February 2023.

The agreement sets out broad areas of collaboration as follows:

- Office accommodation
- Provision of staff, personnel and equipment
- Technological support
- Temporary provision of housing

Notwithstanding the above, each Association has its own independent business continuity plan and this document sets out Ochil View's detailed plans. A copy of the StrathFor Agreement is attached at **Appendix 14**.

Other opportunities for assistance during any period of emergency, particularly in relation to our housing stock in Fife, may be possible through our partnership with Kingdom Housing Association.

## 2.0 USE OF THE PLAN

The Business Continuity Plan will be used should a serious incident or event occur which substantially affects the operations or business continuity of the Association.

### 2.1 In the Event of a "Business Continuity Event"

For the purposes of this Plan a 'business continuity event' is an incident which, because of its scale or impact, is beyond the scope of resolution by normal mechanisms or decision-making authority within acceptable timescales.

While the cause of such an event may be sudden and unpredictable, the Association can plan to minimise the effects of it.

Events affecting business continuity can have a variety of effects on society and the environment and therefore demand an integrated response, linking the expertise and resources of other organisations with the Association.

Incidents or events can cover many different areas as follows:

- ✓ Cyber Incident
- ✓ Fuel Shortage
- ✓ Flu epidemic
- ✓ Pandemic/Other National Emergency
- ✓ Building Collapse

- ✓ Earthquake
- ✓ Chemical or Nuclear Hazards
- ✓ Oil Refinery Explosion
- ✓ Land Contamination
- ✓ Gas Explosion
- ✓ Act of Terrorism
- ✓ Plane Crash

Irrespective of the nature of the incident, business continuity would be compromised. It would destroy or severely impair the effectiveness of the key resources which are considered to be:

- ✓ Information in the Association's manual or computerised record systems
- ✓ Availability of the Association's experienced staff
- ✓ Our ability to communicate with customers, contractors and partners
- ✓ Availability of financial resources

## 2.2 Other Incidents

The Business Continuity Plan will also be used in situations whereby normal operations are affected by other incidents such as cyber incidents, fire, flood, other severe weather conditions, loss of utility services, transport disruption, major illness etc.

Such situations may involve varying degrees of risk and severity, ranging from widespread disaster to less serious, but still disruptive, localised incidences.

It is inevitable that all circumstances will require some judgement and discretion in respect of the particular action to be taken. However, the purpose of this Plan is to ensure that as far as possible situations are thought through in advance and that there is clarity about who is responsible for responding, and how.

## 3.0 RESPONSIBILITIES

### 3.1 Key Personnel - Business Continuity Team (BCT)

The Associations Business Continuity Team (BCT) will comprise the following members of staff;

Anne Smith	Chief Executive
Stephen Wilson	Director of Finance & Corporate Services
Linda McLaren	Director of Housing Services
Andrew Gibb	Director of Property Services

A copy of the plan will be held by the Senior Management Team and the Board of Management shall approve the Plan. The plan will also be made available on Govenda. Contact details of the Management Team are contained at **Appendix 1**.

In the event of personnel being called away from their homes to deal with an incident they should bring a copy of this Business Continuity Plan and their mobile phone, mobile phone charger and laptop or tablet (if issued by the Association).

Details of all staff mobile and landline phone numbers are attached at **Appendix 2**.

Contact details of all Board members are attached at **Appendix 3**.

### 3.2 Team Objectives

The team objectives are to:

- a) Determine the scope and impact of the incident
- b) Develop a strategy to deal with **immediate** effects of the incident
- c) Review the Business Impact Analysis and prioritise immediate actions and prevent further harm or damage
- d) Allocate individual or sub - group responsibilities for implementing action
- e) Deploy resources or equipment
- f) Communicate information, advice and instructions
- g) Monitor and re-evaluate the situation/conditions
- h) Introduce second tier staff when required to do so

### 3.3 The Role of the Co-ordinator

Anne Smith, the Chief Executive, will be the **Business Continuity Team Co-ordinator** (BCTC) and will have the overall responsibility to:

- a) Arrange a meeting of the Business Continuity Team/organise the Business Continuity Team
- b) Agree the course of action for each objective
- c) Set timescales for contacts
- d) Ensure effective communication with the team
- e) Organise effective communication with third parties/stakeholders – see Appendices 4 to 13.
- f) Maintain overall control and co-ordinate actions

In the absence of the Chief Executive another member of the Senior Management Team will assume the role of the Co-ordinator.

The initial meeting of the BCT should follow the agenda attached at **Appendix 15**. A minute of all BCT team meetings should be recorded and all actions made clear. The Co-ordinator shall up-date, at least on a daily basis, the Association's Chairperson on all matters associated with the business continuity event.

The Co-ordinator will have the responsibility of implementing the plan during or out with office hours.

### 3.4 Team Members' Primary Roles and Responsibilities

Chief Executive & Co-ordinator – as above and to deal with the Scottish Housing Regulator and press and media if required.

Director of Housing Services, Director of Property Services – to liaise with tenants and resident groups (and other relevant stakeholders including local authorities) and to liaise with the main service providers on the provision of housing and maintenance services.

Director of Finance & Corporate Services – to liaise with the IT support provider, insurers, banks, lenders, internal & external auditors.

It will be the Co-ordinator's role to establish a suitable meeting area or working environment where the BCT will meet immediately following the incident. This may be the office, or one of the following two local premises if the office is unavailable, or it may be that it is more appropriate that the BCT remain at home and make use of MS Teams or other available platforms:

**The Dunmar House Hotel**

Dunmar Drive  
Alloa FK10 2EN  
Tel 01259 214339 or

**Alloa Business Centre  
Various Locations**

Tel 01259 721454

Any meeting environment must be secure, as sensitive information may be discussed. No press or unauthorised persons should be allowed into this environment and any press conference should be held at an alternative venue.

If an external meeting environment is used, the meeting room must have sufficient accommodation for the BCT and should be equipped with a flip chart, stationery, telephone, PC connections, Wi-fi, a photocopier and sufficient plug points for electrical equipment.

All staff except essential staff i.e., those identified above should remain and where possible work from home until a temporary office has been established or working from home arrangements are confirmed. Staff should remain at home or contactable by phone so that they can report for duty when required to do so.

A confidential list of all contact numbers for those with the responsibility for the various aspects of the Plan are included at **Appendix 1**.

#### **4.0 GENERAL OFFICE CONTINUITY**

Any two members of the Management Team may authorise expenditure in order to maintain business continuity. The Chief Executive will have the delegated authority to spend the necessary amount to ensure that normal business can resume as soon as possible. An analysis code will be allocated to capture all spend in relation to the incident/event.

##### **4.1 Accommodation**

In the event of total destruction or non-availability of the Association's main office at Marshall, staff may be required to work from home – or temporary office accommodation may be sought. The size and location of any temporary office will depend on the expected length of time the Association will operate from that location prior to returning to the main office.

In the first instance the following contacts should be made to enquire about temporary office accommodation:

## **Clacks Council**

Customer Services  
Kilncraigs,  
Greenside Street,  
Alloa  
FK10 1EB

Phone: 01259 450000  
Email: [customerservice@clacks.gov.uk](mailto:customerservice@clacks.gov.uk)

## **Ceteris (Scotland) Ltd.**

Alloa Business Centre  
The Whins  
Alloa  
Clackmannanshire  
FK10 3SA

Phone: 01259 721454  
Email: [support@ceteris.co.uk](mailto:support@ceteris.co.uk)

At the time of the incident/event, it will be necessary to assess the likely length of stay in any temporary accommodation and to determine whether or not this will be for skeleton staff or all staff. If all staff require to be relocated then it should be determined if they are required to be in one office.

The location of any temporary office will depend on what is available at the time of the incident/event but ideally it should:

- ✓ Be located close to Alloa town centre
- ✓ Provide adequate accommodation for all or at least skeleton staff
- ✓ Provide easy access for tenants and visitors to the Association
- ✓ Include appropriate services such as telephones, Wi-fi, PC connections and other electrical equipment.

As soon as temporary accommodation has been found the Post Office should be notified to ensure that mail is re-directed promptly. Any undelivered mail should be collected from the Post Office sorting office.

### **4.2 Office Equipment**

#### **a) Telephone System**

The Associations current telephone system advisors, Focus Group (Appendix 6), would be contacted in the first instance to assist with the temporary telephone requirements.

A “hotline” with an answer phone message advising on the current situation and dealing with general enquiries should be set up as soon as possible.

All staff have access to mobile devices. Contact details are contained in Appendix 2.

b) Other Electrical Items

The purchase or rental of other electronic items may also be necessary. This may include laptops or tablets. The extent of the damage, the anticipated length of stay in the temporary accommodation and the facilities already available will determine what is required and whether purchase or rental is appropriate.

(The replacement of IT equipment is dealt with under Section 5 in the Plan)

c) Office Furniture

The purchase or rental of essential office furniture may also be required if the temporary office is not already equipped with this.

Again, the extent of any damage and the likely length of stay will determine whether purchase or rental is appropriate.

d) Stationery

A new supply of all forms of stationery may be required including, letterheads showing temporary address, housing application forms, etc.

The main suppliers of stationery are included in **Appendix 12** to this Plan.

4.3 Finance

The Insurers should be notified as soon as possible after any incident. Confirmation as to the extent of the cover should be sought from the insurers such as what is excluded from the policy, limits of liability, business interruption, legal liability to staff and public.

In the event of damage to property, photographs of the site before and after the disaster will be useful (where appropriate) when dealing with the insurance company and loss adjusters.

Access to online banking should be reviewed and the bank should be contacted in the event of any issues with this.

Details of the appropriate contacts are held in **Appendices 5 & 9**.

4.4 Essential Records & Files

All key documents should be scanned and held on the system in a pdf format that can be easily retrieved.

No reliance should be made on hard copy documents kept within the office. If key documents are not scanned onto the network they should be held in the safe or securely off site, e.g., bank, solicitors.

All files on the network should be retrievable through the IT Recovery Plan.

The tenants' house files currently kept in cabinets in the storeroom in the basement should be closed over every night in order to minimise the risk of losing the tenancy agreements and other important documentation.

**5.0 BUSINESS IMPACT ASSESSMENTS (BIA)**

BIAs have been produced for the Association’s most critical business functions/key services and are included below.

These are identified as:

1. IT system access (including access to email, server files and housing management system)
2. Provision of essential maintenance services to tenants
3. Collection and processing of income including key income streams such as rent payments, Housing Benefits, HAG Grants, etc.
4. Administration of allocations and lettings activity
5. Payments to creditors, staff, and lenders
6. Communication with tenants and other service users

Approved

<b>BUSINESS IMPACT ANALYSIS</b>	
<b>Critical Function</b>	<b>IT Systems Access (including access to email, server files and SDM)</b>

<b>BIA Owner</b>	<b>Director of Finance and Corporate Services (DFCS)</b>				
<b>Assessment Date</b>	08.10.24	<b>Review Date</b>	Oct 2025		
<b>Critical Function Priority</b>	1				
<b>Recovery Time Objective</b>	48 hours				
<b>Impact on Business</b>					
<b>Time</b>	<b>Impact</b>				
First 24 hours	Unable to access or update any business-critical information that is not held on Govenda, These Homes or My Home, requiring communication with tenants to advise of emergency response procedures				
24 – 48 hours	Unable to access or update any business-critical information that is not held on Govenda, These Homes or My Home, requiring communication with tenants to advise of emergency response procedures				
Up to 1 week	Key services affected due to lack of data/information; reputational damage, financial implications regarding lack of rent collection/posting/arrears management				
Up to 2 weeks	Key services affected due to lack of data/information; reputational damage, financial implications regarding lack of rent collection/posting/arrears management, issues with payments to contractors/staff				
Longer term	Serious implications for viability of the Association due to loss of key information, including customer accounts, financial ledgers, regulatory/compliance issues				
<b>Requirements for Recovery</b>					
<b>Time</b>	<b>People</b>	<b>Premises</b>	<b>Technology</b>	<b>Information</b>	<b>Suppliers &amp; Partners</b>
First 24 hours	TSG, SMT, Finance Officer to liaise re back up restoration, TE&C Officer and Corp Services Administrator (tenant contact/website/Facebook updates)	Office/Temporary Accommodation/Home Working	TSG time, restore Datto back up, assess/arrange additional hardware requirements	Some information available on Govenda/These Homes/My Home. Other data requires reinstatement of server	TSG to restore server information/access, SDM, Housing Online, Insurers
24 – 48 hours	TSG, SMT, Finance Officer to liaise re back up restoration, TE&C Officer and Corp Services Administrator (tenant contact/website/Facebook updates)	Office/Temporary Accommodation/Home Working	TSG time, restore Data back-up, assess/arrange additional hardware requirements	Some information available on Govenda/These Homes/My Home. Other data requires reinstatement	TSG to restore server information/access, SDM, Housing Online, Insurers

				ent of server	
Up to 1 week	TSG, SMT, Finance Officer to liaise re back up restoration, TE&C Officer and Corp Services Administrator (tenant contact/website/facebook updates)	Office/Temporary Accommodation/Home Working	TSG time, restore Data back-up, assess/arrange additional hardware requirements	Some information available on Govenda/These Homes/My Home. Other data requires reinstatement of server	TSG to restore server information/access, SDM, Housing Online, Insurers
Up to 2 weeks	As above and specialist IT assistance	Office/Temporary Accommodation/Home Working	TSG time, restore Datto back up, assess/arrange additional hardware requirements	Some information available on Govenda/These Homes/My Home. Other data requires reinstatement of server	TSG to restore server information/access, SDM, Housing Online, Insurers
Longer term	As above and specialist IT assistance	Office/Temporary Accommodation/Home Working	TSG time, restore Datto back up, assess/arrange additional hardware requirements	Some information available on Govenda/These Homes/My Home. Other data requires reinstatement of server	TSG to restore server information/access, SDM, Housing Online, Insurers

## BUSINESS IMPACT ANALYSIS

<b>Critical Function</b>	<b>Provision of essential maintenance services to tenants</b>
<b>BIA Owner</b>	<b>Director of Property Services (DPS)</b>

<b>Assessment Date</b>	08.10.24		<b>Review Date</b>	Oct 2025	
<b>Critical Function Priority</b>	2				
<b>Recovery Time Objective</b>	2 hours				
<b>Impact on Business</b>					
<b>Time</b>	<b>Impact</b>				
First 24 hours	Unable to provide essential maintenance service to tenants, health and safety issues				
24 – 48 hours	Unable to provide essential maintenance service to tenants, health and safety issues				
Up to 1 week	Unable to provide essential maintenance services to tenants, health and safety issues, reputational damage, regulatory issues				
Up to 2 weeks	Serious issues with being unable to provide essential maintenance services to tenants, health and safety issues, reputational damage, regulatory issues				
Longer term	Serious implications for viability of the Association				
<b>Requirements for Recovery</b>					
<b>Time</b>	<b>People</b>	<b>Premises</b>	<b>Technology</b>	<b>Information</b>	<b>Suppliers &amp; Partners</b>
First 24 hours	SMT, Property Services staff, TE&C Officer, alternative staff	Office/Temporary Accommodation/Home Working	Access to telephones, SDM	Information held on SDM, Server	Repairs contractors, alternative contractors, SDM
24 – 48 hours	SMT, Property Services staff, TE&C Officer, alternative staff	Office/Temporary Accommodation/Home Working	Access to telephones, SDM	Information held on SDM, Server	Repairs contractors, alternative contractors, SDM
Up to 1 week	SMT, Property Services staff, TE&C Officer, alternative staff	Office/Temporary Accommodation/Home Working	Access to telephones, SDM	Information held on SDM, Server	Repairs contractors, alternative contractors, SDM
Up to 2 weeks	SMT, Property Services staff, TE&C Officer,	Office/Temporary Accommodation/Home Working	Access to telephones, SDM	Information held on SDM, Server	Repairs contractors, alternative contractors, SDM

	alternative staff				
Longer term	SMT, Property Services staff, TE&C Officer, alternative staff	Office/Temporary Accommodation/Home Working	Access to telephones, SDM	Information held on SDM, Server	Repairs contractors, alternative contractors, SDM

Approved

<b>BUSINESS IMPACT ANALYSIS</b>	
<b>Critical Function</b>	<b>Collection of Income and arrears management</b>
<b>BIA Owner</b>	<b>Director of Finance and Corporate Services (DFCS)/Director of Housing Services (DHS)</b>

<b>Assessment Date</b>	08.10.24		<b>Review Date</b>	Oct 2025	
<b>Critical Function Priority</b>	3				
<b>Recovery Time Objective</b>	48 hours				
<b>Impact on Business</b>					
<b>Time</b>	<b>Impact</b>				
First 24 hours	Unable to process income or update customer accounts, lack of up-to-date information				
24 – 48 hours	Unable to process income or update customer accounts, lack of up-to-date information				
Up to 1 week	Key services difficult to manage due to lack of data/information; reputational damage, financial implications regarding lack of rent collection/posting/arrears management				
Up to 2 weeks	Serious issues with income recognition and managing customer accounts/arrears collection				
Longer term	Serious implications for viability of the Association due to loss of key information, including customer accounts, financial ledgers, regulatory/compliance issues				
<b>Requirements for Recovery</b>					
<b>Time</b>	<b>People</b>	<b>Premises</b>	<b>Technology</b>	<b>Information</b>	<b>Suppliers &amp; Partners</b>
First 24 hours	SMT, Assistant Finance Officers, Housing staff, alternative staff	Office/Temporary Accommodation/Home Working	Access to Allpay systems, SDM, banking software	Information held on SDM, Server	Allpay, RBS Bankline, DWP, Clacks Council, Fife Council
24 – 48 hours	SMT, Assistant Finance Officers, Housing staff, alternative staff	Office/Temporary Accommodation/Home Working	Access to Allpay systems, SDM, banking software	Information held on SDM, Server	Allpay, RBS Bankline, DWP, Clacks Council, Fife Council
Up to 1 week	SMT, Assistant Finance Officers, Housing staff, alternative staff	Office/Temporary Accommodation/Home Working	Access to Allpay systems, SDM, banking software	Information held on SDM, Server	Allpay, RBS Bankline, DWP, Clacks Council, Fife Council
Up to 2 weeks	SMT, Assistant Finance Officers,	Office/Temporary Accommodation/Home Working	Access to Allpay systems, SDM,	Information held on SDM, Server	Allpay, RBS Bankline, DWP,

	Housing staff, alternative staff		banking software		Clacks Council, Fife Council
Longer term	SMT, Assistant Finance Officers, Housing staff, alternative staff	Office/Temporary Accommodation/Home Working	Access to Allpay systems, SDM, banking software	Information held on SDM, Server	Allpay, RBS Bankline, DWP, Clacks Council, Fife Council

Approved

<b>BUSINESS IMPACT ANALYSIS</b>			
<b>Critical Function</b>	Administration of allocations and letting activity		
<b>BIA Owner</b>	Director of Housing Services (DHS)		
<b>Assessment Date</b>	08.10.24	<b>Review Date</b>	Oct 2025

<b>Critical Function Priority</b>	4				
<b>Recovery Time Objective</b>	48 hours				
<b>Impact on Business</b>					
<b>Time</b>	<b>Impact</b>				
First 24 hours	Unable to provide essential housing services to tenants				
24 – 48 hours	Unable to provide essential housing services to tenants				
Up to 1 week	Unable to provide essential housing services to tenants				
Up to 2 weeks	Serious issues with being unable to provide housing services to tenants, reputational damage, regulatory issues				
Longer term	Serious implications for viability of the Association				
<b>Requirements for Recovery</b>					
<b>Time</b>	<b>People</b>	<b>Premises</b>	<b>Technology</b>	<b>Information</b>	<b>Suppliers &amp; Partners</b>
First 24 hours	SMT, Housing Services staff, TE&C Officer, alternative staff	Office/Temporary Accommodation/Home Working	Access to telephones, SDM	Information held on SDM, Server, These Homes	SDM, Housing Online
24 – 48 hours	SMT, Housing Services staff, TE&C Officer, alternative staff	Office/Temporary Accommodation/Home Working	Access to telephones, SDM	Information held on SDM, Server, These Homes	SDM, Housing Online
Up to 1 week	SMT, Housing Services staff, TE&C Officer, alternative staff	Office/Temporary Accommodation/Home Working	Access to telephones, SDM	Information held on SDM, Server, These Homes	SDM, Housing Online
Up to 2 weeks	SMT, Housing Services staff, TE&C Officer, alternative staff	Office/Temporary Accommodation/Home Working	Access to telephones, SDM	Information held on SDM, Server, These Homes	SDM, Housing Online

Longer term	SMT, Housing Services staff, TE&C Officer, alternative staff	Office/Temporary Accommodation/Home Working	Access to telephones, SDM	Information held on SDM, Server, These Homes	SDM, Housing Online
-------------	--	---	---------------------------	--	---------------------

Approved

<b>BUSINESS IMPACT ANALYSIS</b>			
<b>Critical Function</b>	Payments to creditors and staff		
<b>BIA Owner</b>	Director of Finance and Corporate Services (DFCS)		
<b>Assessment Date</b>	08.10.24	<b>Review Date</b>	Oct 2025

<b>Critical Function Priority</b>	5				
<b>Recovery Time Objective</b>	48 hours				
<b>Impact on Business</b>					
<b>Time</b>	<b>Impact</b>				
First 24 hours	Unable to make payments to creditors or staff				
24 – 48 hours	Unable to make payments to creditors or staff				
Up to 1 week	Unable to make payments to creditors or staff, regulatory issues, legal issues				
Up to 2 weeks	Serious impact of being unable to make payments to creditors or staff, regulatory issues, reputational damage, suppliers place the Association on hold				
Longer term	Serious implications for viability of the Association				
<b>Requirements for Recovery</b>					
<b>Time</b>	<b>People</b>	<b>Premises</b>	<b>Technology</b>	<b>Information</b>	<b>Suppliers &amp; Partners</b>
First 24 hours	SMT, Finance staff, alternative staff	Office/Temporary Accommodation/Home Working	Access to telephones, SDM, RBS Bankline, SAGE payroll	Information held on SDM, Server, RBS Bankline, Sage	SDM, Sage payroll, RBS bankline
24 – 48 hours	SMT, Finance staff, alternative staff	Office/Temporary Accommodation/Home Working	Access to telephones, SDM, RBS Bankline, SAGE payroll	Information held on SDM, Server, RBS Bankline, Sage	SDM, Sage payroll, RBS bankline
Up to 1 week	SMT, Finance staff, alternative staff	Office/Temporary Accommodation/Home Working	Access to telephones, SDM, RBS Bankline, SAGE payroll	Information held on SDM, Server, RBS Bankline, Sage	SDM, Sage payroll, RBS bankline
Up to 2 weeks	SMT, Finance staff, alternative staff	Office/Temporary Accommodation/Home Working	Access to telephones, SDM, RBS Bankline, SAGE payroll	Information held on SDM, Server, RBS Bankline, Sage	SDM, Sage payroll, RBS bankline
Longer term	SMT, Finance staff,	Office/Temporary Accommodation/Home Working	Access to telephones, SDM, RBS Bankline,	Information held on SDM, Server,	SDM, Sage payroll,

	alternative staff		SAGE payroll	RBS Bankline, Sage	RBS bankline
--	-------------------	--	--------------	--------------------	--------------

Approved

<b>BUSINESS IMPACT ANALYSIS</b>			
<b>Critical Function</b>	Communication with tenants and other service users		
<b>BIA Owner</b>	Director of Housing Services (DHS)		
<b>Assessment Date</b>	08.10.24	<b>Review Date</b>	Oct 2025

<b>Critical Function Priority</b>	6				
<b>Recovery Time Objective</b>	24 hours				
<b>Impact on Business</b>					
<b>Time</b>	<b>Impact</b>				
First 24 hours	Unable to make contact with tenants and other service users				
24 – 48 hours	Unable to make contact with tenants and other service users				
Up to 1 week	Difficulty contacting all tenants to advise of important service updates				
Up to 2 weeks	Serious issues with being unable to make to make contact with tenants and other service users, regulatory issues, reputational damage				
Longer term	Serious implications for viability of the Association				
<b>Requirements for Recovery</b>					
<b>Time</b>	<b>People</b>	<b>Premises</b>	<b>Technology</b>	<b>Information</b>	<b>Suppliers &amp; Partners</b>
First 24 hours	SMT, TE&C Officer, alternative staff	Office/Temporary Accommodation/Home Working	Access to telephones, SDM, website, Facebook	Information held on SDM, Server	SDM, Resource Telecom, TSG, Housing Online, EE
24 – 48 hours	SMT, TE&C Officer, alternative staff	Office/Temporary Accommodation/Home Working	Access to telephones, SDM, website, Facebook	Information held on SDM, Server	SDM, Resource Telecom, TSG, Housing Online, EE
Up to 1 week	SMT, TE&C Officer, alternative staff	Office/Temporary Accommodation/Home Working	Access to telephones, SDM, website, Facebook	Information held on SDM, Server	SDM, Resource Telecom, TSG, Housing Online, EE
Up to 2 weeks	SMT, TE&C Officer, alternative staff	Office/Temporary Accommodation/Home Working	Access to telephones, SDM, website, Facebook	Information held on SDM, Server	SDM, Resource Telecom, TSG, Housing Online, EE
Longer term	SMT, TE&C Officer, alternative staff	Office/Temporary Accommodation/Home Working	Access to telephones, SDM, website, Facebook	Information held on SDM, Server	SDM, Resource Telecom, TSG, Housing

					Online, EE
--	--	--	--	--	---------------

Approved

**6.0 INFORMATION TECHNOLOGY**

The Director of Finance and Corporate Services, the Corporate Services Administrator and the Finance Officer will be responsible for liaising with the IT Consultants on the setting up of the hardware and software to enable systems to be established as quickly as possible.

In addition to this SDM, SAGE, Bankline (The Royal Bank of Scotland) and Allpay may need to be involved in the establishment of IT systems. In the event of any delay in establishing the Associations IT systems, NVT Computing should be contacted as they can supply a fully equipped IT solution at short notice.

Each evening a backup from the Association's network is backed up to the Cloud. In the event of a disaster the cloud will be 'spun up' and the data retrieved.

We have added a Business Restoration enhancement to our existing arrangements with the IT consultants which is designed to provide reassurance that in the event of a data breach or cyber attack that our data is safe and recoverable. This includes backup monitoring and remote or onsite backup and restore tests and 24/7 integrity checking of our backups. It is designed to provide proactive restoration testing to safeguard our business continuity, protect critical data and maintain operational resilience.

In addition, to compliment the Business Restoration Service, we have added Critical Site Analysis. This is designed to ensure business continuity in the event of a critical site outage and ensure that we do not lose productive time in the event of a communications failure. It gives us access to remote support within minutes avoiding delays waiting for on-site support.

The responsibilities of the Director of Finance and Corporate Services in respect of the IT requirements are:

- ✓ Arrange remote working facilities where possible
- ✓ Procure PC's, software and telephones as required
- ✓ Arrange update to website and Facebook
- ✓ Order hardware as required
- ✓ Liaise with IT providers regarding restoration of servers and software
- ✓ Restore critical applications i.e., SDM, SAGE, Internet Access
- ✓ Restore all other less critical applications

All staff currently have access to the network remotely and they will be encouraged to work from home as much as possible whilst suitable office accommodation or an IT suite is being sourced – although this may not be necessary if it is deemed that the best scenario is for staff to work at home.

Details of the key IT contacts are listed in **Appendix 6**.

A separate IT Disaster Recovery Plan has been prepared and this is attached – **Appendix 16**.

## **7.0 COMMUNICATION & THE MEDIA**

Notification to the media will be carried out by the BCT Co-ordinator.

The coordinator will select the media to be contacted and the appropriate method of advising the media i.e., press statement, press briefing session etc

### **7.1 Handling the Media**

When the Plan is activated, the incident should not be made public until the BCT is satisfied that it is fully briefed and can therefore agree what actions need to be taken and (if necessary) statements prepared for the media.

It is important to communicate with the media as soon as reasonably possible and it may be appropriate to issue a short “holding” statement. The objective of the holding statement is to put the incident into perspective – particularly if the media already have information about what has happened.

In issuing a statement it is important to be calm and factual which will prevent the incident from being blown out of proportion.

To ensure that the media are under control the following procedures should be applied for the duration of the incident:

- ✓ Only the Co-ordinator should deal with telephone calls or enquiries from the media
- ✓ All staff and BCT members need to be briefed to redirect the media enquiries to the Co-ordinator
- ✓ Staff and Board of Management members should be made fully aware that they must not speak to the media.

## 7.2 Media Briefings

Prior to any media briefings or statements being issued the Co-ordinator should liaise with the Association’s Chairperson.

A media conference may also be arranged but this would depend on whether or not there is real public concern about the incident.

All staff and the Board of Management must be kept fully updated on press and media releases. Details of the key media contacts are contained within **Appendix 7**.

## **8.0 COMMUNICATION & TENANTS**

The Director of Housing Services/Director of Property Services will be responsible for communicating with tenants and other service users.

In the first instance this may take the form of social media posts, website updates, text messages, local press adverts or local radio announcements.

Thereafter, and as soon as possible after the incident, a written letter should be sent to all tenants and sharing owners of the Association bringing them up to date, with regular updates being sent thereafter.

If the incident/event involves the office building, particular attention should be paid to the tenants in Earl of Mar Court due to their close proximity to the Association’s offices. This may involve house visits.

Consideration should be given to arranging meetings with tenant groups or other such representatives.

The key task for housing services is communication with the relevant agencies to ensure that continued payment of mandated housing benefit, by other methods, including manual updates if data transfer is not possible.

## 9.0 AFTER THE EVENT

Immediately following the event it may be necessary to employ the following resources:

- ✓ Experts in the salvage of documents and computer data.
- ✓ Smoke residue removal experts.
- ✓ Plant hire experts for pumps, generators, or heating equipment.
- ✓ Experts in decontamination (if appropriate).
- ✓ Transport & Removal companies.
- ✓ Building contractors, architects, and structural engineers.

In the event of a Cyber incident, the Association has in place specialist insurance which covers the additional costs incurred of replacing hardware, restoring data, data breach management advice and many other costs. The Association's Insurance Broker must be contacted as soon as possible after any incident in order that they can liaise with the Insurer on the Association's behalf.

Once the organisation has returned to "normal" operation it is important to review the performance of those charged with running the contingency plan, highlighting what was handled well and what could be improved upon next time.

Assessing the effectiveness of the plan will normally need to be undertaken within 6 months of the incident once the longer-term implications have been identified.

It will also be important to ensure that all insurance and legal implications have been finalised.

Assurance from the Insurance Company that full cover is in place for all aspects of the reinstated requirements once normality has returned should also be sought. Details of the insurance contacts are contained in **Appendix 5**.

## 10.0 MONITORING AND TESTING

The Business Continuity Plan requires constant appraisal and revisions as flaws and omissions in the plan will be revealed over time. At the same time changes in the organisational structure, key personnel and suppliers necessitate regular revision and updating of the plan and more training.

This revision / training cycle can be shown as follows:

Revise / Draft Plan





Exercises provide a vitally important contribution to confirm the effectiveness of the plan. Exercise types can be either seminar, tabletop or live exercises and should take place every 2 years. Whatever type of exercise is chosen it is important to record and evaluate the event in report format. The report should contain the successes or failures of the exercise and the plan should be reviewed to consider the findings.

## 11.0 REVIEW

### 11.1 Contacts

A review of all contacts in the plan should be carried out at least twice a year.

### 11.2 Full Review

A full review of the plan is required to be carried out annually and should link into the Association's Risk Management Strategy.

The Plan will be approved by the Board of Management annually.

Reviewed by Senior Management Team	<b>1<sup>st</sup> November 2024</b>
Reviewed by the Finance, Audit and Corporate Governance Committee	<b>7<sup>th</sup> November 2024</b>
<b>APPROVED BY THE BOARD OF MANAGEMENT</b>	<b>28<sup>th</sup> November 2024</b>
<b>Date of Next Review</b>	<b>November 2025</b>

## APPENDIX 1

### Management Team & Business Continuity Team

**Chief Executive: Anne Smith**  
 18 Potassels Road  
 Muirhead  
 Glasgow G69 9EN

Mobile: 07502 146 646  
Email: [anneharpersmith@gmail.com](mailto:anneharpersmith@gmail.com)

**Director of Finance & Corporate Services: Stephen Wilson**

19 Knowehead Road  
Crossford  
Fife  
KY12 8QF

Mobile: 07983 342 295  
Email: [sjwilson1964@aol.com](mailto:sjwilson1964@aol.com)

**Director of Housing Services – Linda McLaren**

9 Windmill View  
Sauchie  
FK10 3GF

Home: 01259 214074  
Mobile: 07976 211 769  
Mobile Work: 07857 650 044  
Email: [blmclaren28@outlook.com](mailto:blmclaren28@outlook.com)

**Director of Property Services – Andrew Gibb**

19 Whitehall Avenue  
Cardenden  
Lochgelly  
KY5 0PH

Home: 01592 723054  
Mobile: 07749 094 570  
Mobile Work: 07857 650 046  
Email: [adgibb@hotmail.co.uk](mailto:adgibb@hotmail.co.uk)

**APPENDIX 2**

**OCHIL VIEW STAFF - CONTACT NUMBERS**

Name	Mobile Phone No	Work Mobile Phone No
------	-----------------	----------------------

Adele Rae	07517 588 578	07936 358 830
Andrew Gibb	07749 094 570	07857 650 046
Andy Walls	0730 507 4440	<u>07759 851 162</u>
Anne Smith	07502 146 646	N/A
Billy McCord	07534 694 533	07936 948 974
Chris McShane	07813 592 877	07874 864 323
Connor Hazlett	07733 367 840	N/A
David Bishop	07874 001 595	07593 447 220
Denise Armstrong	07388 343 497	N/A
Donald Beaton	07594 110 537	07593 447 219
Donna Phillips	07506 732 675	N/A
Grahame Phillips	07904 961 616	07590 878 487
Heather Kennedy	07800 816 308	N/A
Joanne Reid	07931 706 365	07857 650 038
Jillian Wilson	07858 023 403	N/A
Kate Oliver	07725 485 755	N/A
Katie McPhait	07900 940 059	07857 650 048
Kirsten Kirkwood	07455 635 005	07857 650 042
Leona Hens	07977 717 329	07936 948 977
Linda McLaren	07976 211 769	07857 650 044
Linda Ure	07985 612 647	07590 878 485
Lori Ritchie	07714 836 062	N/A
Lorna Pajor	07943 505 374	N/A
Marian Kelley	07801 845 042	07590 878 489
Margaret Hall	07947 495 734	07759 851 159
Margaret Scott	07905 304 427	07857 650 049
Molly Brown	07724 479 379	N/A
Neil Harrison	07845 068 213	N/A
Stephen Wilson	07983 342 295	N/A
Tara Hamilton	07946 842 835	07857 650 040

## APPENDIX 3

### The Board of Management

#### **Jim Savage (Chairperson)**

1 Clifford Park  
Menstrie  
FK11 7AG

T: 01259 769535  
M: 07947 187 809  
E: [jamesavage@randa-fa.co.uk](mailto:jamesavage@randa-fa.co.uk)

**Graham Collie (Vice Chairperson)**

35 Finart Crescent  
Gartcosh  
North Lanarkshire  
G69 8DP

M: 07810 870 042  
E: [g.collie@outlook.com](mailto:g.collie@outlook.com)

**Susan Mackay (Treasurer)**

42 Wellpark Crescent  
Stirling  
FK7 9HF

M: 07771 267 364  
E: [susanmackay.ovha@outlook.com](mailto:susanmackay.ovha@outlook.com)

**Margaret Baxter**

1 Baillie Court  
Sauchie FK10 3FG

T: 01259 211224  
M: 07986 319 737  
E: [falklandtiger@yahoo.co.uk](mailto:falklandtiger@yahoo.co.uk)

**Lynne Brierley**

23 Comrie Court  
Tillicoultry  
FK13 6DG

M: 07771 665 119  
E: [lbrierley@hotmail.co.uk](mailto:lbrierley@hotmail.co.uk)

**Adam Brown**

73b Coats Crescent  
Alloa  
FK10 2AQ

M: 07916 776 277  
E: [brownadam49@gmail.com](mailto:brownadam49@gmail.com)

**Tom Brown**  
3 Alexandra Drive  
Alloa  
FK10 2DQ

T: 01259 722741  
M: 07778 360 740  
E: [TRDB@talk21.com](mailto:TRDB@talk21.com)

**Sandy Hunter**  
34 Dundee Court  
Falkirk  
FK2 7SL

M: 07429 202 491  
E: [Sandyjack\\_h@hotmail.com](mailto:Sandyjack_h@hotmail.com)

**Teresa McNally**  
26 Tulligarth Park  
Alloa  
FK10 2DD

T: 01259 218454  
M: 07950 280 931  
E: [teresamcnally1@outlook.com](mailto:teresamcnally1@outlook.com)

**Shirley Ritchie**  
92 Posthill  
Sauchie  
FK10 3NU

M: 07866 368 333  
E: [Ocean311081@hotmail.com](mailto:Ocean311081@hotmail.com)

**Ash Buxton**  
24 Clackmannan Road  
Alloa  
FK10 1RR

M: 07468 574520  
E: [ash-tb@hotmail.com](mailto:ash-tb@hotmail.com)

**Eileen McKinsley**  
1 Paton Court  
Alloa  
FK10 2AJ

M: 07907 061010  
E: [emckinsley@hotmail.com](mailto:emckinsley@hotmail.com)

Approved

**APPENDIX 4**

**Local Emergency Contacts**

**Police**  
Kilncraigs  
Greenside Street  
Alloa  
FK10 1EB

Tel: 101 (for non-emergencies)

**Fire & Rescue**

Clackmannan Road  
Alloa  
FK10 4DA  
Tel: 01259 724112

**Stirling Community & Minor Injuries Hospital**

Stirling Health & Care Village  
Livilands Gate  
Stirling  
FK8 2AU  
Tel: 01786 434000

**Forth Valley Royal Hospital**

Stirling Road  
Larbert  
FK5 4WR  
Tel: 01324 566 000

**Sauchie Community Health Care Centre**

Hallpark  
Sauchie  
Alloa  
FK10 3JQ  
Tel: 01259 290343

**Environmental Health Offices – Clacks Council**

Kilncraigs  
Greenside Street  
Alloa  
FK10 1EB  
Tel: 01259 450000  
[ehealth@clacks.gov.uk](mailto:ehealth@clacks.gov.uk)

**Health & Safety Executive**

Queen Elizabeth House  
1 Sibbald Walk  
Edinburgh  
EH8 8FT  
Tel: 0300 003 1747

**SEPA Floodline Service**

Strathallan House  
Castle Business Park  
Stirling  
FK9 4TZ  
Tel: 01786 457 700  
Tel: 03000 99 66 99 (8am – 7pm) Customer Services

Approved

**Insurance Contacts****Insurance Broker**

Richard McDonald  
Howden  
144 West George Street  
Glasgow  
G2 2HG  
T: 0141 353 3539  
M: 07787 577 540

E-mail: [Richard.McDonald@howdeninsurance.co.uk](mailto:Richard.McDonald@howdeninsurance.co.uk)  
[www.howdengroup.com](http://www.howdengroup.com)

**POLICY NUMBERS****Insurers**

Housing	NIG	Policy: 006482215
Commercial Combined	NIG	Policy: 050026395
Cyber Insurance	CFC Underwriting	Policy: ESK0439440832

**Information Technology****SDM** (Housing & Finance Software Suppliers)

Elm House  
Oaklands Office Park  
Hooton  
Cheshire  
CH66 7NZ  
Tel: 01244 301999  
Email: [admin@sdmhousing.co.uk](mailto:admin@sdmhousing.co.uk)

**TSG** (IT Consultants)

1<sup>st</sup> Floor  
106 Hope Street  
Glasgow  
G2 6PH  
Richard McGrath, Account Manager  
Tel: 0333 220 7777  
Email: [Richard.McGrath@tsg.com](mailto:Richard.McGrath@tsg.com)

**allpay Limited**

Fortis et Fides  
Whitestone Business Park  
Whitestone  
Hereford  
HR1 3SE  
Tel: 0330 135 9515  
Email: [enquiries@allpay.net](mailto:enquiries@allpay.net)

**SAGE** (Payroll Software)

Sage (UK) Limited  
C23 5 & 6 Cobalt Park Way  
Cobalt Business Park  
Newcastle-upon-Tyne  
Tyne & Wear  
NE28 9EJ  
Tel: 0191 479 5988  
Email: [support@sage.com](mailto:support@sage.com)

**NVT Computing Ltd.** (Emergency IT Hardware Suppliers)

Earn House  
4 Earn Avenue  
Righead Business Park  
Bellshill  
ML4 3LW  
Tel: 01698 749 000  
Email: [info@nvt.co.uk](mailto:info@nvt.co.uk)

**Forth Valley College**

Alloa Campus  
Devon Road  
Alloa  
FK10 1PX  
Tel: 01259 215 121  
Email: [info@forthvalley.ac.uk](mailto:info@forthvalley.ac.uk)

**Focus Group (previously Resource Telecom Ltd) (Telephones)**

Belhaven House  
Lark Way  
Strathclyde Business Park  
Bellshill  
ML4 3RB  
Tel: 0330 024 2000  
Email: [Stevan.Harris@focusgroup.co.uk](mailto:Stevan.Harris@focusgroup.co.uk)

**Housing Online (Website, My Home)**

c/o Till & Cloake  
70 South Street  
Lancing  
West Sussex  
BN15 8AJ  
Tel: 0345 222 6357

Approved

**Media****SFHA Housing Scotland Today**

Libertas House  
3/1, 39 St Vincent Street  
Glasgow  
G1 2ER  
Tel: 0141 332 8113  
Email: [enquiries@sfha.co.uk](mailto:enquiries@sfha.co.uk)

**Scottish Housing News**

Tel: 01382 472315  
Email: [newsdesk@scottishnews.com](mailto:newsdesk@scottishnews.com)

**Alloa Advertiser**

39 Drysdale Street  
Alloa  
FK10 1JA  
Tel: 01259 214416  
Email: [editorial@allooadvertiser.co.uk](mailto:editorial@allooadvertiser.co.uk)

**Dunfermline Press**

Forsyth House  
Pitreavie Way  
Pitreavie Industrial Estate  
Dunfermline  
KY11 8US  
Tel: 01383 747500  
Email: [editorial@dunfermlinepress.co.uk](mailto:editorial@dunfermlinepress.co.uk)

**Central FM**

The Studio  
9 Munro Road  
Springkerse Industrial Estate  
Stirling  
FK7 7UU

Tel: 01786 577 024  
News Desk: 01786 577 025  
Email: [news@centralfm.co.uk](mailto:news@centralfm.co.uk)

**Local Authorities & RSL's****Clackmannanshire Council**

Chief Executive Services  
Kilncraigs,  
Greenside Street,  
Alloa,  
FK10 1EB  
Tel: 01259 450000  
Email: [customerservice@clacks.gov.uk](mailto:customerservice@clacks.gov.uk)

**Housing Benefit Contact**

Revenues Services  
Clackmannanshire Council  
Kilncraigs  
Greenside Street  
Alloa  
FK10 1EB  
Telephone: 01259 226238/450000  
Email: [customerservice@clacks.gov.uk](mailto:customerservice@clacks.gov.uk)

**Fife Council**

Fife House  
North Street  
Glenrothes  
KY7 5LT  
Tel: 03451 55 00 00  
Email: [Fife.council@fife.gov.uk](mailto:Fife.council@fife.gov.uk)

**Housing Benefit Contact**

Benefits and Council Tax Team  
PO Box 18015  
Bankhead Central  
Glenrothes  
KY7 6GH  
Tel: 03451 55 11 55 Ext 444095/03451 555555  
Email: [benctax@five.gov.uk](mailto:benctax@five.gov.uk)

**Paragon HA**

Invergrange House  
Station Road  
Grangemouth  
FK3 8DG  
Tel: 01324 664966  
Email: [enquiries@paragonha.org.uk](mailto:enquiries@paragonha.org.uk)

**Forth HA**

Kildean Business & Enterprise Hub  
146 Drip Road  
Stirling  
FK8 1RW  
Tel: 01786 446066  
Email: [info@forthha.org.uk](mailto:info@forthha.org.uk)

**Rural Stirling HA**

Stirling Road  
Doune  
Perthshire  
FK16 6AA  
Tel: 01786 841101  
Email: [enquiries@rsha.org.co.uk](mailto:enquiries@rsha.org.co.uk)

**Kingdom HA**

Saltire Centre,  
Pentland Court  
Glenrothes,  
Fife,  
KY6 2DA  
Tel: 01592 630922 (Customer Services)  
Email: [kingdom@kha.scot](mailto:kingdom@kha.scot)

Approved

**Main Stakeholders****The Scottish Housing Regulator**

5<sup>th</sup> Floor  
220 High Street  
Glasgow  
G4 0QW  
Tel: 0141 242 5642  
Email: [shr@shr.gov.scot](mailto:shr@shr.gov.scot)

**The Royal Bank of Scotland (Corporate)**

Royal Bank of Scotland PLC  
Housing Finance  
Real Estate Finance  
Commercial & Private Banking  
Fourth Floor  
110 Queen Street  
Glasgow  
G1 3BX  
Tel: 07974 291 941  
Email: [Rachel.o'neil@rbs.co.uk](mailto:Rachel.o'neil@rbs.co.uk)

**Bank of Scotland**

SME Real Estate  
Tel: 07717 881 024  
Email: [Grant.Fraser@bankofscotland.co.uk](mailto:Grant.Fraser@bankofscotland.co.uk)

Bank of Scotland PLC  
PO Box 1000  
BX2 1LB

**Utility Companies****Electricity Supplier****EDF****Loss of electricity supply and safety concerns about our equipment:**

105 from mobile or landline

Office Account Number: 2794157992/000015427600

Tel: 0845 300 4817

**Water Supplier****Scottish Water**

The Bridge

6 Buchanan Gate

Stepps

Glasgow

G33 6FB

Tel: 0800 0778 778 (Customer Services)

E-mail: [help@scottishwater.co.uk](mailto:help@scottishwater.co.uk)

**Gas**

National Gas Emergencies

0800 111 999

Total Gas and Power

Office Gas Account: 3005321980

Tel: 01737 854792

Approved

**Key Service Providers****Reactive Repairs/Gas Servicing & Maintenance/Out of Hours Service****QAPM All Trades Contractor**

40 North Ellen Street  
Dundee  
Angus  
DD3 7DH  
Tel: 01382 346666  
Email: [mail@qapm.co.uk](mailto:mail@qapm.co.uk)

**City Technical Services (Gas)**

Unit 1 Block 16  
Clydesmill Industrial Estate  
Cambuslang  
Glasgow  
G32 8RF  
Tel: 0333 202 0708 (24/7 Call Centre)  
Email: [enquiries@citytechnical.co.uk](mailto:enquiries@citytechnical.co.uk)

[www.citytechnical.co.uk](http://www.citytechnical.co.uk)

Approved

**Key Office Suppliers****Stationery:****Lyreco (UK) Ltd**

Deer Park Court

Donnigton Wood

Telford

Shropshire

TF2 7NB

Tel: 0800 085 8585

[www.lyreco.com/OLO](http://www.lyreco.com/OLO)**Photocopiers Suppliers:****Agilico (was Capital Document Solutions)**

101 McDonald Road

Edinburgh

EH7 4NW

Contact: Allan McCarley, Contract Manager

Email: [amccarley@capital-solutions.co.uk](mailto:amccarley@capital-solutions.co.uk)

Tel: 0800 844 744

[www.agilico.co.uk](http://www.agilico.co.uk)**Franking Machine:****Northern Services**

3 Langlands Gate,

East Kilbride

Glasgow

G75 0ZY

Tel: 01355 241 333

**Telephone Contacts:****Focus Group**

Belhaven House

Lark Way

Strathclyde Business Park

Bellshill

ML4 3RB

Tel: 0330 024 2000 (Customer Services)

Email: [support@focusgroup.co.uk](mailto:support@focusgroup.co.uk)Web: [www.focusgroup.co.uk](http://www.focusgroup.co.uk)

**Other Key Contacts****Harper MacLeod LLP (Legal)**

The Ca'd'oro  
45 Gordon Street  
Glasgow  
G1 3PE  
Tel: 0141 673 0023  
Email: [info@harpermacleod.co.uk](mailto:info@harpermacleod.co.uk)

**Alexander Sloan (External Auditor)  
Glasgow Office**

180 St Vincent Street, Glasgow G2 5SG  
Tel: 0141 204 8989  
Email: [info@alexandersloan.co.uk](mailto:info@alexandersloan.co.uk)  
Email: [philip.morrice@alexandersloan.co.uk](mailto:philip.morrice@alexandersloan.co.uk)

**TIAA (Internal Auditors)**

Martin Ritchie  
Senior Auditor  
West Regent Street  
Glasgow  
G2 2RQ  
Tel: 0845 300 3333  
Email: [Martin.Ritchie@tiao.co.uk](mailto:Martin.Ritchie@tiao.co.uk)  
Email: [enquiries@tiao.co.uk](mailto:enquiries@tiao.co.uk)

**Citizens Advice Bureau (CAB) Alloa**

Glebe Hall  
Burgh Mews  
Alloa  
FK10 1HS.  
Tel: 01259 219404  
Email: [bureau@clackscab.casonline.org.uk](mailto:bureau@clackscab.casonline.org.uk)

**Citizens Advice & Rights Fife (CAFR) – Glenrothes**

Craig Mitchell House  
Unit 7 & 8  
Flemington Road  
Glenrothes  
KY7 5QF  
Tel: 0345 140 0095

**Art is an Option**

Office 72

Alloa Business Centre

Alloa

FK10 3SA

Tel: 01259 726 900

Email: [Designed@artisanoption.co.uk](mailto:Designed@artisanoption.co.uk)

Email: [bradley@artisanoption.co.uk](mailto:bradley@artisanoption.co.uk)

Email: [gail@artisanoption.co.uk](mailto:gail@artisanoption.co.uk)

Approved

StrathFor Alliance AgreementAPPENDIX 5

## STRATHFOR

## Business Continuity Co-operation Agreement

**1 Introduction**

It is recognised that each association within the StrathFor Housing Alliance (Strath For) maintains it's own operational independence and its own Business Continuity Plan, to ensure continuity of service delivery in emergency situations. However it is also recognised that in the spirit of collaboration the associations will be able to provide assistance, expertise and support to each other should the need arise.

This document outlines the broad areas that the StrathFor member associations agree to provide assistance. The specific details to be adopted by each association will be incorporated, subject to agreeing detailed arrangements, into their respective policies as they are established or reviewed.

Primary liaison between the StrathFor members, to establish detailed working relationships, will be via their respective Chief Executives.

**2 Areas of collaboration**

The following outline the broad areas in which the StrathFor member associations will agree to provide support and assistance to each other, subject to capacity:

Office accommodation	To provide access to office accommodation for up to 5 staff for a minimum of 1 week. This to include the availability of at least one telephone and one internet enabled computer.
Provision of staff/personnel/ equipment	To provide emergency staff assistance to cover situations including the following: <ul style="list-style-type: none"> <li>• Staff to answer and deal with diverted telephone calls.</li> <li>• Emergency administrative back up to assist with notifications relating to a major disruption of service.</li> <li>• Short-term provision of staff to cover widespread illness etc.</li> <li>• Provision of specialist staff to assist with large scale disaster recovery (eg Technical staff to assist with recovery from wide scale flooding)</li> <li>• Provision of maintenance contractors to assist with large scale disaster recovery or short term loss of contractor cover.</li> <li>• Provision of available equipment to assist in emergency situations (e.g. dehumidifiers, sand bags etc).</li> </ul> <p><b><i>Above subject to resources/availability.</i></b></p>

Technological support	To provide IT and technological support including the following: <ul style="list-style-type: none"> <li>• Secure storage of basic information files.</li> <li>• Temporary telephone answering via acceptance of diverted calls.</li> <li>• Access to emergency equipment such as heaters, dehumidifiers, sandbags etc.</li> </ul>
Temporary provision of housing	To provide temporary decant accommodation, to tenants, in the event of home loss and an inability of the statutory authorities to make suitable provision.

### 3 Recovery of costs

Each StrathFor member association will agree to provide support and assistance to another member association for up to 1 week at no cost and thereafter to provide any agreed support on an at cost basis. Cost from 3<sup>rd</sup> parties, such as contractors, will be charged on at standard rate and will normally be paid directly to the supplier.

Invoicing arrangements will be agreed according to circumstances and payment will be made within 1 month of invoice issue.

### 4 Signatures

By signing this agreement the StrathFor member associations agree to adopt the co-operation principles outline above and incorporate these into respective policy statements, subject to mutual agreement of specific details.

**Signed for and on behalf of Forth Housing Association:**

Signature:   
Anne Smith (Feb 13, 2023 11:38 GMT)

Date: Feb 13, 2023

**Signed for and on behalf of Ochil View Housing Association:**

Signature:   
Sharon Brady-Wardrope (Feb 14, 2023 11:38 GMT)

Date: Feb 14, 2023

**Signed for and on behalf of Rural Stirling Housing Association:**

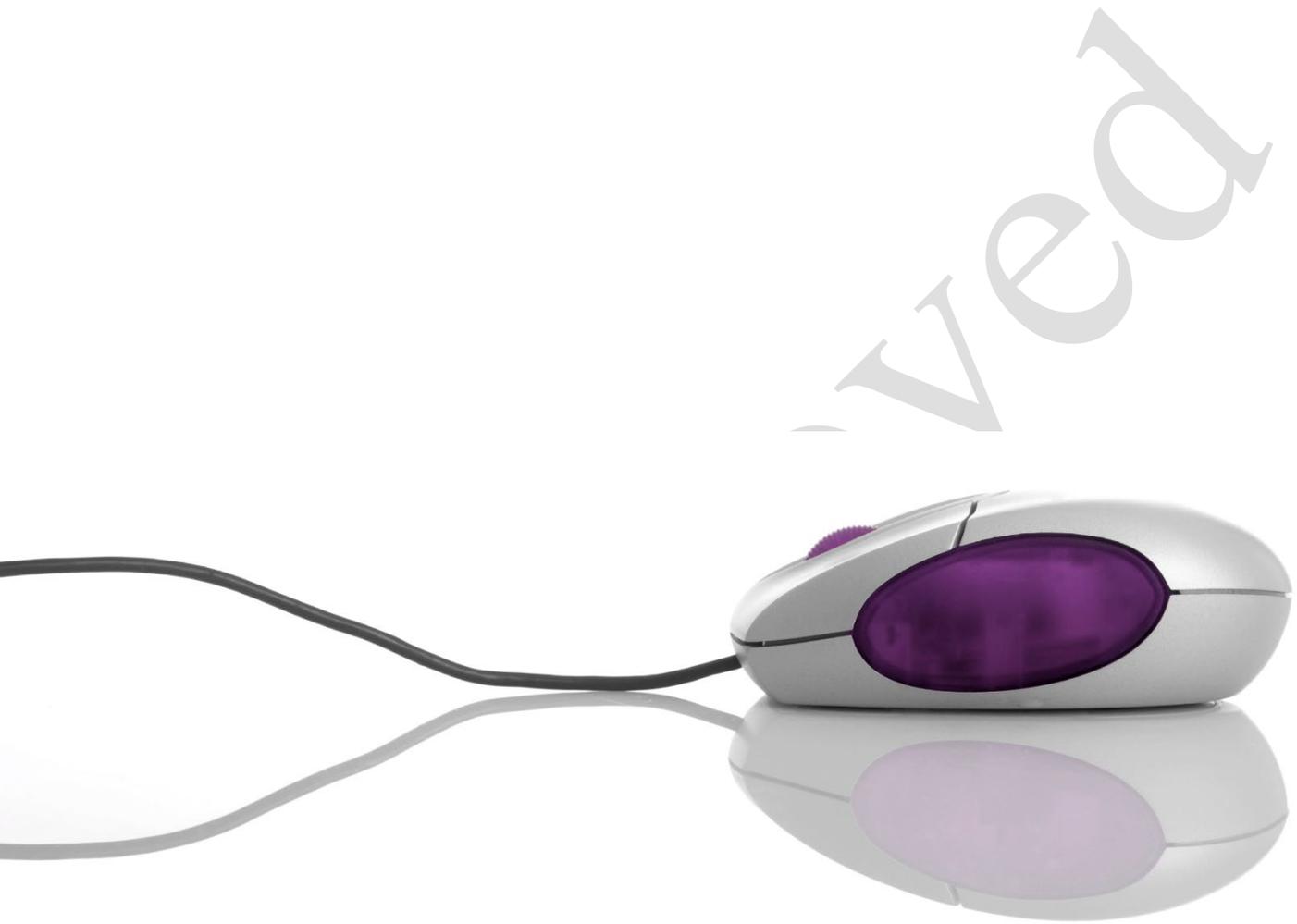
Signature: 

Date: 6<sup>th</sup> December 2022

**BUSINESS CONTINUITY TEAM  
MEETING AGENDA**

1. Welcome & Update from Co-ordinator
2. Review Business Impact Assessments
3. Assign tasks & team leaders
  - Customer Services
  - Finance & Corporate & Services
4. Contact with tenants and other service users
5. Media & PR
6. Any other business
7. Time of next meeting or date & time of next meeting

Approved



---

# DISASTER RECOVERY PLAN

Ochil View Housing Association

Produced by Alistair Carr

## Version History

Version	Date	Author	Comments
0.1	9 <sup>th</sup> November 2017	Iain Ronald	Draft for discussion
0.2	16 <sup>th</sup> November 2017	Iain Ronald	Adding step-by-step instructions for restore
0.3	24 <sup>th</sup> November 2017	Iain Ronald	Post-test amendments
0.4	7 <sup>th</sup> January 2017	Iain Ronald	Additional details
1.0	25 <sup>th</sup> January 2020	Alistair Carr	Release to Client
1.1	28 <sup>th</sup> November 2022	Craig Ward	DR test review and updating restore instructions

## Contact Details

Business	Phone Number
TSG	0333 220 0777
Datto (Support)	0118 402 9609

## Contents

Version History .....	50
Contact Details .....	50
Contents .....	51
Introduction .....	52
Current Setup.....	53
<i>Software Licences</i> .....	53
<i>Backup Configuration</i> .....	53
POST-DISASTER Requirements.....	53
EXAMPLE Disaster Scenarios .....	54
<i>Scenario</i> .....	55
<i>Example</i> .....	55
<i>Recovery Solution</i> .....	55
Recovery Solutions .....	56
<i>Datto Details as of 28/11/2022</i> .....	56
<i>Recovery Guide for Recovering Single / Multiple Servers (Local)</i> .....	56
<i>Recovery Guide for Recovering Single / Multiple Servers (Cloud)</i> .....	14
Testing.....	19
<i>Test History</i> .....	20

## Introduction

This document has been produced to outline the various scenarios that may require the use of disaster recovery and that steps that should be taken to recover from such an event.

Ochil View Housing Association has recently invested in the Datto Sirius3 appliance which is a data protection platform that offers the recovery of flat-file data (documents, etc.), as well as the ability to run full virtual machines from these backups. This means that in the event of a disaster, an exact copy of that server can be started up and allow essential line of business applications, and the core functions of the business, to continue as normal. For example, the OCH-APPS-V server will be restored from the last hourly backup, and so will contain a snapshot of the applications from that point (e.g., SDM).

There are various scenarios under which Ochil View Housing Association should invoke a disaster recovery, as well as multiple ways to recover the servers which will be discussed later in this document.

This document should form part of a business continuity plan in the event of a disaster, and should be amended in accordance to the details specified within as appropriate.

This document will focus mainly on the recovery of the server operating systems and applications hosted on them. The other components of the network (PCs, Wi-Fi Access Points, Network Switches, etc) can be replaced with new items without the loss of data.

For obvious reasons, it is recommended that this document be printed off, and not stored only as an electronic document.

## Current Setup

Ochil View Housing Association currently have the following server hardware:

- HP ProLiant ML350 Gen10 running Windows Server 2019 Standard 10.0.17763.

This server has the Hyper-V role installed, and currently hosts 3 virtual servers:

- OVHA-DC01 The Domain Controller for the local domain.
- OCH-APPS-V The Apps Server hosting various 3<sup>rd</sup> party applications.
- OCH-RDS01-V The Remote Desktop Server.

The server cabinet on the ground floor contains further equipment:

- Patch panels where network sockets are terminated;
- 3 x Gigabit Network Switches;
- Sophos XG310 firewall;
- APC Smart-UPS for uninterrupted power supply / electrical fault protection;
- Phone system supplied and support by Resource Telecom;
- Datto Sirius3 Backup Appliance.

Elsewhere in the building, there are:

- Personal Computers / Laptops;
- Wi-Fi Access Points;
- Multi-function printers.

## Software Licenses

Software	Licence
Windows Server 2019 Standard	Licensed via Microsoft VLSC agreement 65380870, activated with serial key 6V2XT-NYHDP-FX4G6-B663R-X2G4D
Microsoft Office365 Exchange Online	Licensed via Office365.
Sophos XG310	Cloud based license registered to address sophos@ochilviewha.co.uk.
Sophos Central AV	Cloud based license registered to neil.harrison@ochilviewha.co.uk.

## Backup Configuration

The Datto device is configured to back these servers up fully. There are 2 locations for these backups. One is locally on the Datto device, the other is the Datto datacentre. The servers are backed up locally every hour, on the hour between the hours of 08:00 – 18:00 Monday to Friday and an additional schedule is set to back up at 11:00 and 19:00 on both Saturday and Sunday. This data is kept for approx. 3 months, so if an important file was deleted 2 months ago, it would still be feasible to recover this. The cloud backup now happens twice a day @ 12PM & 6PM on weekdays and at 11:00 and 19:00 on both Saturday and Sunday and transferred over the internet line. The Datto device is configured to keep this data on the remote server for a year.

POST-DISASTER Requirements

Following a disaster, premises will be needed with the following technical requirements:

- Structured cabling to a standard of Category 5e or greater, terminated to a central patch panel;
- 2 x network points per user (assuming 1 x phone, 1 x desktop per user), then one for each additional network device (Wi-Fi access point, multi-function printer);
- 2 x power sockets per user (assuming 1 x desktop, 1 x monitor per user), then one for each additional appliance
- 1 x internet connection with downstream speeds at least 20Mbps.

If the current server has been damaged, a suitable server will need to be loaned / purchased with at least the following technical specification:

- Windows Server Operating System (2019 Standard or greater);
- 2 x Processor (Intel Xeon Silver 4210R CPU @ 2.40GHz);
- 192GB Memory (minimum);
- 5 TB Storage (10K SAS HDD in RAID10 configuration);
- 4 x Gigabit Network Ports.

Additional hardware required:

- Business Class PoE Network Switch(s) (2 ports per user required, plus 4 for server, 1 for firewall). These can typically be purchased in 24 or 48 port models;
- Uninterrupted Power Supply (APC Smart-UPS 1500 or greater);
- Sophos XG310 Firewall (It would be recommended to replace the firewall like-for-like as the configuration file can be installed on the new device to avoid re-configuration);
- Replacement Datto for backups in the new environment;
- Multi-Function printer(s);
- Sophos Wi-Fi Access Points (if required);
- Replacement phone system (Resource Telecom).
- Replacement desktops (including keyboard and mouse) plus monitor / laptops with requirements of at least:
  - Windows 10 Professional
  - i5 processor or equivalent
  - 8GB memory
  - 100GB hard disk drive
- 2 x network cables per user (Category 5e or greater);

A TSG sales specialist will be able to assist with the above if required.

### EXAMPLE Disaster Scenarios

Below are some potential scenarios, and potential guidelines on how the Datto could be used to recover from the event.

Scenario	Example	Recovery Solution
Small Scale Disaster	A fire has started in the basement, is discovered, contained and put out. Electricity is turned off and users are evacuated.	In this scenario, the equipment is unharmed and once the building is deemed safe the server can resume normal operation. If the business must move to a temporary office, it may be easiest to physically move the unharmed server there.
Medium Scale Disaster	A flood on the first floor has leaked into the server room, causing water damage to the server.	<p>In this scenario, the Datto can spin up the last copy of the servers that it has (within 1 hour) and host these servers in place of the damaged server. These servers will be identical to the lost servers in terms of their name, and IP address on the network, so the users will be able to access them as they did before (i.e., open SDM from their desktop, access file shares, etc.)</p> <p>Once a loan / replacement server is supplied / purchased a Bare Metal Restore can be done to move the servers from the Datto to this server.</p>
Large Scale Disaster	A part of the building has subsided resulting in most of the IT equipment suffering irreversible damage.	In this scenario, the 3 servers can be spun up in a cloud environment online, and access to these servers can be given via RDP. The RDP connection can be emailed to users to allow them to connect to the cloud based terminal server.

## Recovery Solutions

In this section, we will cover the recovery scenarios listed previously, and provide step by step instructions for executing the recovery of IT services.

In the event of a small-scale disaster affecting only the physical server (e.g., multiple disk or power supply failures), or a disaster only affecting one of the virtual servers (e.g., major operating system corruption) this only requires the recovery of the virtual servers, which can all be recovered from the Datto.

### **Datto Details as of 25/01/2020**

Device: : Datto Sirius3  
Version (Device/Image) : 4.21.5 / 2164  
Management Page: : <http://192.168.20.5/>  
Username : Available from TSG System Care Team  
Password : Available from TSG System Care Team

### **Recovery Guide for Recovering Single / Multiple Servers (Local)**

1. Log in to the Datto Management Page <http://192.168.20.5/> with the username / password above.



LOGIN TO OCHIL-VIEW-HA

USERNAME  
TSGAdmin

PASSWORD  
.....

LOGIN

2. Select **RESTORE** from the ribbon along the top.



3. Choose the server you are wishing to restore. You will most likely want to recover OVHA-DC01 first in the event of a failure taking out all three servers.

**START A RESTORE**

Choose a System:

▼ Local

- OCH-APPS-V 192.168.20.252
- OVHA-DC01 192.168.20.8
- OCH-RDS01-V 192.168.20.3

4. Choose the most suitable recovery type. These are described in the 'Restore Options' section, but in the scenario described (a failure local to only a virtual / physical server), the most likely option would be 'Local Virtualization'.

➔ Choose a Recovery Type:

- File Restore**  
Restore files and folders
- Local Virtualization**  
Boot the system in a local virtual environment
- Virtualize in the Cloud**  
Boot the system in the cloud
- Virtualize via Hypervisor**  
Boot the system in a virtual environment
- ESX Upload**  
Uploads a restore point to ESX host.

5. Choose the time-specific backup you would like to restore from (this would most likely be the most recent backup) then click 'Start Virtualization'.

➔ Choose a Recovery Point:

6:00pm Friday 24/Jan/2020

**START RESTORE**

6. The next page will present a few options regarding the configuration of the server before it is started up. There are options for how many CPU cores / memory will be assigned to the recovered servers. As the Datto has less resources than the server that is currently hosting these devices, these may need scaled down slightly. Recommended settings for each server are:

- OVHA-DC01                            1 CPU Core   /     4GB RAM
- OCH-APPS-V                           2 CPU Cores   /     8GB RAM
- OCH-RDS01-V                         1 CPU Core   /     4GB RAM

In the event of an actual disaster, set the Network Options to 'Bridged to eth0'. In a test environment with the production server still running, choose 'Disconnected'. The other options can be left as they are. Click 'Apply' to finalize the settings.

**Local Options:**

CPU Cores: 1

System RAM: 4096 MB

Controller: VirtIO

Network Options: Bridged to eth0, 192.168.20.0/24

Video Controller Options: VGA

**APPLY**

7. The settings will fill into the 'VM Status' section. Once you've checked everything is OK click 'Start VM'.

**VM Status:**

Snapshot date:	12:04pm November 28th 2022
Resources:	7.9 GB RAM, 2 CPUs
OS:	Windows Server 2016 Standard 10.0.14393 64 bit
Protected Agent's IP:	192.168.20.3
Networking:	1 Nic, Disconnected
Volumes:	1
Status:	<b>Idle, Ready</b>

Create Rescue Agent — take backups of your running VM

8. You'll be able to view the status of the virtual server via the Screenshot section. Double-clicking the image will give you a VNC connection to the server.

Console:	fra-rly-relay-1.datto.com:57261 <a href="#">Close Remote Connection</a>
VNC Password:	<a href="#">Show VNC Password</a>
Screenshot:	 <a href="#">Open in browser</a>
Status:	<b>VM Running</b>

9. The only additional configuration required is to set the IP Address of the server to the expected address:

- OVHA-DC01            192.168.20.8
- OCH-APPS-V        192.168.20.252
- OCH-RDS01-V      192.168.20.3

This can be done after connecting to the server via the 'Open in browser' option (this option works even if the server has its network card set to disconnected). When inside the Remote Desktop environment, the user should press Ctrl + Alt + End to send a Ctrl + Alt + Del signal to the remote machine.



Approved

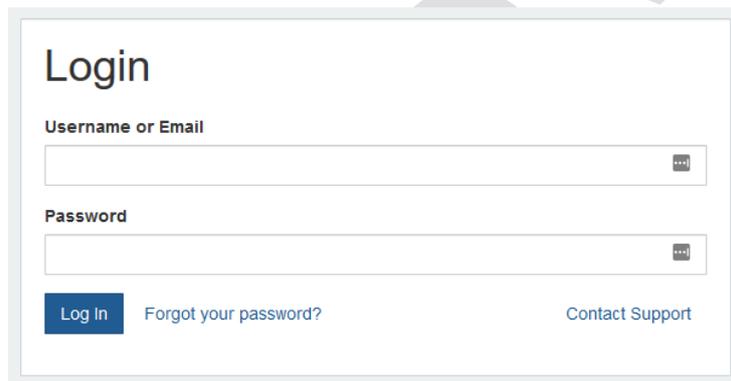
In the event of a large-scale / total disaster affecting multiple systems, the servers can be spun up in the Datto 'cloud'. Access could then be provided via an RDP connection to the terminal server and users could use this server as normal. This type of restore is more complicated and requires speaking to the Datto technical support team.

Depending on the nature of the disaster, TSG would be able to provide loan equipment to take the place of damaged equipment. TSG will typically have loan stock of servers, switches, UPS devices, routers, etc. However, PCs would need to be purchased by OVHA as TSG does not keep a large loan stock of these. The PCs should be of a similar spec to the current ones and have a business level version of Windows on them ("Professional" edition). In the event of the current office being deemed not safe for work, it is understood that staff would be relocated to a nearby business centre.

Resource Telecom will be able to provide guidance on how best to recover from a disaster regarding their phone system. Normally the main office number can be diverted to another landline or mobile.

## Recovery Guide for Recovering Single / Multiple Servers (Cloud)

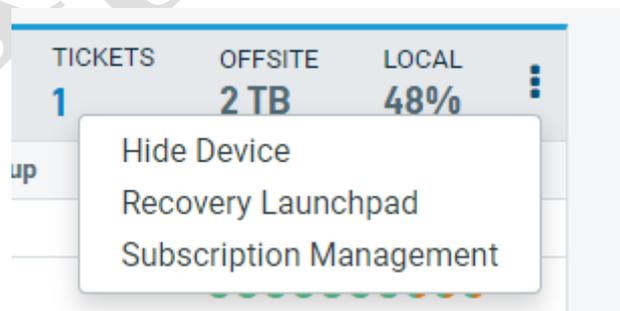
1. If the Datto device is unavailable / damaged, the recovery will have to be done from the Datto Partner Portal available at <https://partners.dattobackup.com/>



The screenshot shows a login form with the following elements:

- Login** (Section Header)
- Username or Email** (Label) with an input field and a visibility toggle (eye icon).
- Password** (Label) with an input field and a visibility toggle (eye icon).
- Log In** (Button)
- Forgot your password?** (Text link)
- Contact Support** (Text link)

2. Navigate to Devices -> Select the dropdown menu to the right of the device name -> Recovery Launchpad



3. Select the Start Virtualization option then select the system and recovery point that you require, once happy with the selection hit the create VM option

Virtualization	
Choose System(s)	Choose Recovery Point
<input type="checkbox"/> OCH-APPS-V	27 Nov 2022 - 7:01 PM
<input type="checkbox"/> OVHA-DC01	27 Nov 2022 - 7:01 PM
<input type="checkbox"/> OCH-RDS01-V	27 Nov 2022 - 7:04 PM

4. Choose the amount of memory the server should have. Below are the current memory levels for each server:

- OVHA-DC01            8GB RAM
- OCH-APPS-V        16GB RAM
- OCH-RDS01-V      8GB RAM

OVHA-DC01 27 Nov 2022 - 7:01 PM

CPU:  RAM:  Network:

5. When setting up the virtualization select that the network be set to disconnected as we need to configure the VLAN in the next steps. All virtualized machines can be spun up and getting ready to logon while the VLAN is being configured
6. From the same Recovery Launchpad page, you will see the 'Manage Network' option in the middle section of the page.

### Add New Network

**Network Name:**

*Only lowercase letters, hyphens, and numbers allowed. First character cannot be a hyphen.*

**Network Address:**  **Subnet Mask:**

*IPv4 (e.g. 192.168.0.0) or IPv4 CIDR (e.g. 192.168.0.0/24). CIDR values between 20 and 32* *IPv4 between 255.255.240.0 (/20) and 255.255.255.255 (/32)*

**Gateway IP:**

*IPv4 (e.g. 192.168.0.1)*

**Network Options:**

Internet Connection

Enable DHCP

Enable Site-to-site VPN Connection

[CANCEL](#) [CREATE NETWORK](#)

Network Name: ochlan  
 Network Address: 192.168.20.0/24  
 Subnet Mask: 255.255.255.0  
 Gateway IP: 192.168.20.1  
 Enable Internet: Yes  
 Enable DHCP: No  
 External Clients: N/A

- After entering these settings, the next page will confirm the settings. To proceed with these settings, click 'Create Network'.
- Once both the VLAN and virtual machine are available you need to select the 'configure Settings' for the virtual machine

Virtualizations						MANAGE NETWORKS
NAME	VNC	CREATED	RECOVERY POINT	RESOURCES	NETWORK	
OVHA-DC01 <span>TEST</span>		4 minutes ago	Sun, Nov 27, 2022 7:01 PM	2 CPU   8 GB	None	

Image Exports					
NAME	DOWNLOAD	CREATED	RECOVERY POINT	TYPE	

- Configure Settings
- Delete Virtual Machine
- Convert to File Restore
- Convert to Image Export

- From the 'Configure settings' option you will need to update the network option and select the recent created VLAN

# Edit Settings

Edit Resources and Network Settings

**CPU:**

2

Test Virtualization ⓘ

**Controller:**

VirtIO (Recommended)

**Cores per Socket:** ⓘ

1

Bridge to Siris (Hybrid Virt) ⓘ

**RAM:**

8GB

**NIC:**

E1000 (Recommended)

**Network:**

Disconnected

**Network Options**

Disconnected

Simple Networking

**Existing Networks**

daygroupdrnettestdc

daygroupdrnettest

drtest01854900

drtest01854900a

ochlan

CANCEL
SAVE CHANGES

Once all required virtualized machines are spun up and available in the recovery launchpad and set to be connected to the same ochlan network it should be possible for all servers to communicate with each other

Approved

## Testing

It is important that the backups are tested to ensure that they are correct. However, you may want to consider how 'real' you want the test scenario to be. Considerations should be made for the following:

- What type of disaster are you recovering from?

This helps determine how likely it is that the Datto is damaged in the disaster, and whether the Datto cloud service will need to be utilized.

- Do you want to incur downtime during the test?

This will give a more realistic timeframe to judge how quickly users can be back up and running. The 'real' servers will be shut down, and the Datto will be spun up with the recovered servers, and then configured for the OVHA network.

- Do you want to test the 'fail-back' capabilities?

After the servers are online on the Datto, and users are modifying files, to just switch them off again and revert to running the servers on the Hyper-V server would incur data loss. It may be prudent to run a test that looks at what happens *after* the servers are recovered.

- How do you want the test to be executed?

A consultant on site will be able to kick the recovery off almost immediately, but this will not give a realistic time frame for how quickly this may happen in the real world. OVHA may wish to log the recovery as an urgent support call to give a more realistic timeframe for how quickly the servers can be recovered.

- How often should the tests be run?

The servers can be restored from the Datto at any time. A reasonable timeline for testing would be to test that the servers can be restored to a sandbox environment which checks that the backups are working OK every 6 months or so, or to coincide with proactive visits. A more 'live' style test should be run 12 to 18 months.

Also, should any large-scale server changes take place then I would advise these tests should be done.

## Test History

Test Date	Test Type	Failings	Improvements Made
24/11/17	Online Test in Sandbox Environment	Not enough memory on Datto for the previously specified RAM allocations	Amended RAM allocations accordingly (4GB for DC / RDS, 8GB for apps server).
		<del>Disks other than C: drive don't automatically mount.</del>	Included instructions to turn disks online
		Ctrl + Alt + Del doesn't work for remote desktop	Added instructions to use Ctrl + Alt + End for sending a remote Ctrl + Alt + Del.
		Servers took a while to restore due to pending windows updates	Will liaise with SystemCare team to get servers rebooted more frequently to take care of pending updates.
25/01/2020	Followed Medium scale example from page 8 (Datto on-premise Test)	All worked as expected.	Disks not mounting in previous test has been resolved
	Followed High Scale page 8. (Cloud DR test)	Ctrl + Alt + Del doesn't work for remote desktop	As above and in instructions Standard issue with remote RDP.
26/11/2022	Complete Cloud DR test	Complete successfully, no issues with access. Slow performance while using heavy resource apps	During a live DR scenario, it would be possible to increase the available Cloud resources to improve performance
26/11/2022	Complete Datto on-premise test	Able to use business apps but slow to respond during the session, looking to possibly upgrade the Datto appliance onsite to improve this.	Discussing a possible Datto appliance upgrade with the CSM to improve local backup and DR performance.