

Incident Crisis Management Framework

Extract from relevant sections of IT Disaster Recovery Plan

If you believe that a major incident has occurred that affects the provision of IT services, call the
IT EMT Duty Rota Contact
via the Help Desk 0117 928 7870 (internal 87870)
If out of hours, call **07005 981773**.

Disaster Recovery Overview

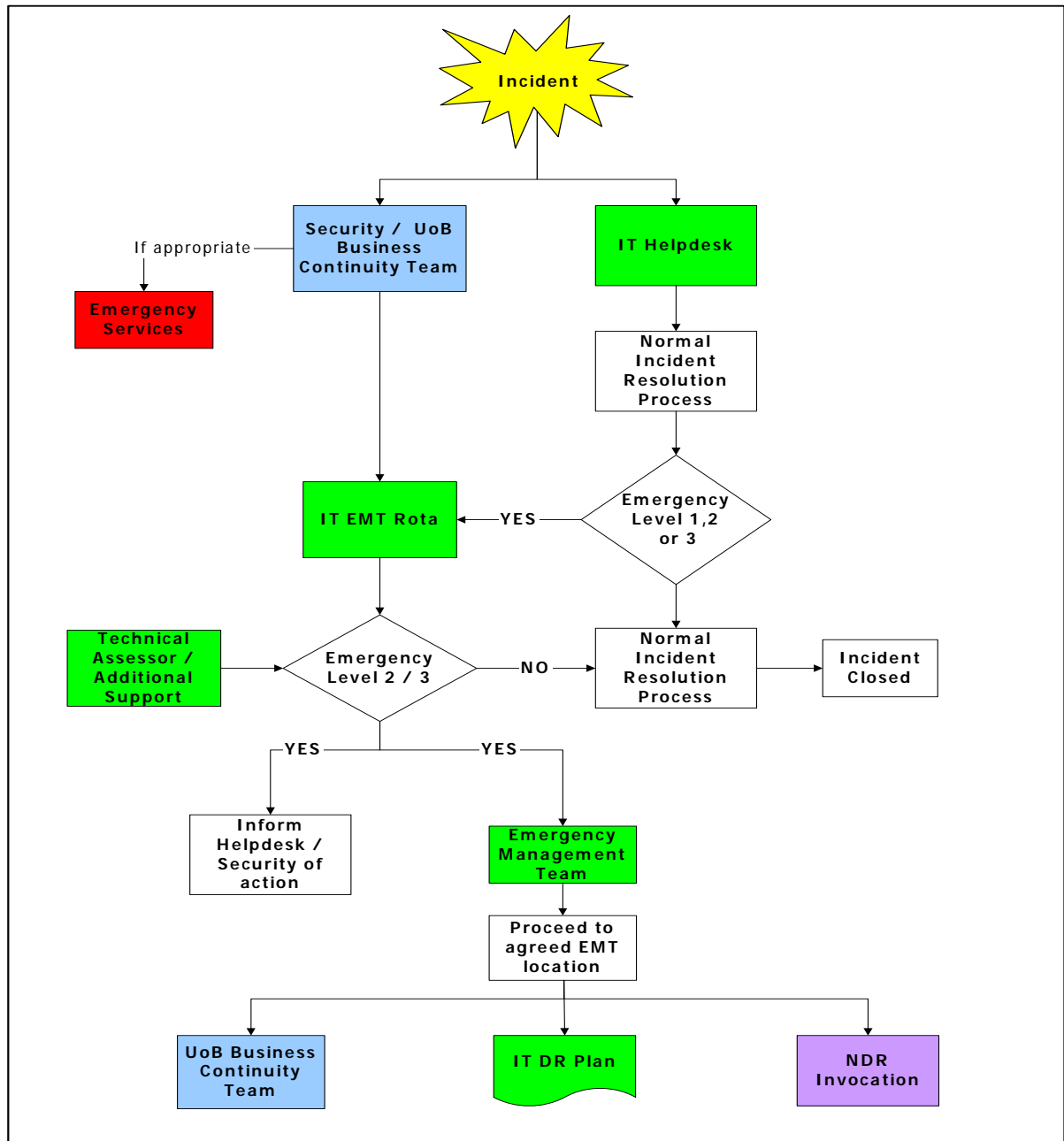
The IT Disaster Recovery Plan (DR Plan) provides the management framework for:

- i. Command, control and co-ordination of a response to an IT emergency or major disruptive incident affecting IT services provided by Information Services.
- ii. Recovery from an emergency or major disruptive incident affecting the University's IT services.

This DR Plan should be activated for Level 2 and 3 IT emergencies only. These are the most serious incidents that can affect the provision of IT service.

IT Emergency Management Process

The incident assessment and escalation process should be completed within one hour of detection.



NDR Invocation: NDR are third party providers of replacement IT equipment for disaster recovery purposes.

Definition of an IT Emergency – Excerpt from plan indicating decision making process

Emergency Level	Scale of incident	Effect on staff	Effect on IT services	Effect on premises	Response
Level 1	Minor impact/ localised effect	Inconvenience	Disruption to 1 High or Medium impact service. Duration < 4 working hours	Negligible	IT EMT Duty Rota Contact called, normal incident resolution procedures followed. IT EMT not activated.
Level 2	Major / localised	Displacement of staff, exclusion from building, injuries	Disruption to 1 High or Medium impact service. Duration > 4 working hours	Exclusion from Tyndall Avenue for a limited time	Activate IT EMT
Level 3	Severe / widespread	Exclusion, fatalities	Disruption to multiple High or Medium impact services. Duration > 4 working hours	Exclusion from Tyndall Avenue for a prolonged period	Activate IT EMT

Based on the information available to me, I determined that the incident **IS / IS NOT*** an IT Emergency, according to the table above.

Date:*	Time:*	Name:*	Signature:*
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Initial actions where the incident **IS NOT** an IT emergency:

- Transfer control back to the IT Service Manager.
- Complete Debrief as appropriate.
- Close the IT Disaster Recovery Plan.

Initial actions where the incident **IS** an IT emergency:

- Select the members of the IT Emergency Management.
- Instruct selected personnel to convene as the IT Emergency Management Team at an appropriate location
- Follow the process in this IT Disaster Recovery Plan.

Note: Fields marked with * require mandatory completion.

Service Emergencies – Recovery Priorities

In Hours

IT Service	Service Impact Category
Network Services	High
Email	High
Web Services for internal users	High
Registration Data Hub & Contact Directory	High
Finance	High
Library Systems	High
Student Records	High
Calendar	High
On Line Learning	Medium
Web services for external users	Medium
University Card Services	Medium
File and Print	Medium
Personnel	Medium
Research and Admin	Low
Computer rooms	Low
Helpdesk	Low
Estate	Low

Out of Hours

IT Service	Service Impact Category
Network Services	High
Email	High
Calendar	High
Registration, DataHub, & Contact Directory	High
Library Systems	High

Blackboard	High
Web Services for internal users	High
Web services for external users	High
File and Print	Medium
Finance	Medium
Personnel	Medium
Student Records	Medium

System Status – Online information sources

- [IT Services Status](http://www.bris.ac.uk/is/news/status): <http://www.bris.ac.uk/is/news/status>
- [Information Services news and announcements](http://www.bris.ac.uk/is/news/): <http://www.bris.ac.uk/is/news/>
- [ResNet status report](http://www.bristol.ac.uk/is/computing/advice/homeusers/resnet/using/status/):
<http://www.bristol.ac.uk/is/computing/advice/homeusers/resnet/using/status/>
- [ResNet blog](http://www.bristolresnet.net/) (hosted off-site): <http://www.bristolresnet.net/>