ORE VALLEY GROUP

IT DISASTER RECOVERY PROCEDURES

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Review Requirement	**5 Yearly or as required**

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ORE VALLEY HOUSING ASSOCIATION

IT DISASTER RECOVERY PROCEDURES

Purpose

Ore Valley Housing Association is the parent company of the Ore Valley Group, which has 3 subsidiary companies, namely Ore Valley Enterprises, Fife HARCA and Cardenden Heat and Power (CHAP).

The purpose of this document is to clarify the protocol for enacting a recovery procedure in times of crisis in respect of the information technology systems established at OVHA's offices in Cardenden. The intention of this plan is to document how the business will do the following on behalf of the association and the wider Ore Valley Group:

a) Re-establish core business systems as soon as possible.
b) Utilise data storage held off-site (link to Server Daily Backup Procedures and
c) Secure critical data and intellectual property-related materials.
d) Alert customers and stakeholders to the crisis event
e) Minimise disruption to staff and customers

Procedure

This procedure is to be implemented with immediate effect and enacted in times of crisis as determined by a senior manager.

1. The disaster event occurs – a member of staff should alert the relevant personnel and instigate the recovery plan.

2. OVHA's IT support provider should be alerted to this occurrence. They will then ready a server for the loading of the appropriate backup image.

3. Upon provision of a suitable recovery drive, the designated IT support provider will begin to rebuild the server on to the new machine. This may take between 24 and 48 hours.

4. Notification to stakeholders of the event should begin. This can be done remotely by altering the OVHA website to notify visitors of the issue. The online contact form can also be amended to send an automated response that also alerts enquirers of this situation and any likely delays in response.

5. The rebuilt server should then be installed at a suitable location. OVHA's designated primary option is the Ore Valley Business Centre in Lochgelly.

6. Desktop/laptop set-up should then begin. The number involved will be dependant upon availability.

7. Re-establishment of key system such as SDM etc. should also begin at this stage. All of these system will be available immediately on the server once connectivity is established.

8. Re-establishment of individual user access will depend upon available devices, connectivity and other network factors.

9. Core files and email will be available through OVHA's Google cloud services. Access to these will be available through any connected device such as mobile phone, laptop, tablet etc. and not restricted by the loss of the main server.

Annual Check

The disaster recovery system should be checked and certified annually to ensure that the backup procedure is effective.

IT DISASTER TIMELINE

Event/Trigger	Action	Who is responsible?	Timescale following plan instigation
Disaster event	Instigation of DR plans	Senior manager	Immediate
Informing of IT support provider of disaster event	Telephone call/e-mail to IT support provider	Delegated member of staff	Immediate
Begin rebuild of main server	Rebuild of main server from image on backup drives by IT support provider	Provision of most recently available backup drive – designated member of staff responsible for daily IT backup swaps to provide (link to Daily Backups procedure) Rebuild of server utilising appropriate hardware - IT support provider	24-48hrs from notification, dependant upon receipt of most recent server image.

Initiate electronic notification of disaster event	Message added to OVHA website notifying visitors of event	OVHA or Web site support provider	Immediate
Installation of rebuilt main server at suitable location	Provision of suitable alternate office location with network access Installation of rebuilt main server and appropriate hardware	OVHA IT support provider	Immediate 24-48hrs
Connection of additional desktop/laptops	Utilisation of suitable devices either borrowed, purchased or in storage	OVHA	Immediate/48hrs
Re-establishment of key business systems	Critical business systems should now be available from the installation of the server including SDM, E-mail and web activities.	IT support provider	24-48hrs
Re-establish individual user access	Re-connect individual staff users to their accounts (own e-mail and files etc.)	IT support provider / OVHA	48hrs (dependent upon suitable number of computers)

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