



## INITIAL ACTION LIST (COMPLETE AT TIME OF INCIDENT)

<b>WRITE YOUR NAME HERE:</b>
<b>DATE:</b>
<b>TIME:</b>
<b>Nature of the incident:</b>
<b>Headlines:</b>
What has happened?
What is affected?
Is there a known timeframe for the disruption?
What does the caller need from you?
Take a note of any contact names offered: 1. 2. 3. 4. 5.
<b>ACTION LIST FOR PERSON CALLED:</b>
<b>Are you going to activate the plan? If so, go to the next page.</b>

# PLAN OUTLINE

## 1 Outline of Critical Function:

Provision of 24/7 security service to include initial response and coordination at a major incident. Also provide car parking administration/ enforcement and card access admin.

- 1 Monitoring of all critical alarms
- 2 Initial response to security incident
- 3 Coordination of UoB response
- 4 Liaison with emergency services
- 5 Car parking administration
- 6 Card access administration

## 2 Business Impact Analysis (max tolerable period of disruption & recovery time objective):

### Maximum tolerable period of disruption

1-4 **None** – as we are the first responder to a security incident/major incident, we cannot afford to not provide this service at any time for 1-4 above

5-6 **Five working days** – It is possible that, after a crisis, we could suspend the delivery of 5 & 6 for up to 5 working days

Buildings categorised as D or E must be covered by back-up power otherwise security systems may fail after 4 hours (card access) and 24 hours (intruder alarms) as battery supplies fail. A list of such buildings can be provided upon request

### Recovery Time Objective

**Items 1-4 – no recovery time tolerated**

**Items 5 & 6 – could be suspended for up to 5 working days.**

## 3 Basic Concept of Operations and Key Activities (to deliver this service/maintain this critical function(s)):

In relation to the response to dealing with a major incident, we require:

- Maintenance of a control monitoring facility
- Security staff to be available on duty in order to respond

High levels of security staff training & awareness in order to respond effectively.

Two simultaneous control rooms – one in Bristol & one at Langford (or elsewhere off site) required in order to maintain a central monitoring facility without loss of service – while we have dual monitoring facilities already, this will be fully achieved by Sept 2010

## 4 Detail concept of operations to make this plan work:

### 4.1 Notification:

Notification for activation of this plan will be received from the following sources:

- Security Services – duty manager

### 4.2 Activation:

The people responsible for activating this plan are:

Name:	Job Title:
Jerry Woods	Head of Security
Tim Moore	Security Operations Manager
Ceri Bishop	Security Support Manager

#### 4.3 Management Team (may include some of those able to activate the plan):

The management team for operating this plan is as follows:

Name:	Job Title:	Principal Role:	Contact:
Tim Moore	Security Operations Manager	Response coordinator	
Ceri Bishop	Security Support Manager	Logistics coordinator	
Jerry Woods	Head of Security	TRG lead – SRG link	
Terry Harriman	Security Support Supervisor	Internal comms coordinator	
Brian Wiffin	Security Training Supervisor	Staff counseling support	

**Each member of the team required to carry out a role should have an action list.**

#### 4.4 Management Process

The person leading the response will evaluate the situation.

- Is there is an effect on:
  - a. People?
  - b. Premises?
  - c. Technology?
  - d. Information?
  - e. Suppliers & Dependencies?
  - f. A combination?
- Determine which areas to prioritise based on the below action checklists, bearing in mind the severity of the disruption and the length of time to recovery a particular aspect.
- After the initial actions have been undertaken, determine:
  - a. When you will next meet
  - b. Who is to act in the roles listed in 4.3 (if different)
  - c. Who will communicate any updates to University third parties (e.g. Security Services, Tactical Response Group, Strategic Response Group, etc)

## ACTION PLAN

### **TO MAINTAIN REMOTE MONITORING & EMERGENCY RESPONSE/COORDINATION FUNCTION**

**5 Action Plan – to maintain remote monitoring and emergency response/coordination function**

**Recovery Time Objective (hours/days): 0 hours (i.e. NO downtime)**  
**Maximum Tolerable Period of Disruption (hours/days): None**

**5.1 People:**

How many people do you require to undertake this task?

Two staff required to be in the control room in one or other location – all security staff (44 No.) trained to work in this environment.  
Five security staff required to respond.

We currently provide a minimum of 7 staff on duty (2 in the control room and 5 on patrol) around the clock, so this should be achievable provided sickness or other such absence due to crisis doesn't impact upon this.

**Contact lists for all security staff are held in both Langford and Bristol control rooms**

**5.2 Premises:**

Where will staff relocate to?  
Do they need specialist premises?

Not required for control room.

**Alternative nominated site (if applicable):**

The alternative site for this service is:

- Royal Fort Lodge or Langford gatehouse for the control room

The contact details for confirming the move to this site are: n/a

Name:	Contact Details:

**See layout diagram below where a drawing of the room layout can be inserted**

Disruption to accommodation might be due to:

1. No access to your building
2. Lack of power
3. Lack of IT support at your normal location.

**5.3 Technology:**

- What is required?
- How many phones/PCs etc will be required?
- What means of data communication is required?
- What databases are required and how are they stored?

All other specialist IT equipment is either based in the Computer Centre or replicated at each location, so no additional technology is required here.

Insert the information on requirements, where information is stored and contacts here.

<b>Name and telephone:</b>	<b>Equipment:</b>
n/a	

If you operate equipment or require phones to be diverted detail this here, explaining how this is achieved and what other parts of the University have agreed to do.

<b>Equipment:</b>	<b>Details (quantity/type, etc):</b>
n/a	

**You may want to put an annex in this plan outlining how your prearranged accommodation will be laid out showing desks and telephone numbers.**

**5.4 Information:**

What information is required if different from 5.3 above?

Where is it stored?

Are there any paper information collection and collation systems used in place of technology?

Keys records on call-outs and alarm/keyholder details replicated at both control rooms

Quick key removal is now in place at RFL and Langford with instructions about how to do this in our emergency procedures.

The non-IT office equipment requirements are:

Equipment:	Sourced from?	Location stored:

**5.5 Suppliers & Dependencies:**

Who do you depend on to undertake this process?

Is there scope for reciprocal arrangements (internally or externally)?

What are their business continuity arrangements?

OCS Security Services are the key maintenance contractor for all security systems.

Other suppliers include:

- BOLD – alarm monitoring software (critical)
- Storacall communications recording software (not critical)
- Co-Channel radio hardware and software providers (critical)
- Group 4 access control software and hardware (critical until Dec 10)
- PPM incident management software (not critical)

All of the above need to be asked to show what BCM provision they have in place.

# USEFUL TELEPHONE NUMBERS

*(Author note: list here the key contacts you need for this business continuity plan – remember some of these may be repeated in the Tactical Response Group plans and in the Incident & Crisis Management Framework)*

<b>Name/Service Unit:</b>	<b>Numbers:</b>
All security staff – folder	

**ACTION PLAN**  
**TO MAINTAIN CAR PARKING & CARD ACCESS ADMINISTRATION**

5 **Action Plan – to maintain remote monitoring and emergency response/coordination function**

**Recovery Time Objective (hours/days): 5 working days**  
**Maximum Tolerable Period of Disruption (hours/days): 5 working days**

5.1 **People:**  
How many people do you require to undertake this task?

Two staff required to coordinate the setting up of an office space(s) for 11 people

5.2 **Premises:**  
Where will staff relocate to?  
Do they need specialist premises?

If Royal Fort Lodge unavailable, suitable office space to accommodate up to 11 people is required. Ideally reception space would be available to deal with car parking & access control requests. This may be best placed at Senate House reception, but could be at any reception point as long as it is fairly central to the main Precinct.

**Alternative nominated site (if applicable):**

The alternative site for this service is:

- Office space for 11 people somewhere near Royal Fort Lodge – to be identified

The contact details for confirming the move to this site are: Space & Asset Management

<b>Name:</b>	<b>Contact Details:</b>
Claire Syrett?	

**See layout diagram below where a drawing of the room layout can be inserted**

Disruption to accommodation might be due to:

1. No access to your building
2. Lack of power
3. Lack of IT support at your normal location.

### 5.3 Technology:

What is required?

How many phones/PCs etc will be required?

What means of data communication is required?

What databases are required and how are they stored?

Each of the 11 people would need a desk, desktop and desk phone.

No specialist databases for administration required as Travel to Work and Liberty databases are server-based outside the RFL building. Both would be required when car parking admin reinstated.

However, an internet connection from BT (not internal) would be required where we relocated the admin team.

Note below where these are stored, what is required and who to contact to arrange for back-up.

Insert the information on requirements, where information is stored and contacts here.

<b>Name and telephone:</b>	<b>Equipment:</b>
Telephone Services	To divert telephone extension numbers 11 No. telephones
Telephone Services	To re-provide BT line for Liberty CPN database
Estates Technology	To re-provide 11 x desktop PCs
Sustainability	If office furniture required for temp space or hire (details?)

If you operate equipment or require phones to be diverted detail this here, explaining how this is achieved and what other parts of the University have agreed to do.

<b>Equipment:</b>	<b>Details (quantity/type, etc):</b>
Telephones	11 no. desk versions
PCs	11 no. desktop PCs

**You may want to put an annex in this plan outlining how your prearranged accommodation will be laid out showing desks and telephone numbers.**

**5.4 Information:**

What information is required if different from 5.3 above?  
 Where is it stored?  
 Are there any paper information collection and collation systems used in place of technology?

We maintain paper records for finance and car parking applications, but if lost through a fire/flood, etc then we would be able to operate without referring back to the latter and the former is only a copy that the Finance Office keep outside the Security Services building.

The non-IT office equipment requirements are:

Equipment:	Sourced from?	Location stored:
Desks	Sustainability?	Need to find out. Otherwise hire?

**5.5 Suppliers & Dependencies:**

Who do you depend on to undertake this process?  
 Is there scope for reciprocal arrangements (internally or externally)?  
 What are their business continuity arrangements?

- Liberty Services – for CPN database
- ISys & ILRT for TTW database

Liberty Services need to be asked to show what BCM provision they have in place.

## USEFUL TELEPHONE NUMBERS

*(Author note: list here the key contacts you need for this business continuity plan – remember some of these may be repeated in the Tactical Response Group plans and in the Incident & Crisis Management Framework)*

Name/Service Unit:	Numbers:
Space & Asset Management	
Sustainability	
All security staff – folder	



**LAYOUT DIAGRAM FOR REVISED WORKING IN AN OFFICE (Insert if required)**