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Leading learning and skills

BUSINESS CONTINUITY PLAN
FOR
LSC NORTH WEST REGIONAL OFFICE
AND
LSC GREATER MANCHESTER



2008.09 Version 1-0
DRAFT



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1. Document Control & Organisation

1.1 Change Record

Date	Author	Version	Change Reference
11 February 2008	Sheila Smith	1	

1.2 Approvals

Title	Name	Signature	Date
Regional Director NW	John Korzeniewski		
Area Director Greater Manchester	John Temple		
Field Facilities Manager	John McEwen		
IS Consultant	Robert Irlam		

1.3 Organisation and Distribution

1.3.1 Roles

1.3.1.1 Disaster Declaration Authorities

Disaster Declaration Authority	Deputy 1	Deputy 2
Regional Director NW - John Korzeniewski	Area Director Greater Manchester - John Temple	Area Director Greater Manchester North – John Rawsthorne

1.3.1.2 Recovery Operations Centre (ROC) Management Team

ROC Management Team Members	ROC Management Team Deputies
Regional Director NW - John Korzeniewski	Area Director Greater Manchester – John Temple
Area Director Greater Manchester – John Temple	Area Director Greater Manchester North - John Rawsthorne
Area Director Greater Manchester North - John Rawsthorne	Area Director Greater Manchester South - Jane Bracewell
Director of Learning, Planning & Performance, NW Region - Jane Cowell (JC)	Director of Skills, NW Region – Paul Holme
Field Facilities Manager NW - John McEwen	Field Facilities Manager- Y & H - Geoff Rowe

IS Consultant (NW, Staffordshire+Shropshire) - Robert Irlam	IS Consultant –(Y+H and NE Regions) – Ian Hughes
Head of HR – Deborah Woodgate	HR Business Partner - Anne Payne

1.3.1.3 Business Operation Team

Business Operation Team Areas	Business Operation Team Members	Business Operation Team Deputies
Regional Director's Staff	Director of Learning, Planning & Performance, NW Region	Director of Skills, NW Region
Regional Office Team	Regional Office Manager	Regional Advisor
Regional Provider Financial Assurance Team	Principal Auditor (MW)	Senior Auditor (PC)
Greater Manchester North	Area Director Greater Manchester North plus Partnership Directors, Greater Manchester North	Partnership Managers & Advisers Greater Manchester North
Greater Manchester South	Area Director Greater Manchester South plus Partnership Directors, Greater Manchester South	Partnership Managers & Advisers Greater Manchester South
Skills NW Region	Director of Skills NW Region	Directors NW Regional Skills
Finance	Regional Director of Finance	Finance Managers
Learning Planning & Performance	Director of Learning, Planning & Performance	Regional Planning & Performance Director
Marketing and Communications	Regional Head of Marketing and Communications	Regional Communications Manager
Contracts	Regional Director of Finance	Contracts Director NW
CapGemini	Local CapGemini support engineer	IS Consultant

1.4 .Activation of Recovery Operations Centre (ROC)

Scenario	ROC Location(s)	ROC Infrastructure
Scenarios 1 or 2 Current Office Unavailable	<p>Primary Location LSC Cheshire & Warrington, Dalton House, Dalton Way, Middlewich, Cheshire CW10 0HU</p> <p>Back-up Location LSC Lancashire, Citygate Longridge Road Preston</p>	<p>Facilities required to support: 10 staff immediately up to 15 staff within 1 week</p>

Annex D

2. Scope of Plan

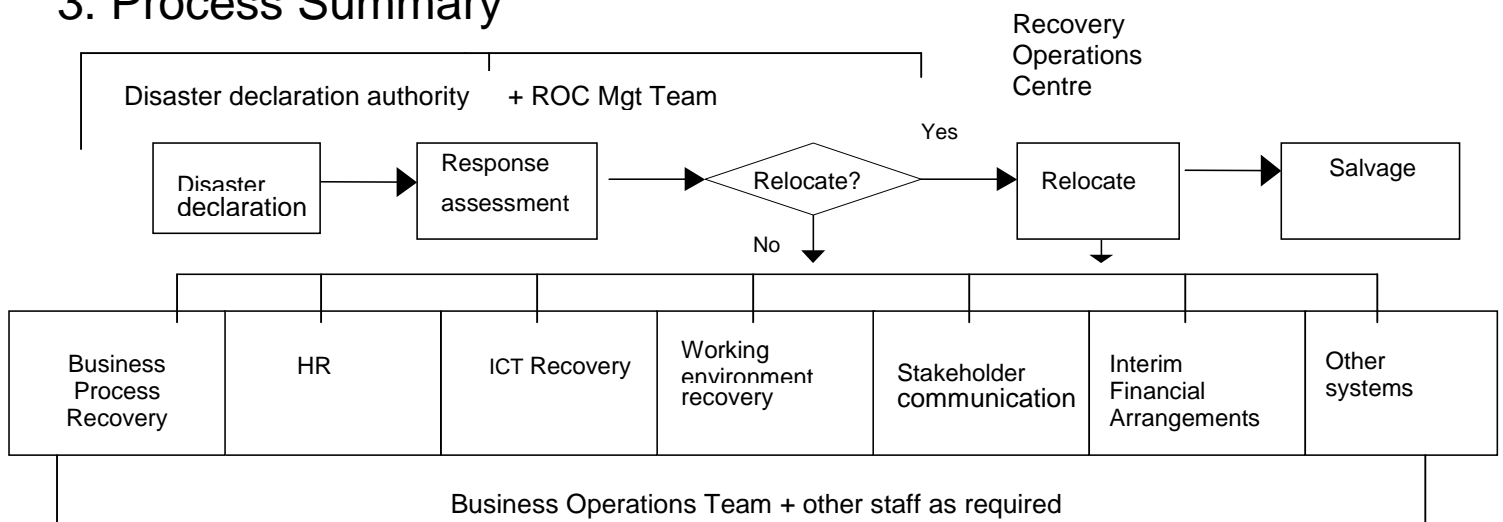
As the LSC Greater Manchester and the NW Regional Office both reside in the same building, on three consecutive floors in the Arndale Tower, Manchester. It makes sense to have a plan that covers the actions required to be taken in the event of a serious disruption to the normal operations of the Manchester and Regional Offices. In the plan we refer to this as a 'disaster'.

In order to make this a 'regional' plan the plans for the other offices in NW Region, i.e. Cheshire and Warrington, Cumbria, Lancashire and Merseyside will be included as annexes to the document.

The plan defines roles and responsibilities in the event of a disaster and the procedures to be followed.

- Declaring a disaster.
- Response assessment
- Response procedures
- Establishing a Recovery Operations Centre (ROC)

3. Process Summary



4. Roles and Responsibilities

4.1 Disaster Declaration Authority

Deciding to implement this plan will normally be the responsibility of the Regional Director NW, or in extreme situations, the most senior member of management contactable. They will act as

the Disaster Declaration Authority and make an assessment of the disaster scenario. They will then communicate this to the Recovery Operations Centre Management Team.

LSC Greater Manchester (as well as the Arndale Management) is linked to the Manchester Priority Alert Scheme and will receive alerts related to security status and evacuation. A number of staff are nominated to receive these alert messages via e-mail or their mobile phone.

4.2 Recovery Operations Centre Management Team

The ROC Management team is responsible for co-ordinating both the Regional and Local office recovery procedures. It is specifically responsible for overseeing recovery of the ICT & working environment parts of our business and for managing stakeholder communications and HR issues. Members will normally come from support functions.

4.3 Business Operation Team

The Business Operation Team will co-ordinate the Regional and Local office recovery and report to the ROC Management Team. It is specifically responsible for implementing alternative business processes to maintain continuity. Members will normally come from the operational side of our business.

5. Scenarios

This plan considers the following scenarios:

Ser	Description	Impact	Recovery Objectives
5.1	Loss of main premises due to disaster	Loss of site for more than 3 months	Establish ROC – 2 days Relocate to interim site – 1 to 2 weeks Relocate to new long-term site – 3 to 9 months Recover systems – 2 weeks Invoke manual business processes – 2 days
5.2		Loss of site for less than 3 months	Establish ROC – 2 days Relocate to interim site – 1 to 2 weeks Recover systems – 2 weeks
5.3	Loss of Toltec data centre - Bristol	Loss of systems for more than > 2 weeks but less than < 3 months	Recover systems – 2 weeks Invoke manual business processes – 2 days Data Re-entry 2-4 weeks
5.4	Loss of local access to information systems and telecoms due to network problems	Loss of systems 2-4 weeks Loss of phone and email for less than < 2 weeks	Manual business processes – 2 days Recover systems – 1 week Recover telecoms – 2 days Rebuild computer room and re-cable – 3-4 weeks
5.5	Loss of National Office access to information	Loss of National Office support for certain	Manage stakeholder communications as directed by

	systems due to network problems, but local access available	processes.	National Office
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Scenarios cont'd

5.6	Loss of people due to natural or man made disaster	Loss of key personnel and skills leading to reduction or complete loss of ability to run sections of the local or national organisation	Identify performance gaps – 1 week Redeploy or recruit staff – 1 to 6 months Implement interim local, regional or national processes – 1 month
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6. Communications

6.1 Disaster Declaration

6.1.1 When a disaster has been declared, the following steps will normally be followed:

- Disaster Authority will notify the local ROC Management Team
- Disaster Authority will secure the agreed ROC location,
- ROC Management Team Member will notify the Regional/Local Directors and Council Chair.
- Regional/Local Directors will notify their Management Team members
- Management Team Members will notify their Managers
- Managers will notify their staff
- ROC Management Team also notifies National IS, HR and Property & FM departments

6.1.2 The ROC Management team assume responsibility for cascading information about a disaster that requires relocation or alternative working to staff. A telephone call tree (see Annex B) will be used to communicate with ROC and BOT members and other staff. It is the responsibility of all staff to contribute to the maintenance of their telephone contact numbers to support the call tree.

6.1.3 Where a member of staff is not contactable, this will be reported to the ROC.

(NB: Callers at all levels in the call tree will need to collect contact details for the people they are to call. For confidentiality reasons, a full telephone contact list is not published here. Where any numbers are found to be missing and are not known by the staff available, National Office can make them available, during normal working hours only, within 45 minutes.)

6.1.4 It is recognised that our offices' initial response will vary depending on the time of disaster.

6.1.5 During working hours

- Standard evacuation procedures will be adopted.
- The nominated disaster declaration authorities or in their absence the most senior regional/local director/manager will take control assuming the role of disaster declaration authority.
- They will safeguard the Health & Safety of staff.

- If appropriate, they will send staff home to wait for further instructions.

6.1.6 Outside working hours

- The Security company/Arndale House Building Management Team will notify key holders.
- Key holders will notify the FFM and the Regional Director NW
- The Regional Director NW will notify the members of the ROC Management Team.

6.1.7 Where visitors and contractors working in our premises are involved in a disaster attempts should be made to contact their employer. In a major incident the police will do this.

6.2 Message

6.2.1 Communications from the ROC Management Team to staff should address the following:

- The nature of the disaster scenario
- The likely duration of the disaster scenario
- Location of ROC and BOT staff
- Alternative working arrangements for staff (work at home or at a designated local office.)

6.2.2 Staff will be updated via the cascade approach and regular updates on the LSC website. The initial message to staff will depend upon the nature of the scenario. It may be:

- Go home
- Stay at home
- Wait to be contacted

6.2.3 Within 72 hours of the incident staff will be brought together at a staff site for a full debrief. This will be used to communicate arrangements, to relieve stress and communicate any counselling arrangements available (as required).

6.3 External Communication

6.3.1 The ROC Team Leader will have overall responsibility for External Communications. The Regional Head of Marketing and Communications, LSC NW or their ROC Team Deputy, will handle media interest in the disaster. They will take advice from the ROC team, National Office and the Emergency Services but will follow the principle of openness and transparency regarding the event and recovery plans.

6.3.2 In most instances the emergency services will answer enquiries about any casualties, but the Regional Head of Marketing and Communications, LSC NW will ensure they are kept fully informed. Where there are fatalities, the Police will take the prime role in disseminating information. In serious incidences, the Police will determine what information can be released

6.3.3 The Regional Head of Marketing and Communications, LSC NW will liaise closely with the Regional Director NW on comments made to journalists and will prepare a Q&A sheet. It will be up to Regional Director NW and the Regional Head of Marketing and Communications, LSC NW to articulate clearly to the media the business continuity plan.

6.3.4 The Regional Director NW should be visible to the media and should, if appropriate, visit the disaster site as soon as advisable by the emergency services.

6.3.5 The Regional Head of Marketing and Communications, LSC NW will be responsible for drafting press statements in conjunction with National Office. All statements should be posted on the LSC website. This will include key messages to providers and other partners.

6.3.6 In the event of human error by staff member being the possible cause of disaster, legal advice should be sought.

7. Establishment of ROC

7.1 Premises

The ROC Management Team will arrange for local premises and IT staff members of the BOT to travel to the ROC and perform the following tasks in cooperation with the host:

Task
• Secure seating and desks
• Install PCs, printers and fax machines
• Establish network access and functionality
• Set-up and allocation of phone numbers
• Redirect phone lines
• Redirect post

NB: It is important that the local office or other venue hosting the ROC understands the urgency of providing space promptly.

7.2 ROC Specification

- Office space to contain the following, also own meeting room
- 10 desks
- 10 Phone ports
- 10 Phones
- 10 Networked PCs
- 3 Networked printers
- 2 Fax machines

7.3 Situation Appraisal

This is a list of issues to be considered in the event of the implementation of the plan.

7.3.1 Health and Safety

- Have all Health & Safety issues been identified?
- Are there Health & Safety issues to manage?
- Do the emergency services need to be alerted?
- What employees are qualified and able to help?

7.3.2 Relocation

- How long will the site be unavailable?
- Is a second interim site required (in addition to ROC)?
- Is a long-term relocation required?

7.3.3 Business Salvage

- Do we need to salvage items from the present location?

7.3.4 Business Departments and Processes/ Key Persons & Skills

- Which departments are affected?
- What key personnel and skills have been lost?
- Which processes are affected?
- Which manual processes need to be invoked?
- Is regional or national help required?

A checklist to help prioritise the order for re-establishing departments is attached at Appendix 1 to Annex C.

7.3.5 Telecommunications

- Are telecommunications affected?
- How long to recover telecommunications?

7.3.6 Information Systems Recovery

- Which systems are affected?
- How long to recover systems?
- Do any systems require more immediate recovery?

7.3.7 Stakeholder Communications

- What is the impact on providers?
- Do we need to inform our providers of situation?
- Does the DIUS/DCSF need to be notified?
- Do suppliers need to be notified?
- Do other stakeholders need to be notified?
- Communication with local media?

8. Recovery

This section discusses general recovery activities and responsibilities, which apply to the local office as a whole. Annex C takes this a step further by describing recovery activities at departmental and team level.

8.1 Relocation

8.1.1 Relocate Staff within the recovery sites

8.1.2 The ROC Management Team will manage the relocation of regional/local staff. They will prioritise this to keep key business operations functioning, taking account of any needs to access information systems and the ability of staff to work from home

8.1.3 The Field Facilities Manager will coordinate this activity, liaising with Regional IS and principal contacts at other LSC sites.

8.2 Establish Additional Interim Office Space

Additional interim office space may be required. This will be determined as soon as possible and temporary office accommodation sought

8.3 Establish New Permanent Location

If the normal LSC offices will not be available in the future, then longer-term relocation will be required. Once interim office space has been secured, a longer-term solution will be sought with the assistance of National Office Property & FM team.

8.4 Salvage

The FFM will project manage any salvage operations. Because a risk assessment is required before entry to a damaged site, external advice will be obtained where needed.

Task
<ul style="list-style-type: none">• Liase with authorities to determine when and if access to the office will be provided.
<ul style="list-style-type: none">• Liase with critical users from all departments, regarding what priority items, such as documents, they would like salvaged from the office.
<ul style="list-style-type: none">• Prepare an inventory of items required and prioritised.
<ul style="list-style-type: none">• Prepare a Salvage Team to go on-site.
<ul style="list-style-type: none">• Salvage items from site.
<ul style="list-style-type: none">• Despatch items to appropriate destinations.

9. Business Process Contingency and Recovery Procedures

9.1 Finance and Systems

The LSC's critical business systems are dependent upon the operation of the Toltec data Centre Bristol. In the event that the disaster is at the Toltec Data Centre site, National Office will manage recovery procedures but manual procedures for the procurement process may need to be adopted locally.

9.1.1 Critical Systems

The following critical systems, processes and documents have been identified.

NB Interim system requirements and recovery times are to be discussed and agreed with the regional IS Manager. The Head of Finance is responsible for covering processes. Departmental managers are required to identify key documents.

System Name	Target Time to Recovery	Interim System Requirements
CODA/AMPS/COMSHARE/DCal	Local office to determine under advice from IS Manager	IS Manager to advise
Work Based Learning		
Email		
Network		
Telecommunications		

Process name	Criticality	Recovery procedure
Procurement Card	Medium	Operate as normal and transact at a ROC use manual records if system fails for an extended period
Procurement	Medium	Operate as normal and transact at a ROC use manual records if system fails for an extended period
Travel & Subsistence	Medium	Allow emergency purchases for urgent activity, otherwise operate as normal and transact at a ROC, run manual systems if system fails for an extended period
Sales invoicing	Medium	Operate as normal and transact at a ROC use manual records if system fails for an extended period
Payroll	Medium	Operate as normal, Payslips are available online
Month end	Medium	Operate as normal and transact at a ROC use manual records if system fails for an extended period
WBL /FE Payments	Medium/ High	Operate as normal and transact at a ROC use manual records if system fails for an extended period

Document description	Held off-site?	Location
Supplier contact details	On G:\ Drive	Access at ROC
Provider contact details	On G:\ Drive	Access at ROC
Requisition and authorisation template		Finance at ROC
Purchase Order stationery with Terms and Conditions		Finance/Procurement at ROC
Procurement log to record all transactions		Finance
Procurement Card	Personally held	Finance + Other staff
National Office telephone list	On Intranet	this will be a hyperlink
Back-up tapes	CapGemini	CapGemini, Toltec Data Centre, Bristol
Business Continuity Plan	Intranet+ G:\ drive	this is the BCP

NB: All staff should be signposted to the location of electronically or physically stored documents. Where sites identify the need to physically store other documents and/or objects the location and retrieval arrangements are to be described below:

9.2 Process Contingency and Recovery Procedures

9.2.1 Procurement

NB: This section will require amendment to accommodate ongoing changes to LSC procurement systems as they are implemented across the LSC. The Head of Finance will undertake this task.

Process	Upon Relocation	Manual Contingency
Raise requisition	Use CODA system at other local office.	N/A
Authorise requisition	<ul style="list-style-type: none"> Upgrade the authority limits if required 	N/A
Raise purchase order	<ul style="list-style-type: none"> Raise PO on CODA 	<ul style="list-style-type: none"> Use paper purchase Order Sign paper Requisition File 2 copies of PO Forward to Financial Accountant Forward to Purchase Order for inclusion in PO /invoice log and filing.
Authorise Purchase Order	<ul style="list-style-type: none"> Signed invoices sent directly to national office 	<ul style="list-style-type: none"> Signed by authorised signatory
Match PO	<ul style="list-style-type: none"> Standard CODA procedures 	<ul style="list-style-type: none"> Enter on PO and Invoice log
Pay Purchase Invoice	<ul style="list-style-type: none"> Standard CODA procedures 	<ul style="list-style-type: none"> Send to national office for payment

9.2.2 Travel & Subsistence

Process	Manual Contingency
Relocation requirements	ROC Management Team to identify and monitor needs of staff Use standard T&S procedures
Manual travel and subsistence	Refer and implement National Office Travel and Subsistence guidelines Submit staff travel and subsistence via manual operations Monitor and record for audit and control purpose

9.2.3 Procurement Card

Card Holder Details	Card Issuer Details
Card Holder 1 Andy Taylor Card Holder 2 Sarah Garner	Barclays Bank Details are to be made available to the ROC team upon request

Process	Relocation	Manual Contingency
Procurement Card Working Instructions	<ul style="list-style-type: none"> • Utilise Barclaycard Procurement Card for emergency Payments under the authority of the ROC Management Team • Liase with National Office to increase the card limit • Log all transactions • Retain all receipts • Match against statement upon receipt <p>Reconcile transaction log to statement</p> <ul style="list-style-type: none"> • Include on payments listing • Distribute payments listing to National Office • Implement standard CODA inputting and reconciliation procedures. 	<ul style="list-style-type: none"> • Utilise Barclaycard Procurement Card for emergency Payments under the authority of the ROC Management Team • Liase with National Office to increase the card limit • Log all transactions • Retain all receipts • Match against statement upon receipt <p>Reconcile transaction log to statement</p> <ul style="list-style-type: none"> • Include on payments listing • Distribute payments listing to National Office

9.2.4 Information & Telecommunications Systems Recovery

Regional IS Consultant will liase closely with ROC and national office

9.2.5 Health & Safety

This will be managed by the Field Facilities Manager

9.2.6 Stakeholder Communications

This will be managed by the Regional Head of Marketing and Communications, LSC NW with the Regional Director NW

9.2.7 Awareness, Testing and Maintenance

9.2.7.1 The Regional Director NW is responsible for making sure that suitable arrangements are in place to test this Business Continuity Plan (BCP) on an annual basis. The Field Facilities Manager (FFM) will provide a coordinating role to ensure that the appropriate local, and national office staff play proportionate roles in maintaining the BCP.

9.2.7.1 The Relocation Operations Centre Management Team and Heads of Department will receive awareness sessions from the FFM. Local management will be responsible for raising awareness across other staff.

9.2.8 Reception

In the event that access to the building is denied then the main telephone number for the office will be transferred to the ROC site. Where possible, Reception staff will be redeployed temporarily to the ROC site.

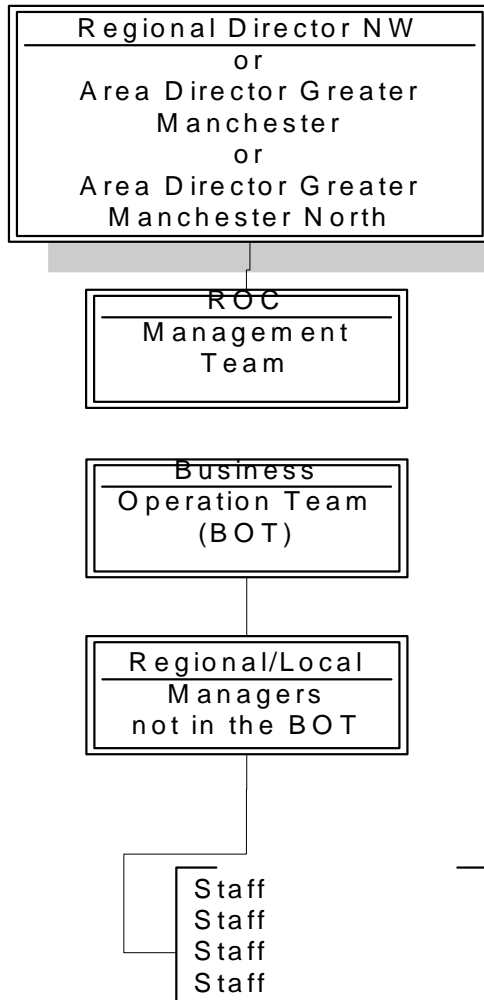
Annex A

Useful Telephone Numbers

CONTACT	TELEPHONE
ROC Team & Deputies Mobile numbers	
Regional Director NW	07876 546161
Area Director Greater Manchester	0797 0485003
Area Director Greater Manchester North	07810 656329 / 07919 880450
Director of Learning Planning & Performance	07919 691232
Director of Skills, LSC NW	07909 997357 / 07917 071648
IS Consultant (NW, Staffordshire & Shropshire)	07810 757263
IS Consultant (Yorks + Humb and NE Regions)	07810 757245
Field Facilities Manager - NW	07776 160693
Field Facilities Manager – NE (@West Yorkshire)	01274 44 4123
HR Business Partner	07768 600453
Senior HR Business Partner	0779 5334 634
Head of Finance	07824 538056
Regional Head of Marketing and Communications	07748 760697
Regional Office Manager	07764 787874
National Learning & Skills Council Contacts/Helpdesks	
Roger Taylor - Property & Facilities	02476 823711
David Harrison – Property & Facilities	02476 823944
Paul Frost – Information Services	02476 823520
Malcolm Whyte – Information Systems	02476 823965
HR Helpdesk	02476 825800
National Office - Switchboard	02476 493501 / 08450 194170
National Office Finance Helpdesk	02476 493529
National Office CODA Helpdesk	08706 000977
National Telecoms Manager	02476 825668
CapGemini Helpdesk	0870 496 1111
Global Crossing – Phones	01256 732865
Neighbouring LLSC Offices	
LSC Cheshire & Warrington	B.Wilkes 01606 320019 Gen: 08450194163
LSC Lancashire	D Brown 01772 443011 Gen : 08450194157
Emergency Services	
Police Station	01618 725050
Fire Service	01617 365866
Security & Local Building Management	
Group 4 - LSC Keyholders	0870 333 1506
Key Holders- Arndale House Management	01618 339851
Arndale House Security	01618 333916
Utilities	
Electricity/Water	Contact via Arndale House Management
Post	
Royal Mail – Redirection	08457 740740
Couriers – Dash Express	01619 418277
Local Council etc	
Manchester City Council – Emergency Planning	01612 344444
Other Suppliers	

Call Tree and Alternative Locations

B.1 Call Tree



IMPORTANT NOTE

Callers at all levels in the call tree will need to collect contact details for the people they are to call.

For confidentiality reasons, a full telephone contact list is not published in this BCP

Where any numbers are found to be missing and are not known by the staff available, National Office can make them available, during normal working hours only, within 45 minutes.)

B.2 Alternative Locations

(Full location details to be held by the named manager where not an local LSC)

Team	Manager	Location	Comment
Regional PFA	Mark Weddell	LSC Lancashire	Confirmed Reg. PFA @ Lancs
Finance	Mary Navaratnam	LSC Lancashire	need CODA, Reg.Finance @Lancs
Policy and Planning	Claire Humphrey	Ideally at a ROC	RBIU needs specialist applications
External Relations	Ted Noone	Ideally at a ROC	Some may work from home
Development	Paul Donbavand	Ideally at a ROC	Some may work from home
Contracts	John Myers	Ideally at a ROC	Needs specialist applications
Oldham	Michelle Ford	Rochdale MBC	01706 865001 Khelsie Atkins

Recovery Plan

This plan provides guidance for the Recovery Operations Centre [ROC] Management Team, Business Operation Team [BOT] and other staff

C.1 Generic Response to a Disaster Declaration.

1.1 This assumes a disaster where the use of existing premises is denied. The response can be tailored to suit a less serious scenario.

- ROC Mgt Team and BOT members will be contacted using the call tree and will receive instructions to attend the ROC.
- National HR will be requested to produce home/emergency contact details to enable ROC and BOT team members to make contact with other staff, where necessary.
- Regional Office Team will contact Arndale Management/Security Company and arrange for a static guard to secure premises from unauthorised entry (if safe to do so) and pass instructions to staff arriving for work.
- Regional Office Team will arrange redirection of all telephony and mail to the ROC.
- Other staff will initially work from home and wait instructions.
- BOT members will contact all staff by telephone at least once a day using the call tree. Staff should ensure that they are contactable; they should keep the BOT informed of their general movements on a daily basis.
- BOT members will instruct all staff regarding attendance at alternate locations to perform such work as identified as necessary.

1.2 Directorate Specific Actions:

NW Regional Office	Regional Office Manager	Communicate with council members
	Regional Office Team & Manchester Local Office	Obtain and circulate staff contact details for use by ROC and BOT members as req'd Instruct security company Alert National Telecoms Manager to have MTS port calls to the local Council hosting the ROC. Redirect mail Call cleaning company Redirect deliveries Review service contracts with FFM Assist FFM with salvage and general recovery operations

Directorate Specific Actions cont'd		
Finance & Marketing	Finance	Recovery of financial records, documents & safe. Identify lost invoices. Communicate alternative arrangements. Be prepared to process additional travel expenses
	Marketing (in conjunction with nominated ROC team member)	Liaison with external partners and media. Arrange production of new/replacement marketing material as required.
Learning Planning & Performance	H&S Planning and Performance - Data Management	Assist the FFM with immediate issues Contact external partners and outline alternative arrangements
Regional Staff	Planning, Marketing and Communications Performance, Skills, PFA, Support & Liaison	Contact all partners and agencies and make alternative working arrangements as necessary.
All Local Directorates	FE Schools WBL Lifelong learning Adult Basic Skills Quality Sector Skills ETP External Funding Widening Participation Corporate Planning Strategic Area Review 14-19 Development Research Equal Ops & Diversity Learning Partnership	Communicate new contact arrangements to external partners. Make flexible working arrangements i.e. work from home and at an alternate location.
	Other external organisations currently hosted	They will have to make their own arrangements based on their previous knowledge of the requirements of the LSC BCP.

C.2 Staff Deployment – Planning, Communication and Ways of Working

2.1 Details of the various alternative locations negotiated by teams for deployment as required in the event of disaster are provided in Annex B.

2.2 The approach taken when allocating staff to alternate locations is initially to focus on keeping teams together. This may mean that staff will not automatically be allocated to a geographically close local office and many may locate with appropriate partners.

There may well be a number of considerations that the BOT will need to address such as:

2.3 Availability of space at host local office or other venue. This may be less than the teams are used to and there may not be a desk available for each person. Different ways of working will be required:

- Can individuals work from home?
- People with a PC at home can access e-mail using OWA.
- How do people access support? Obtain stationery, post letters, book-meeting facilities?
- Which staff have priority access to LLSC infrastructure?
- How often do staff need to be in the office?
- Access to additional laptops

2.4 As far as possible teams are encouraged to consider these issues when planning their relocation arrangements.

Annex D

ICT Recovery - Overview

In the event of the Toltec Data Centre being lost, National Office will manage the recovery procedure.

1. In the event of loss of local connectivity through fire in the local office computer room then
 - a. DTwee will recable and patch
 - b. CapGemini will provide a server off the shelf
 - c. A contractor will rebuild the room
 - d. MTS will provide a switch off the shelf and will liaise with BT regarding telephone lines
2. Where a scenario involves the loss of PCs, laptops and printers, CapGemini will deliver replacement equipment in short order. This plan provides information on the laptops in use, some of which may be quickly retrievable following an emergency – [see Annex E](#)

LAPTOP DISTRIBUTION

Annex F

Serial	Type	Assignment	Serial	Type	Assignment
799VJ1J	LT	User [Jane Bracewell]	6JS0K1J	LT	User [Carole Fitzsimmons]
C89VJ1J	LT	User [Anne Payne]	77MJK1J	LT	User [Anne Gornall]
JC9VJ1J	LT	User [John Korzeniewski]	7DK6K1J	LT	User [Ian Ellis]
2B75V2J	LT	User [Linda Walsh]	7H31K1J	LT	User [Elaine Carter]
D975V2J	LT	User [Elizabeth Ward]	7L31K1J	LT	User [Jane Cowell]
J975V2J	LT	User [Helen Culshaw]	7M31K1J	LT	User [Mahmood Ahmed]
5NPVH1J	LT	User [Adrian Leach]	7X3V62J	LT	User [Margaret Pritchard]
FPHWH1J	LT	User [Paul Holme]	819JK1J	LT	User [Sheila Adams]
19MJK1J	LT	User [Karin Mangan]	8CS0K1J	LT	User [John Myers]
1GS0K1J	LT	User [Christine Hosie]	8PJJK1J	LT	User [John Crawford]
1HT2K1J	LT	User [Terry Dickinson]	8X3V62J	LT	User [Stephen Jones]
1JT2K1J	LT	User [Aileen Kirkham]	8Y8JK1J	LT	User [Linda Stokes]
1SR0K1J	LT	User [Stephen Toulson]	94W6K1J	LT	User [Philip Taylor]
24GJK1J	LT	User [Rosemary Gregson]	99ZHK1J	LT	User [Ian Rodgers]
25GJK1J	LT	User [Darren Davies]	9DS0K1J	LT	User [Nicola Scott]
25QJK1J	LT	User [Sean Mullen]	B4GJK1J	LT	User [Marilyn Fisk]
27J0K1J	LT	User [Alison Cresswell]	BDS0K1J	LT	User [Sally Robinson]
2FT2K1J	LT	User [Abrar Kamil]	BHT2K1J	LT	User [Mark Weddell]
2GT2K1J	LT	User [Ajay Sethi]	BN08K1J	LT	User [Graham Fisher]
2HS0K1J	LT	User [Nina Ketcher]	BZ8JK1J	LT	User [Gail Ross]
2K31K1J	LT	User [Heather Richardson]	CDS0K1J	LT	User [Tim Jarvis]
2MS0K1J	LT	User [Anthony Kay]	CJ31K1J	LT	User [Sue Bain]
2QTDK1J	LT	User [Deborah Woodgate]	CRJJK1J	LT	User [Clive Dickens]
3GT2K1J	LT	User [Edmund Grant]	DGT2K1J	LT	User [Holly Taylor-Holbrook]
3HS0K1J	LT	User [Ruth Wheatley]	DLS0K1J	LT	User [Carol Bluer]
3QTDK1J	LT	User [Peter Glennie]	DX8JK1J	LT	User [Yvonne Ryan]
3RHWJ1J	LT	User [John Rawsthorne]	F4GJK1J	LT	User [Ted Noone]
3S08K1J	LT	User [Linda Fraser-Webb]	FDT2K1J	LT	User [Karen Sellors]
409JK1J	LT	User [Helen Culshaw]	G1QJK1J	LT	User [Christopher Butterworth]
46W6K1J	LT	User [Daniel Lonsdale]	GGT2K1J	LT	User [Marilyn Acklam]
48S0K1J	LT	User [Paul Donbavand]	GH31K1J	LT	User [Graham McKendrick]
4FT2K1J	LT	User [Stephen Bewley]	GK31K1J	LT	User [Zulf Ahmed]
4GT2K1J	LT	User [Patrick Clark]	H09JK1J	LT	User [Karen Crier]
4RJJK1J	LT	User [Mark Aberdein]	HHT2K1J	LT	User [Leah Maltby]
52GJK1J	LT	User [David Brennan]	HQHWJ1J	LT	User [Anthony Baines]
5MS0K1J	LT	User [Michelle Ford]	J19JK1J	LT	User [Pauline Heron]
5Y8JK1J	LT	User [Hazel Gloster]	JGT2K1J	LT	User [Clare Dobbs]
61QJK1J	LT	User [Christine Troughton]	JHT2K1J	LT	User [Samantha Mercer]
6BS0K1J	LT	User [Sarah Fenlon]	JQHWJ1J	LT	User [Margaret Roberts]
6FT2K1J	LT	User [Richard Henshaw (MAN)]	JSHWJ1J	LT	User [Lisa Gallagher]
6H31K1J	LT	User [Susan Reedy]	JX8JK1J	LT	User [Steve Dunmore]
2VX2V2J	LT	User [Stacey Avis]	1WX2V2J	LT	User [Paul Holme]
73GDY2J	LT	User [Sheila Smith]	BVX2V2J	LT	User [Jennifer Winkley]
			FVX2V2J	LT	User [Carol Kirkham]

MOBILE/BLACKBERRY DISTRIBUTION

<u>User</u>	<u>Phone No</u>
Aberdein Mark	07870 195538
Acklam Marilyn	07917 175176
Addams Sheila	07748 704115
Ahmed Mahmood	07867 906021
Astrom Jamila	07795 9704390
Bain Sue	07785 704075
Bashir Mumtaz	07876 577140
Bell Sean	07747 768513
Bewley Stephen	07768 613655
Blackmore Sandra	07795 970394
Blott Claire	07799 861713
Blott Paul	07917 244165
Bracewell Jane	07824 472448
Bracewell Jane	07786 703422
Brennan David	07766 602705
Carter Elaine	07748 704632
Clark Patrick	07768 634936
Comiskey Ann	07917 557082
Corrigan Belinda	07795 520356
Crier Karen	07880 502838
Culshaw Helen	07770 39 5930
Dickinson Terry	07876 577139
Dobbs Clare	07776 165707
Donbavand Paul	07901 517268
Dunmore Steve	07818 044298
Ellis Ian	07776 170186
Evans Kirsty	07788 415052
Fawcett Andy	07801 927629
Ferguson Gary	07770 593233
Finegan Julia	07825 720961
Fisher Graham	07810 656311
Fisk Marilyn	07747 768504
Ford Michelle	07747 768503
Foster Miriam Marie (Milly)	07810 816048
Glennie Peter	07900 134966
Gloster Hazel	07917 271166
Gornall Anne	07909 612946
Grant Edmund	07917 052571
Gregson Rosie	07748 112715

Hampson Hazel	07747 767774
Holme Paul	07917 071648
Hosie Christine	07768 818896
Humphrey Clare	07876 577138
Jarvis Tim	07920 138344
Kay Anthony	07824 538066
Kelsey Stephen	07775 707910
Ketcher Nina	07824 838086
Kirkham Aileen	07917 184984
Leach Adrian	77956 12192
Lowther Marie	0777 569 6391
Mackrell Patrick	07810 757544
Macloughlin Mike	07879 486836
Maltby Leah	07919 880313
McKendrick Graham	07917 557947
Mohammed Shahid	07825 720986
Navaratnam Mary	07788 410371
Noone Ted	07748 760697
Ogden Suzanne	07788 926252
Patten Simon	07770 736596
Pattison Deborah	07786 703408
Pritchard Margaret	07824 472464
Leach Victoria	07867 956246
Rahmani Hooshang	07919 014367
Rawsthorne John	07810 656329
Richardson Heather	07789 032414
Robinson Sally	07775 706259
Roberts Margaret	07825 826629
Roger Jock	07824 836365
Rowswell Kevin	07747 117612
Saxon Diane	07824 838387
Sharrock Shelia	07717 892192
Smith Christina	07796 276390
Smith Sheila	07764 787874
Stokes Linda	07747 768512
Stott Kathryn	07879 603131
Sutton Donna	07778 271173
Taylor Andy	07824 538013
Toulson Stephen	07970 110823
Troughton Christine	07748 704101
Turner Joanne	07747 898132
Turner Tim	07884 115096
Walsh Linda	07917 307522
Ward Elizabeth	07747 476088
Ahmed Zulf	07795 970370
Allen Dave	07825 720933

Bluer Carol	07785 332461
Butcher Phil	07747 768511
Butterworth Chris	07870 195470
Clarke Mandy	07825 720974
Cowell Jane	07919 691232
Crawford John	07748 704109
Cresswell Alison	07768 855748
Dass Kewal	07788 411971
Duguid Clive	07870 195469
Fitzsimmonds Carole	07747 768509
Gallagher Lisa	07795 812208
Goddard Robin	07810 757261
Griffin Chris	07824 538056
Heyes Susan	07748 228932
Holme Paul	07909 997357
Kirkham Carol	07870 195539
Korzeniewski John	07876 546161
Lonsdale Daniel	07768 387472
Myers John	07887 628757
Rawsthorne John	07919 880450
Richardson Paul	07967 212436
Seymore Corina	07795 685767
Taylor Philip	07768 506454
Webb Linda Fraser	07775 706445
Weddell Mark	07796 276452
Wheatley Ruth	07747 768502
Woodgate Deborah	07795 334634

Annex H



Citygate, Longridge Road, Preston, PR2 5BQ

tel 0845 019 4157

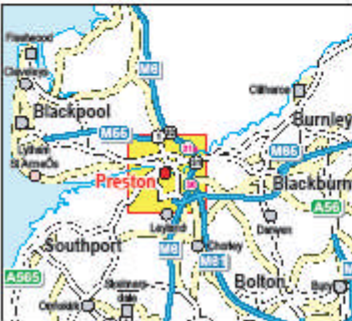
Leading learning and skills

Travel Information

- From the South (M6):**
Exit the M6 at junction (31A) along the slip road and take the 1st exit onto Bluebell Way under the M6 motorway. At the next roundabout take the 3rd exit (B6242). At the next roundabout take the 2nd exit onto Longridge Road. Our offices are the 2nd turning on the left (just before the motorway bridge).
- From the North (M6):**
Exit the M6 at junction 31, and follow signs to re-join the M6 but heading north. Follow directions as above.
- From Preston:**
Leave Preston via Ribbleton on the B6243 heading towards Longridge. As soon as you cross over the M6 motorway turn right.

Preston train station:
15 minutes by taxi.

Liverpool John Lennon Airport: is 50 minutes away by car.





Dalton House, Dalton Way, Middlewich, Cheshire, CW10 0HU

tel:0845 019 4163

Leading learning and skills

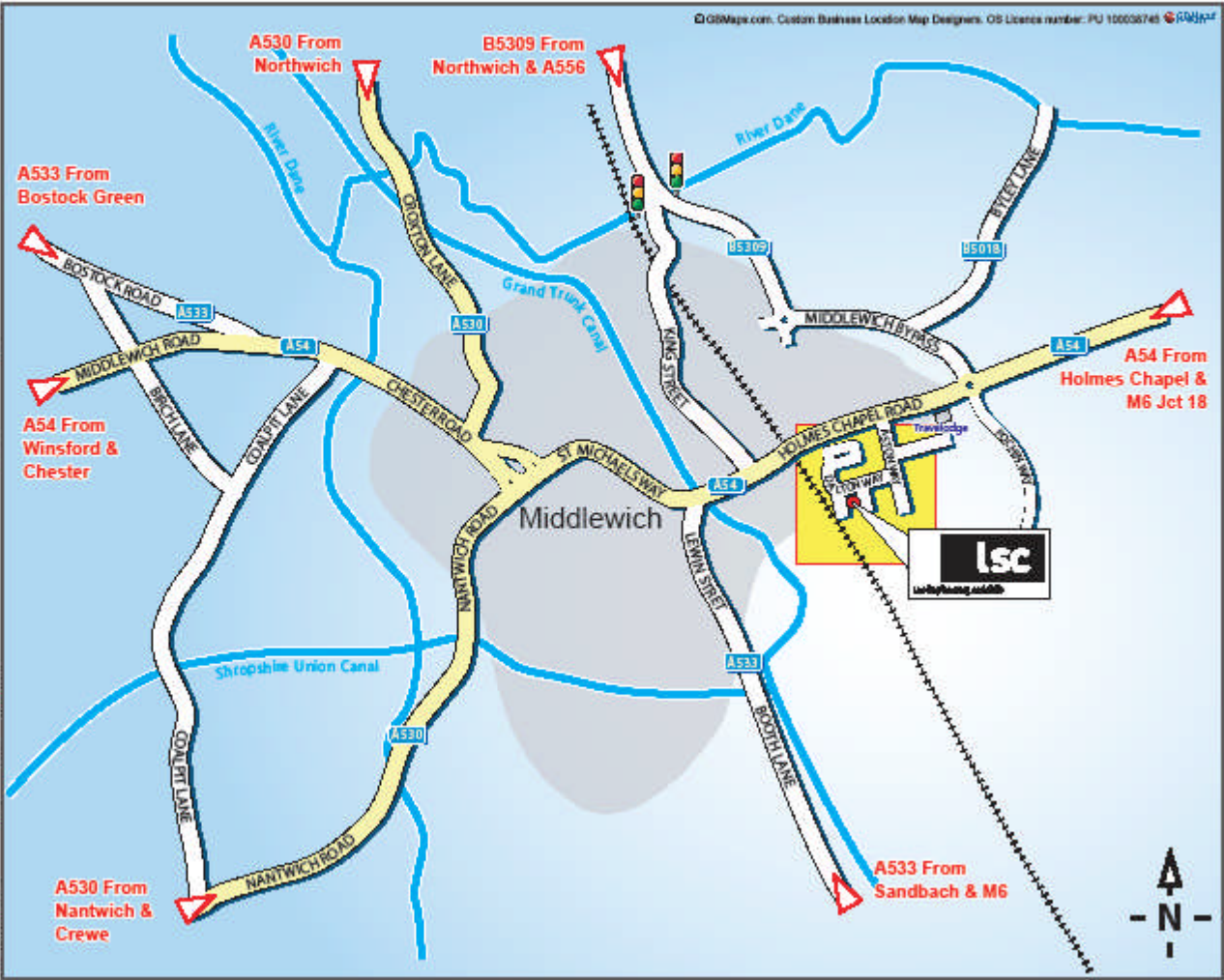
Travel Information

From the North & South (M6): Exit the M6 at junction 18. Take the A54 (Holmes Chapel Road) heading towards Middlewich. Continue straight on over the roundabout (A54) and head past the Travelodge. Turn left onto Aston Way. Turn right onto Dalton Way. Our offices are on the left hand side.

From Northwich: Leave Northwich on the A530 heading towards Middlewich. Continue onto the B5309. At the lights take the left slip road (B5309). At the roundabout take the 1st exit (Middlewich Bypass). At the next roundabouts take the 3rd exit (A54) heading towards Middlewich. Head past the Travelodge. Turn left onto Aston Way. Turn right onto Dalton Way. Our offices are on the left hand side.

Holmes Chapel train station is 10 minutes away. Crewe train station is 20 minutes away.

Manchester International is 20 miles/ 40 minutes to our offices.



LSC GREATER MANCHESTER - OUTLINE BUSINESS CONTINUITY PROCESS

