



Disaster Recovery Plan

(Client facing with personal details removed)

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1. Introduction

Failure to have a cohesive and well thought through Disaster Recovery (DR) plan would put at risk Quill Pinpoint's business, offices and brand, and would threaten the jobs of our staff. Clients could take their business elsewhere if Quill Pinpoint Head and Regional offices cannot re-establish operations quickly after a disaster.

Quill Pinpoint plans to continue in the event of a disaster, it is therefore necessary that all staff are fully aware of how we intend to recover and that their employment will continue and remain secure.

This document contains the DR Plan for the Quill Pinpoint. It is intended to serve as the centralized repository for the information, tasks, and procedures that would be necessary to facilitate the management's decision-making process and its timely response to any disruptive or extended interruption of normal business operations and services. This is especially important if the cause of the interruption is such that a prompt resumption of operations cannot be accomplished by employing only normal daily operating procedures.

In terms of personnel, technological and financial resources, the information tasks and procedures detailed in this plan represent Quill Pinpoint's commitment to response, resumption, recovery, and restoration planning. Therefore, it is essential that the information and actions in this plan remain viable and be maintained in a state of currency in order to ensure the accuracy of its contents. To that end, this introduction is intended to introduce and familiarize all staff with the structure and content of the plan. The plan is available for electronic viewing with all relevant supporting information from Quill Pinpoint Intranet

It is extremely important for all staff however senior or junior within Quill Pinpoint to ensure they have a good understanding of the plan and that adequate and sufficient attention and resources are committed to the maintenance and security of the document and its contents. Since the information contained in this document describes Quill Pinpoint's planning assumptions and objectives, the plan should be considered a sensitive document. It should not be shown to anybody outside of Quill Pinpoint.

Quill Pinpoint has recognized the potential financial and operational losses associated with service interruptions and the importance of maintaining viable emergency response, resumption, recovery and restoration strategies.

Quill Pinpoint DR Plan is intended to provide a framework to ensure the safety of employees and the resumption of time-sensitive operations and services in the event of an emergency (see threat analysis chart).

Although Quill Pinpoint DR Plan provides guidance and documentation upon which to base emergency response, resumption, and recovery planning efforts, it is not intended as a substitute for informed decision-making.

Quill Pinpoint Directors, DR Co-coordinators and line managers have identified and will continue to identify services for which disruption will result in significant financial and/or operational losses. Plans include detailed responsibilities and specific tasks for emergency response activities and business resumption operations based upon pre-defined time frames.

Quill Pinpoint DR Plan is not a one-time commitment and is not a project with an established start and end date. Instead, it is an on-going, funded business activity budgeted to provide resources required to: -

- Perform activities required to construct plans
- Train and retrain employees
- Develop and revise policies and standards as Quill Pinpoint changes
- Exercise strategies, procedures, team and resources requirements
- Re-visit unattained exercise objectives
- Report on-going continuity planning to the DR team
- Research processes and technologies to improve resumption and recovery efficiency
- Perform plan maintenance activities

The constant developing of Quill Pinpoint DR Plan encompasses activities required to maintain a viable continuity capability ensures that a consistent planning methodology is applied to all companies, departments and individuals of Quill Pinpoint. The DR Plan will therefore include elements necessary to create a viable, repeatable and verifiable continuity capability including:

- Implementing accurate and continuous vital records, data backup, and off-site storage
- Implementing disaster recovery capabilities through the provision of the DR Data Centre in addition to the Primary Data Centre
- Providing alternate sites for business operation for staff use
- Constructing a contingency organization in the event of loss of life of key members
- Implementing contingency strategies

- Ensuring adequate loss of business, extra cost of working and data recovery insurance is maintained.

2. The Structure & Organization

In the event of a major disaster or other circumstances which bring about the need for DR plan to become operational, the normal organization of Quill Pinpoint may shift into that of the contingency organization. The focus of Quill Pinpoint will shift from the current structure and function of “business as usual” to the structure and function of a group working towards the resumption of time-sensitive business operations.

In this plan, the contingency organization will operate through phases of response, resumption, recovery, and restoration. Each phase involves exercising procedures of the DR Plan and the teams executing those plans.

The teams associated with the plan represent functions of either Quill or Pinpoint and departments or support functions. The teams will respond, resume, recover, or restore operations or facilities of Quill Pinpoint and its affected system both internally and externally. Each of the teams is comprised of individuals with specific responsibilities or tasks, which must be completed to fully execute the plan. Primary and alternate team leaders, who are responsible to the plan owner, lead each team.

Each team becomes a sub-unit of the contingency organization. Co-ordination teams may be singular for the Group, whereas technical teams will likely be system specific, consist of more than one person and likely to involve outside suppliers. The DR Plan Organizational Chart below shows the base organizational structure. The teams are structured to provide dedicated, focused support in the areas of their particular experience and expertise for specific response, resumption and recovery tasks, responsibilities, and objectives.

A high degree of interaction among all teams will be required to execute the corporate plan. Each team’s eventual goal is the resumption/recovery and the return to stable and normal business operations and technology environments.

Status and progress updates will be reported by each team leader to Quill Pinpoint Board of Directors. Close coordination must be maintained with the Executive Directors, Julian Bryan, Richard Salt and Phil Pearson throughout the resumption and recovery operations.

The contingency organization’s primary duties are:

- To protect employees and information assets until normal business operations are resumed.
- To ensure that a viable capability exists to respond to an incident.

- To manage all response, resumption, recovery, and restoration activities.
- To support and communicate with employees, system administrators, managers, clients, emergency services, insurance companies and mission critical suppliers.
- To accomplish rapid and efficient resumption of time-sensitive business operations, technology, and functional support areas.
- To ensure Law Society and Legal Services commission regulatory requirements are satisfied.
- To exercise resumption and recovery expenditure decisions.
- To streamline the reporting of resumption and recovery progress between the teams and management of each system.

3. Contingency Plan

Quill Pinpoint DR Plan Co-coordinator(s) at the Head and regional offices, in conjunction with Executive Directors, Julian Bryan, Richard Salt and Phil Pearson will determine which Teams/Team members are responsible for each function during each phase. As tasking is assigned, additional responsibilities, teams, and task lists need to be created to address specific functions during a specific phase.

3.1. Contingency Phases

3.1.1. Response Phase

- To establish an immediate and controlled presence at the incident site.
- To conduct a preliminary assessment of incident impact, known injuries, extent of damage, and disruption to the systems, services and business operations.
- To find and disseminate information on if or when access to the relevant office(s) will be allowed.
- To provide the management team with the facts necessary to make informed decisions regarding subsequent resumption and recovery activity.

3.1.2. Resumption Phase

- To establish and organize a management control centre and headquarters for the resumption operations (see chart below).
- To mobilize and activate the support teams necessary to facilitate and support the resumption process.

- To notify and appraise time-sensitive business operation resumption team leaders of the situation.
- To alert employees and other internal and external individuals and organizations of the situation.

3.1.3. Recovery Phase

- To facilitate and support the recovery of time-sensitive business operations.
- To co-ordinate with Quill Pinpoint Directors and other members of the DR team at non-affected offices in order to setup temporary remote locations for working
- To co-ordinate with employees, suppliers and other internal and external individuals and organizations of the situation

3.1.4. Restoration Phase

- To facilitate the relocation and migration of business operations to the nearest regional office and then new or repaired location.
- To mobilize operations, support and technology departments relocation or migration.
- Manage the relocation/migration effort as well as perform employee, vendor, Insurance Company and customer notification before, during, and after relocation or migration.

3.2. Assumptions

- This plan assumes certain key criteria are in place.
- Internet connectivity is available Quill Pinpoint's primary or recovery data centre
- AC Power is available at Quill Pinpoint's primary or recovery data centre
- Network topology present & functioning at Quill Pinpoint's primary or recovery data centre
- Voice communication between key stakeholders (landline or mobile) is available

3.3. Critical Success Factors & Issues

This section addresses the factors and issues that specifically apply to Quill Pinpoint DR Plan project that have been identified to be critical to the successful implementation of the plan these factors are as follows:

- Absolute commitment by the Directors to Business Continuity Planning and Disaster Recovery for Quill Pinpoint
- Budgetary commitment to Disaster Recovery on an annual and ongoing basis
- Constant monitoring and amending where necessary of the DR plan, and providing updates to key stakeholders when changes are made.

3.4. Mission Critical Systems, Applications & Services

3.4.1. Backup, Replication & Monitoring

See Appendix A

3.4.2. Critical Contacts

See Appendix B

3.5. Threat Analysis

An analysis of threat is performed for all Quill Pinpoint at least annually using internal and external resources and local agencies. All staff has the responsibility of advising their Regional DR Co-coordinators, Manager or Director of any new threats or upgrading/downgrading of an existing threat.

It is imperative Quill Pinpoint is aware of all regional specific issues. The classifications of threats are:

L or Low Threat

One which needs to be recorded but is so unlikely in the region or if occurred unlikely to affect DR

M or Medium Threat

More serious than a Low Threat but could escalate into a classified disaster or effect seriously DR. Provisional procedures need to be considered and in place to deal with threats of this classification.

H = High Threat

Extremely serious in nature and would definitely effect DR and could also be classed as a disaster. Threats of this nature must have a contingency procedure in place, however remote the possibility of their occurrence.

Possible Occurrence	Manchester	Liverpool	Middlebrough	Brighton
Air Conditioning Failure	M	L	L	L
Aircraft Accident	L	L	L	L
Blackmail	L	L	L	L
Bomb Threats	M	L	M	L
Explosion	M	M	M	L
Chemical Spills / Haz.Mat.	L	L	M	L
Cold / Frost / Snow	L	L	L	L
Communications Loss	H	H	M	M
Data Destruction	H	L	L	L
Earthquakes	L	L	L	L
Fire	M	M	M	M
Flooding / Water Damage	M	L	L	L
Nuclear Mishaps	L	L	L	L
Power Loss / Outage	H	H	M	M
Sabotage / Terrorism	M	M	M	L
Storms / Hurricanes	L	L	L	L
Theft / Vandalism / Rioting	M	M	L	L

4. System Description

Quill Pinpoint DR Plan Co-coordinators(s) at the Head and regional offices, in conjunction with Executive Directors, Julian Bryan, Richard Salt and Phil Pearson will determine which Teams/Team members are responsible for each function during each phase. As tasking is assigned, additional responsibilities, teams, and task lists need to be created to address specific functions during a specific phase.

4.1. Physical & Technical Environment

Helping ensuring the confidentiality, integrity, and availability of our clients' systems and data is of the utmost importance to us, as is maintaining trust and confidence. Detailed below is a systematic list of the systems and services within each office of Quill Pinpoint. A further detailed specification including confidential administrator information is available to authorized users only.

4.1.1. Manchester (Company Headquarters)

Quill Pinpoint's headquarters are located in the centre of Manchester on the first floor of Barclay House, 35 Whitworth Street, Manchester, M1 5NG, and house our Primary Data Centre. The fabric of the building consists of concrete floors and solid walls. The data centre is located in an internal location, fully air conditioned and secure at all times.

- Access to the data centre is limited to the in-house network administrators and key directors
- Access to the building is by secure keypad and reception of the building is monitored from the hours of 07:30 to 19:00. The entrance to the Quill offices is by secure keypad. Entry doors are protected by metal shutters when the office is closed.
- Outside of office hours Quill Pinpoint offices are monitored 24 hours per day by "Red care" with full Police and fire response.
- All internal common and external perimeters are monitored by digital CCTV. Access images available on request from Barclay House management.
- The offices are covered by Greater Manchester monitored fire services via the ADT fire alarm system through Barclay House Management.
- There are 3 phases of power supply to the building which can provide an alternative source of power.
- The service level agreement on critical server equipment within the Primary Data Centre includes 24/7 telephone support (including holidays) and a 4 hours onsite response
- Server load balancing is employed for scalability & redundancy
- Further redundancy at server level is employed on a per component basis. i.e. redundant PSU, Fan, hard drive (RAID)
- Uninterruptible power supply units are employed to protect against short term power loss and noise. They also allow for graceful shutdowns in the event of a total power failure.

- Primary internet connectivity is supplied with a 99.9% uptime guarantee and 24/7 telephone support.
- Secondary fail-over connectivity is provided by a wireless solution that bypasses the BT infrastructure.
- All network traffic in and out of the internal LAN is routed through a managed Firewall solution providing protection against spam, viruses and intrusions
- Further spam & virus protection is employed per server & PC
- Remote branch & home user access is implemented using secure RDP
- Remote data backups implemented using secure shell (ssh) to Recovery Data Centre
- Further remote data backups implemented using secure shell (ssh) to regional offices
- Portable Appliance Testing (PAT) is undertaken on a regular basis (low risk environment)
- Expired hardware is disposed of in accordance with the Waste Electrical & Electronic Equipment (W.E.E.E) directive.
- Our network administrators are available over the weekend.
- Appendix A – Backup, replication & monitoring procedures
- Appendix B – Critical Contact List
- Emergency contact numbers (out of normal office hours) for Barclay House Management:
 - Elliot Feingold – mob: 07836 555610, home: 0161 773 2200
 - Paul Atkinson mob: 07932 715252, home 0161 428 9273
 - Building Manager (Normal House) 0161 236 0151 or mob: 07932 715252

4.1.2. Liverpool Regional Office

Our Liverpool office is located at Suite 4, Baird House, Liverpool Innovations Park, Edge Lane, Liverpool, L7 9NJ.

- As well as Legal operations, this office is home to our Payroll and General Bookkeeping operations. A snapshot of critical information for these two services is replicated to our Primary Data Centre every night.

- Primary internet connectivity is supplied with a 99.9% uptime guarantee and 24/7 telephone support.
- Secondary (fail-over) connectivity is provided via ADSL as @ March 2011 but will be replaced with a wireless solution that bypasses the BT infrastructure later in 2011.
- All network traffic in and out of the internal LAN is routed through a managed Firewall solution providing protection against spam, viruses and intrusions
- All cabling within the office is structured CAT5e (10/100/1000MBS). The data centre backbone is 1000MBS.
- Emergency contact number 24/7 for the Liverpool Innovation Site is Tel: 0151 261 4682

4.1.3. Other Regional Offices (Wilton Site & Brighton)

Being smaller remote offices, the infrastructure at these locations is relatively simple yet resilient for the needs and size of the organizational structure at each office.

- Each remote office accesses Quill's Data Centre using secure RDP and/or VPN
- In the event of a total long term failure (more than 4 hours); procedures will kick in for staff to either work from home or travel to the Manchester head office
- All network traffic in and out of the internal LAN is routed through a Firewall solution providing protection against intrusions
- Emergency contact 24/7 for the Wilton Duty Manager is Mob: 07711 195104. Building Security 24/7 is Mob 07860 30481. If necessary Site Manager is Dave Willis Home: 01642 640907/Mobile 07753 902625
- Emergency contact for Brighton Office is: Caraline Brown, Midnight Communications Tel: 01273 666200, Mobile: 07860 757757. Alarm company is Haven Security: 01273 586801 (state: Midnight Communications, 28 Foundry Street)

Up to date office contact details are always listed on our web site here:

<http://www.quill.co.uk/contact/>

4.1.4. Recovery Data Center

Provided by a state of the art ISO27K accredited data center within the UK and therefore physically separate from Quill's network infrastructure, our recovery data center solution provides very high availability and dependability.

- Accessibility is limited to our network administrators and key directors
- All network traffic in and out of the recovery data center is encrypted using SSH, RDP or VPN
- Disk encryption is employed for further data protection
- Server snapshots taken regularly to ensure resilience
- Client data always up-to-date as at last night's position.

5. Plan Management

5.1. Business Continuity Teams

The DR teams will include the following:

- DR Lead
- Departmental Managers
- Directors
- Fire Marshalls (+ Buildings Fire Officer if necessary)
- The teams meet at least annually to review and update the DR plan if necessary. The DR plan is held in paper format at each regional office and at home for each of the DR team members.

5.2. Incident Notification

In the event of a major disaster or possible incident which may affect business continuity the DR Team will be notified by landline or mobile telephone, speech or text.

For major external incidents in the Manchester area this will initially be the Police Advance Notification system. The system for notification in regional offices will rely on local media and building manager(s).

Once an incident has been verified, the DR Team for that region will meet either in person or by conference telephone to assess the level of disruption. After initial assessment the internal and external notification processes will follow.

5.3. Internal Notification & Procedures

If an incident occurs during or outside office hours, then the following procedure will be followed by all internal Quill Pinpoint staff. The procedure is written as if being read by a member of staff.

Copies of this procedure are inserted within the employee's handbook.

Certain points below are expanded upon at key points elsewhere within the policy document.

5.3.1. During Office Hours

- Follow emergency procedures and follow the advice of the fire marshall(s) and emergency services at the time of an incident. The fire marshall will communicate to you which evacuation point to assemble at, if different from usual location. A register will then be taken of staff present and of any visitors on site. If any staff is unable to contact their fire officer then they should communicate to a DR co-coordinators to account for their whereabouts at their earliest opportunity. If there are any visitors or contractors on site, it is the responsibility of the staff they are visiting to ensure they are evacuated to the designated evacuation point.
- Make sure the fire marshall knows you are safe.
- Be prepared to help the fire marshall account for any unexplained absences.
- Await further instructions from your DR co-coordinators or the fire marshall
- Please be patient. However much we practice these procedures, no one can predict what will happen. The DR co-coordinators and fire marshall will liaise with the emergency services
- Assuming the offices cannot be re-entered for a significant period of time, the DR co-coordinators will communicate instructions to you. All staff, except the Directors and DR Team, will then go home and must stay at home until advised otherwise. A member of accounts or line manager will be designated to assist those staff unable to get home due to lack of money, credit cards, train tickets, house keys etc. If possible, the office petty cash box should be taken out of the office when evacuated by a member of staff.
- The regional DR team will meet to assess the situation, and the fire marshall(s) will liaise with the emergency services if necessary, e.g. if staff are trapped inside the building or injured.
- The DR team will assess which people need to go home and which should relocate to their designated DR site.
- If it is decided that you will work from home then please give a member of your DR team the contact details before leaving the assembly point. This can only take place after your Fire Officer has accounted for you.

- The DR team is also responsible, as much as possible, for organizing building security and its contents.
- If you are home, or asked to go home, please wait at home for further instructions by telephone or text. Periodically check Quill Pinpoint web site <http://www.quill.co.uk> for updates rather than calling your line manager or co-coordinators.
- **Do not speak to the media.** Decline politely (rather than saying “no comment” or “I’m not allowed to comment”) and advise that they need to direct their enquiries to a Quill Pinpoint spokesperson such as a Director
- Emergency procedures and evacuation points are communicated during induction and are written within the Health & Safety section of the employee handbook and located on notice boards within each office. The Employee Handbook is also available on the Quill Pinpoint Intranet. Fire bell testing is carried out weekly and practice evacuations are carried out twice yearly in accordance with Health & Safety legislation.
- In the event that the office is occupied by only one person at the time of the emergency then that person should ensure that every effort is made to establish contact with at least one Director or the local DR co-coordinators. Such information relating to the nature of the cause of evacuation should also be conveyed by whatever means possible to the DR co-coordinators.

5.3.2. Outside Working Hours

- The Regional DR Co-coordinators will contact your line manager to initiate the telephone cascade, as early as is practicable to prevent staff reporting to the office affected. If possible, a message will be posted on Quill Pinpoint web site <http://www.quill.co.uk>
- In the case of offices being inaccessible or unusable for business, staff should remain at home where they will be telephoned or texted with instructions on where and when to report for work. Where possible, staff may be requested to work from home until the scale of the problem has been fully ascertained.
- If possible, a pre-recorded message will be available on 0161 236 2910 for all Quill clients to refer to the web site for more information.
- Quill Pinpoint web site is hosted by a third party with full content management access granted by Quill. All password and login details for the domain are held by the network administrator(s) and I.T. team at each location.
- Staff should not phone any office for information as the telephone lines need to be kept open for emergency calls and client enquiries.

- An abbreviated version of the telephone cascades can be found on Quill Pinpoint Intranet. A text messaging service will be used to convey information via staff and personal mobile phones.
- The DR co-coordinators and/or Director will be notified of a major situation within Manchester by the Greater Manchester Police in the form of e-mail and text.

5.4. External Contact Notification

In the event of a major disaster or possible incident which may affect business continuity the DR Team will notify the suppliers detailed in the contact list (Appendix B).

5.5. Media Releases

All incident related information (printed or spoken), concerning Quill Pinpoint will be coordinated and issued through and by the Directors of the Quill Pinpoint. No member of staff unless authorized by the Directors of Quill Pinpoint will comment or speak to the media on any incident which effect business continuity other than politely declining to comment. All staff should direct the questioning to the Directors of the Quill Pinpoint.

5.6. Meeting Points

In the event of an incident occurring during working hours and you being evacuated from your regional office or in the event of a member of staff not being able to gain access to your normal place of working, all staff should meet at their regional locations listed below.

A member of the DR Team will be available at each location to communicate instructions. Each member of the DR Team will be in communication with other members via mobile telephones.

Manchester	1	Dandara Lock Buildings, Whitworth Street West (Fire Assembly Point)
	2	Palace Theatre, Oxford Road
	3	Bridgewater Hall, Bridgewater Street

Liverpool	1	Assembly point 'S' which is in the lawned area to the front of Baird House.
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Middlesbrough	1	Assembly Point 2, Wilton Centre
	2	Wilton Centre Annex, Wilton Centre
	3	Middlesbrough Business Centre, Middlesbrough Station

Brighton	1	The Foundry, 13-14 Foundry St, Brighton BN1 4AT
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5.7. Alternative Sites

Quill Pinpoint has set up the following alternative sites in the event of a regional office being unavailable due to a major disaster

5.7.1. Manchester

If a disaster takes place in Manchester a team including legal cashiers, supervisors, administrators & support technicians will operate from our Liverpool office. Other staff will work from home as appropriate.

5.7.2. Liverpool

If a disaster takes place in Liverpool a team of staff including legal cashiers, supervisors, payroll clerks and bookkeepers will relocate to the Manchester office. Other staff will work from home as appropriate.

5.7.3. Middlesbrough

If a disaster takes place in Middlesbrough a team of legal cashiers will relocate to the Manchester office. Other staff will work from home as appropriate.

5.7.4. Other Regional Offices

In the event of a disaster, the staff will work from home as appropriate

In the event of office closures due to a disaster, Quill Pinpoint will make sure all staff are transported to and from their temporary offices. If necessary, overnight accommodation will be supplied and paid for by the Company.

5.8. Teams

The DR Team will liaise with the following teams to co-ordinate the smooth transition to “business as usual”. Due to the size of Quill Pinpoint and although the teams below are detailed separately, there will be overlap between the teams

and certain team members will have input and responsibility for more than one team.

All teams will work & communicate with each other effectively during the recovery effort.

In the event of a major disaster, and once the damaged is assessed, the relevant team(s) will work alongside the Insurance Company.

5.8.1. Technical Team

The technical team consists of the IT Director & key people from our IT department. They are responsible for: damage assessment; restoration of communications links; backup recovery; internal software system recovery & client systems recovery, plus IT procurement where necessary.

In the event of a serious disaster that affects the accessibility & availability of our primary data centre, the team will be responsible for assessing “time to recovery” and making a judgment as to whether the estimated delay warrants transferring all operations to the recovery data centre.

Where possible, all efforts will be focused on restoring the primary data centre operation in as short a time as possible. Transfer of services to the recovery data centre will be considered in an absolute worst case scenario.

In the event that new equipment is necessary to re-enable operations at the primary data centre, the team will also be responsible for procurement, liaison with key suppliers & LAN and WAN installation once the necessary equipment is available.

5.8.2. Operations Team

The operations team consists of the Development Director, IT Director Head of Legal Accounts & key departmental managers & non technical administrators responsible for internal processes/procedures & managing client expectation.

If data entry is necessary this team are responsible for re-entering data which is absent from the most recent, validated backup. They ensure that the source documentation is sorted and re-posted in an accurate and timely manner. This will involve our legal cashier teams, payroll clerks, bookkeepers, and administration teams. Not every member of each department will be involved in the re-posting/re-inputting exercise and depending upon the extent of the job in hand; additional teams will be used and rotated.

The Operations Team are responsible for reassembling all documentation for standards, procedures, applications, programs, systems, and forms, as required at the backup site, and transportation of staff, equipment, supplies, and other necessary items between sites.

5.9. Vital Records & Documentation

Vital records and important documentation are backed up/scanned/photocopied and stored off site. Vital records are any Quill Pinpoint documents that are essential to the operations of the organization, such as personnel records, software documentation, legal documentation, legislative documentation, benefits documentation, signed client agreements, software licensing agreements, insurance papers etc.

There are copies of the current system security and infrastructure documentation stored at remote locations. One copy is also stored on site and is immediately accessible.

Additional copies are enclosed within the DR plan and distributed to the DR Teams and Directors for safe storage at home.

6. Testing Procedures

Quill Pinpoint DR Plan is maintained routinely and exercised/tested at least annually. The purpose of exercising and testing the plan is to continually refine resumption and recovery procedures to reduce the potential for failure.

The result of each test is recorded for training and development purposes.

7. Summary

This document sets out Quill Pinpoint's Business Continuity & Disaster Recovery strategy as at the revision date.

Although we endeavor to give notice in advance of any changes to our DR & DR strategy, it is under constant evaluation and scrutiny to ensure it satisfies **our primary objective of protecting our internal systems, hosted client services & data**. As such, Quill Pinpoint's DR & DR strategy is a dynamic & evolving process that is subject to change without notice.

Appendix A

Backup, Replication & Monitoring Procedures

Frequency	Details
Real time	<ul style="list-style-type: none"> • Network intrusion detection at network edge • Web filtering at network edge • Virus scanning at network edge • On access anti-virus scanning on all computers • Notification of above events to network administrators
Daily 23:59 – 07:00	<ul style="list-style-type: none"> • Nightly automated processes: <ul style="list-style-type: none"> ○ Client database snapshots taken. The last 7 days & last 24 month-ends are archived. ○ Secure shell copy of client snapshots to recovery data centre ○ Secure shell copy of client snapshots to at least one regional office ○ Secure shell copy of Liverpool office payroll & general bookkeeping data to Manchester ○ Restore all client databases at recovery data centre & check data integrity ○ Log files from the above processes emailed to IT distribution List ○ Database archives copied to one of 5 mass storage devices (rotated daily) ○ Storage appliance – tape backup (20 tape strategy, Mon - Thu, Fri 4 weeks, 12 months)

	<ul style="list-style-type: none">• Network admin stores tapes & mass storage devices off site.
Monday to Friday 08:00	<ul style="list-style-type: none">• Network administrator checks all servers & services for availability, and eyeballs last night's log files
Weekly	<ul style="list-style-type: none">• Backup & restore all client databases Firewall log files - eyeball the logs
Monthly	<ul style="list-style-type: none">• Review Internet connectivity & server performance statistics
Quarterly	<ul style="list-style-type: none">• Recovery Data Centre: Check all servers & services for availability
Half Yearly	<ul style="list-style-type: none">• PC Audits• DR/DR testing

Appendix B

Critical Contacts

<i>Company</i>	<i>Function</i>	<i>Contact</i>	<i>Landline</i>	<i>Mobile</i>	<i>Email</i>
INTERNAL					
Quill Pinpoint	<p>Directors:</p> <p>Managing Director</p> <p>IT Director</p> <p>Development Director</p> <p>Network Administrator</p> <p>Managers:</p> <p>Legal Accounts Manager</p> <p>Customer Support Manager</p>	<p>Julian Bryan</p> <p>Richard Salt</p> <p>Phil Pearson</p> <p>Ray Eljarrat</p> <p>Carmel Connor</p> <p>Maria Ashurst</p>			

	Payroll Manager	Cath Delacoe			
	Liverpool Manager	Carol Clare			
	Middlesbrough Manager	Sarah Lear			