

Business Continuity Plan for Critical Function

This form should only be completed once the contents of Form 2 – business impact analysis has been signed off by the Planning Office & Security Services.

Damage to Water Supply

Recovery Time Objective (RTO)

Service/Process:	Recovery Time (hours/days):
Precinct	1 day
Residences	12 hours (4 hours internal supply/8 hours external supply)
Langford	4 hours ASUs/1 day other buildings

Document Administration

Plan Owner:	Jeni Cummins
Date of Publication:	August 2010
Review Date:	<i>(Author note: suggest review date should be 12 months from publication)</i>

List of who has copies of this plan

Name:	Organisation:	Date:
Jeni Cummins	Estates Operations	
Mark Schafer	Estates Operations	
	Estates Operations	
Rachel Acres/Pete Wilgoss	Planning Office	
Jerry Woods	Security Services	

List any changes that you make to the plan here

Amendment :	Page No.s:	Name of Person:

INITIAL ACTION LIST (COMPLETE AT TIME OF INCIDENT)

WRITE YOUR NAME HERE:

DATE:

TIME:

Nature of the incident:

Headlines:

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.

ACTION LIST FOR PERSON CALLED:

Are you going to activate the plan? If so, go to the next page.

PLAN OUTLINE

1 Outline of Critical Function:

Supply of water to the Precinct, Residences and Langford. Damage to this could lead to disruption of service and possible closures of buildings.

PRECINCT –

- 1. Victoria Pumping Station owned and operated by Bristol Water fed from Downs Water Tower*
- 2. Bristol Water mains supply to Woodland Road and St Michael's Hill*
- 3. University owned water ring main round Tyndall Avenue and University Walk*
- 4. Other buildings fed directly from Bristol Water mains in roads*

RESIDENCES

- 1. Bristol Water mains through streets*
- 2. Most residences have water tanks that feed the building*
- 3. Small houses may not have water storage at all*

LANGFORD

- 1. Bristol Water supply onto site near Security Lodge*
- 2. Some buildings fed directly off mains*
- 3. Two large water tanks feed all other buildings through network of underground University pipes*

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

Maximum tolerable period of disruption

- 1 day (precinct)*
- 12 hours (residences)*
- 1 day (Langford non ASU buildings)*
- 4 hours (Langford ASUs)*

As long as other adjacent buildings had mains water supply then buildings can stay open, although toilets and kitchens would have to close. Damage to the University's main ring main would be one day. Some large buildings mostly have water tanks. Failure of Bristol Water pumping station or Bristol Water mains should be repaired by Bristol Water within 8 hours.

Loss of water to ASUs would not be tolerable at all – water usage in non-ASU buildings at Langford would need to be rationed.

Recovery Time Objective

- 1 day (precinct)*
- 4 hours (internal supply)/8 hours (external supply) (residences)*
- 4 hours (ASUs at Langford)*
- 1 day (other buildings at Langford)*

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

Contact Bristol Water.

Local repairs to University owned mains may require 'tracing, excavation and contractor repair service' (e.g. Water Matters)

Please note, in addition to this plan, there are the following documents which may cross refer with this one:

- University Incident & Crisis Management Framework (ICMF)

- Tactical Response Group Plan (Estates Operations)

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
- Estates Operations

4.2 **Activation:**

The people responsible for activating this plan are:

Name:	Job Title:
Jeni Cummins	Senior Engineer
Mark Schafer	Maintenance Manager
Steve Hyde	Senior Surveyor
Parviz Partow	Director of Estates Operations

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:
Jeni Cummins	Senior Engineer	Response coordinator	07909917644
Mark Schafer	Maintenance Manager	Response coordinator	07909917634
Steve Hyde	Senior Surveyor	TRG liaison	07786115862
Parviz Partow	Director of Estates Operations	TRG liaison	07868657103

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

(Author note: please complete one action plan for **each** part of the system or process listed in serial 2 in form 2)

5 Action Plan **Water Supply to Precinct**

Recovery Time Objective (hours/days): 1 day

Maximum Tolerable Period of Disruption (hours/days): 1 day - as long as other adjacent buildings had mains water supply then buildings can stay open, although toilets and kitchens would have to close. Damage to University ring main would be one day. Some large buildings mostly have water tanks. Failure of Bristol Water pumping station or Bristol Water mains should be repaired by Bristol Water within 8 hours.

5.1 **People:**

How many people do you require to undertake this task?

2 mechanical tradesmen/plumbers (minimum) from Maintenance Team. Contact SHIFT. Staff from Bristol Water if Bristol Water failure. Telephone 0800 801 011. Water Matters (experts in underground water leak detection and water pipeline repairs). Telephone 01454 620072.

If you are not going to include all essential personnel that should be contacted here then show where lists are kept

5.2 **Premises:**

Where will staff relocate to?

Do they need specialist premises?

If **Old Park Hill** closed:

1. Maintenance workshops and staff would all relocate to Workshops at Hollybush Lane. Staff should be out on site most of the day so although it would be tight it is not insurmountable. Maintenance Managers could work out of Downside Cottage. There is a 24 point switch available for data connections so there is data capacity. PC's would be borrowed from student PC labs and operational within 24 hours.
2. Contractor's Office would be relocated to Hollybush Lane.
3. Help Desk phone number and desk location would be relocated to Downside Cottage. Help Desk emergency mobile phone number is 07879 443580
4. BMS reporting could be set up within 24hours at alternative head end such as Medical School or Security Lodge.
5. Capital Maintenance and Infrastructure could relocate to LGF Senate House or meeting rooms in Senate House. LGF Senate House has a 48 point switch available for data connections so there is data capacity. Working from home is a limited option, with 600 VPN log-ons available as long as no other buildings are affected.
6. There are two Estates IT servers; one in 1-9OPH and one in RFH so Estates servers would still be available. This is also backed up at Computer centre and Senate House. Estates IT should restore all IT functions over time, but the following are priority, in order: a) Building Log Books on P: Drive, b) Maintrix, c) HV Mimic in the event of power failure only, d) phones and help desk facility, e) Downside Cottage computing for additional Maintenance Managers, f) everything else.
7. Land-line phones can be re-provided elsewhere. However, loss of MVB would result in loss of phones to 1-9 OPH including modem links to BMS. Generator can be provided at MVB to run phone switch within 24 hours. Reduced capacity phone capability could also be provided from Chemistry.
8. Stores stock would have to be re-ordered. Essential spares for ASU's should be considered to be held in duplicate elsewhere.

If buildings were to close for more than one day then the individual Building Contingency Plans would be put in place.

Alternative nominated site (if applicable):

The alternative site for this service is: *Depends on which building it is/see above for OPH*

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

Name:	Contact Details:
Help Desk Emergency No	07879 443580
Mark Schafer	07909 917634
Parviz Partow	07868 657103

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?

Mobile phones already in place

Access to PCs for Estates CAD information

Name and telephone:	Equipment:
Team have mobile phones already.	Mobile phones
Kevin Thomas 07528681380	PCS for Estates CAD Information
Kevin Thomas 07528681380	Building Log Books on P: Drive
Kevin Thomas 07528681380	Maintrix,
Mark Schafer 07909 917634	HV Mimic in the event of power failure only
Kevin Thomas 07528681380	Phones and help desk facility
Kevin Thomas 07528681380	Downside Cottage computing for additional Maintenance Managers

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.

Equipment:	Details (quantity/type, etc):

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?

The non-IT office equipment requirements are:

Equipment:	Sourced from?	Location stored:
Drawings	Estates IT	P: drive
Building Log Books	Estates IT	P: drive
Historical Drawings on Paper	Space and Property	Senate House LGF Safe

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?

Security phone extension 87848

Shift Maintenance Team, contacted via Security phone extension 87848

On-call Maintenance Manager

Emergency Help Desk Number 07879 443580

Bristol Water Telephone 0800 801 011.

Water Matters (Leak Tracing and Repair company). Telephone 01454 620072.

Estates Stores

Material Equipment Suppliers, contacted via Estates Stores

Specialist Contractors for BS6700 post reinstatement, either Water Matters Telephone 01454 620072 or Dantek telephone 07971 537167

ACTION PLAN

(Author note: please complete one action plan for **each** part of the system or process listed in serial 2 in form 2)

5

Action Plan

Water Supply to Residences

Recovery Time Objective (hours/days): 4 hours (internal loss of supply) / 8 hours (external loss of supply)

Maximum Tolerable Period of Disruption (hours/days):

12 hours - as long as other adjacent buildings had mains water supply then buildings can stay open, although toilets, ablutions and kitchens would have to close. Most large residential buildings have water tanks which would last up to 12 hours but some much less. Failure of Bristol Water pumping station or Bristol Water mains should be repaired by Bristol Water within 8 hours.

5.1 **People:**

How many people do you require to undertake this task?

2 mechanical tradesmen/plumbers (minimum) from Maintenance Team. Contact SHIFT. Staff from Bristol Water if Bristol Water failure. Telephone 0800 801 011. Water Matters (experts in underground water leak detection and water pipeline repairs). Telephone 01454 620072.

If you are not going to include all essential personnel that should be contacted here then show where lists are kept

5.2 **Premises:**

Where will staff relocate to?

Do they need specialist premises?

If buildings were to close for more than one day then Residential Contingency Plans would be put in place.

Alternative nominated site (if applicable):

The alternative site for this service is: Depends on which building it is/Residential Contingency Plans to stipulate alternative sites.

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

Name:	Contact Details:
Neil Sapsworth, Director of Residential and Hospitality Services	(0117) 3310567/ 01275 542956 / 07989238329

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?

*Mobile phones already in place
Access to PCs for Estates CAD information*

Name and telephone:	Equipment:
Estates team have mobile phones already.	Mobile phones
Kevin Thomas 07528681380	PC's for Estates CAD Information
Kevin Thomas 07528681380	Building Log Books on P: Drive
Kevin Thomas 07528681380	Maintrix,
Mark Schafer 07909 917634	HV Mimic in the event of power failure only
Kevin Thomas 07528681380	Phones and help desk facility
Kevin Thomas 07528681380	Downside Cottage computing for additional Maintenance Managers

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.

Equipment:	Details (quantity/type, etc):

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?

The non-IT office equipment requirements are:

Equipment:	Sourced from?	Location stored:
Drawings	Estates IT	P: drive
Building Log Books	Estates IT	P: drive
Historical Drawings on Paper	Space and Property	Senate House LGF Safe

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?

Security phone extension 87848

Shift Maintenance Team, contacted via Security phone extension 87848

On-call Maintenance Manager

Emergency Help Desk Number 07879 443580

Bristol Water Telephone 0800 801 011.

Water Matters (Leak Tracing and Repair company). Telephone 01454 620072.

Estates Stores

Material Equipment Suppliers, contacted via Estates Stores

Specialist Contractors for BS6700 post reinstatement, either Water Matters Telephone 01454 620072 or Dantek telephone 07971 537167

ACTION PLAN

(Author note: please complete one action plan for **each** part of the system or process listed in serial 2 in form 2)

5

Action Plan

Water Supply to Langford

Recovery Time Objective (hours/days): 4 hours ASUs / 1 day all other buildings

Maximum Tolerable Period of Disruption (hours/days):

1 day (Langford non ASU buildings)

4 hours (Langford ASUs)

As long as other adjacent buildings had mains water supply then buildings can stay open, although toilets and kitchens would have to close. Damage to the University's main ring main would be one day. Some large buildings mostly have water tanks. Failure of North Somerset Water mains should be repaired by North Somerset Water within 8 hours.

Loss of water to ASUs would not be tolerable at all – water usage in non-ASU buildings at Langford would need to be rationed.

5.1 People:

How many people do you require to undertake this task?

2 mechanical tradesmen/plumbers (minimum) from Maintenance Team. Contact SHIFT. Staff from Bristol Water if Bristol Water failure. Telephone 0800 801 011. Water Matters (experts in underground water leak detection and water pipeline repairs). Telephone 01454 620072.

If you are not going to include all essential personnel that should be contacted here then show where lists are kept

5.2 Premises:

Where will staff relocate to?

Do they need specialist premises?

If buildings were to close for more than one day then individual Building Contingency Plans would be put in place.

Alternative nominated site (if applicable):

The alternative site for this service is: Depends on which building it is non-ASU. ASUs cannot readily relocate, although there are alternative locations in Precinct.

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

Name:	Contact Details:
Lynn Hill (LVS)	(0117) 928 9561
Jean Harbour	(0117) 928 9456
Barbara Mortimer (ASU)	

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?
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*Mobile phones already in place
 Access to PCs for Estates CAD information*

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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?

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Estates Stores

Material Equipment Suppliers, contacted via Estates Stores

Specialist Contractors for BS6700 post reinstatement, either Water Matters Telephone 01454 620072 or Dantek telephone 07971 537167

USEFUL TELEPHONE NUMBERS

Name/Service Unit:	Numbers:
Jeni Cummins, Senior Engineer, Estates Operations	07909 917644
Mark Schafer, Maintenance Manager, Estates Operations	07909 917634
Parviz Partow Director of Estates Operations	07868 657103
Steve Hyde, Senior Surveyor, Estates Operations	07786 115862
Bristol Water	0800 801 011.
Water Matters	01454 620072.
Dantek	07971 537167
Estates Stores	0117 928 8854
Kevin Thomas	07528 681380
Help Desk Emergency No	07879 443580

Once this document is complete, please return a copy to the Planning Office (Rachel Acres & Peter Wilgoss) and Security Services (Jerry Woods) for filing and future reference if required.

LAYOUT DIAGRAM FOR TEMPORARY SPACE REQUIRED DUE TO RELOCATION (Insert if required)
