

DXC Spend Analytics; Newbury

Business Continuity Plan

01/06/2018

Table of Contents

- 1 INTRODUCTION.....3
 - 1.1 Plan Overview.....3
 - 1.2 Project Overview and Context.....3
 - 1.3 Business Continuity Plan Purpose3
 - 1.4 Scope3
 - 1.5 Out of Scope.....3
 - 1.6 Business Impact Assessment4
 - 1.7 BCP Strategy4
 - 1.8 Assumptions4
 - 1.9 Roles & Responsibilities.....5
 - 1.10 BCP Approach5
 - 1.11 Primary & Business Continuity Sites6
 - 1.12 BCP Site – Infrastructure Specifications.....6
- 2 Declaration and BCP Invocation.....7
 - 2.1 Potential Crisis Recognition7
 - 2.2 Tasks needed to be done in the event of a disaster7
- 3 Business Continuity Strategy and Resources.....11
 - 3.1 Business Continuity Recovery Strategy.....11
 - 3.2 Recovery Table.....12
 - 3.3 Process Priority Summary – Mission Critical Factor Definitions.....12
 - 3.4 Recovery Time for Critical Processes13
 - 3.5 Critical Resource Requirement14
 - 3.6 BCP System Requirement14
 - 3.7 Recovery Resources: Telephony14
 - 3.8 Recovery Resources: Virtual Transfer of Work.....15
 - 3.9 Recovery Resources: Obtain Replacement Hardware15
 - 3.10 Recovery Resources: Microsoft Software Images16
- 4 Appendices17
 - 4.1 Appendix A - Key Business Continuity Team Members contact matrix.....17
 - 4.1.1 Business Continuity Owner/Leader17
 - 4.1.2 Senior Management.....17
 - 4.1.3 Business Continuity Coordinator17
 - 4.1.4 Facilities Coordinator17
 - 4.1.5 Communications18
 - 4.2 Appendix B: Communication SLA Matrix.....18

INTRODUCTION

This Business Continuity Plan (BCP) is an essential part of any organization's response planning. It sets out how the business will operate following an incident and how it expects to return to business as usual in the quickest possible time afterwards.

Plan Overview

Spikes Cavell has key teams, plans and solutions that ensure business continuity to deliver services to our clients without any disruptions. This strategy, as described below, enables the business unit to re-establish and maintain all our services in the event of a disaster.

Project Overview and Context

This plan sets out the key actions to be taken in case Spikes Cavell's primary office in Newbury, United Kingdom becomes unavailable. All servers and databases are managed and maintained at this office.

Business Continuity Plan Purpose

This Business Continuity Plan has been designed to ensure that Spikes Cavell is able to provide continuation of critical business processes for the Newbury site in the event of disruption their business, they return to 'normal' business as quickly as possible, and to minimize the effect of such disruptions.

The purpose of this BCP is to provide the process and information to enable the BCP Owner and BCT to:

- Assess the severity of a situation, and consider its impact on the business; and
- Communicate and work with those required to manage the recovery, and those impacted by the situation; and
- Recover from disruptions in a timely, orderly manner using documented, flexible, well-rehearsed procedures until BAU is resumed.
- To prepare a consistent reliable response to likely failure scenarios, taking into account failure points as well as circumstances.
- To manage degradation of service levels following the disruption of normal equilibrium at BCP site.
- To make available the necessary human resources following the disruption to Spikes Cavell's human resources are the key to service its customers.

Scope

The processes, activities, information and tools by which Spikes Cavell, will recover services, manage key stakeholders and resume business through the identified BCP sites.

The business continuity strategy that enables us to recover from the following scenarios:

- Loss of site;
- Loss of technology; and
- Loss of Human resource

Out of Scope

Out of scope for this program is:

- Emergency response procedure requiring the evacuation of the location.

- Initial response where the Emergency services are required and supersede any internal processes in place at the location.

Business Impact Assessment

The scenarios that have been considered by the Impact assessment are:

Force Majeure event which could not reasonably have been foreseen or avoided, including:

- abnormal weather conditions;
- nuclear, chemical or biological contamination;
- war, civil commotion or terrorist attack;
- interruption or failure of a utility service including electric, gas or water;
- acts of god, floods or earthquakes;
- the imposition of a sanction, embargo or breaking off of diplomatic relations

Direct and indirect effects of a pandemic event, including staff shortage due to:

- Direct infection/contagiousness or being affected by the pandemic.
- Government/Spikes Cavell advised lock down with limited or no access to the work site.
- Public transport and public buildings being closed down or services removed.
- Care of dependents

Sudden unexpected loss of the Spikes Cavell site or processing centre

Sudden unexpected loss of Spikes Cavell IT Systems.

BCP Strategy

In response to the loss of the Spikes Cavell site, the BCP strategy is to:

- Brief all employees on the situation to ensure consistent, positive messaging.
- Inform customers via email/phone of the situation and likely disruption to services.
- Direct Spikes Cavell Employees to work from alternative locations (home, another DXC site) where possible (note that the majority of Spikes Cavell personnel are provided with a laptop and mobile phone and can operate independently from the network).
- Order replacement equipment (laptops/phones/other technology) at time of loss, if necessary.
- Migrate services to redundant backup/off-site systems.

Assumptions

The following assumptions are made:

1. At least 2 of the management team have laptops available at the time of the incident
2. All the team members and alternates are contactable and the Business Continuity plans and the contact details are updated periodically through call tree testing.
3. All the team members understand their roles and responsibilities, and are familiar with this plan and how it fits into the Spikes Cavell BAU site approach to Business Continuity, and specifically the role and responsibilities of the EOT.
4. The Plan Owner has the authority of his/her Business Unit to manage business recovery
5. This plan is reviewed and updated once a year by the Spikes Cavell ITC team to ensure it is fit for purpose and the team is exercised in line with Spikes Cavell Business Continuity Policy.
6. The Testing strategy shall be completed within an annual cycle during the year

7. Funds are available to enable immediate recovery operations to begin.

Roles & Responsibilities

Role	Responsibilities
BCP Leader/Owner & Alternate	<ul style="list-style-type: none"> • Leading the BCT in the execution of this plan. • Identify priority work • Identify Primary contact for BCP • Contact Primary People for BCP • Gather selected people at pre-selected assembly points • Allot responsibilities to team members • Monitor and report the status to all stake holders
Business continuity Coordinator	<ul style="list-style-type: none"> • During an event, to coordinate recovery with the Emergency Operation Team, Support departments communication and meeting with Stakeholder. • Review and maintain the Business Continuity plan • Coordinate DR testing periodically. • Identify the areas for improvement in the Business continuity plan on ongoing basis • Create awareness amongst the users in his area of operations. • Recommend for Invoking Business continuity plan for the business unit. • Communicate with internal stakeholders during the disaster situation
BCT Member	<ul style="list-style-type: none"> • Identify priority work • Identify People for BCP • Contact People for BCP • Gather selected people at pre-selected assembly points • Allot priority work to team members • Track and deliver priority work • Monitor and report the status to all stake holders

BCP Approach

The course of action to be followed;

- Assess the situation and consider the severity
- Communicate to the response team and other stakeholders
- Recovery plan till “Business As Usual” is resumed

Primary & Business Continuity Sites

Site - Type	Location	Hardware Equipment & Telecom
Primary Site	NEWBURY – Spikes Cavell Analytic Limited, 1 Northbrook Place, Newbury, Berkshire, RG14 1DQ	Full
Potential BCP Site 1	NEWBURY – The Regus, Newbury Oxford House, 12-20 Oxford Street, Newbury, RG14 1JB - +44 (0) 1635 760 200	Acquire new hardware. IP based telephony
Potential BCP Site 2	NEWBURY – Greenham Business Park, Thatcham, Berkshire, RG19 6HS – 01635 817 444	Acquire new hardware. IP based telephony
Potential BCP Site 3	DXC Technology – Unit 34, Suttons Business Park, Reading, RG6 1AZ	Redundant hardware, and office space on-site, IP based telephony.

BCP Site – Infrastructure Specifications

Infrastructure at Spikes Cavell Analytic Limited, 1 Northbrook Place, Newbury, Berkshire, RG14 1DQ:

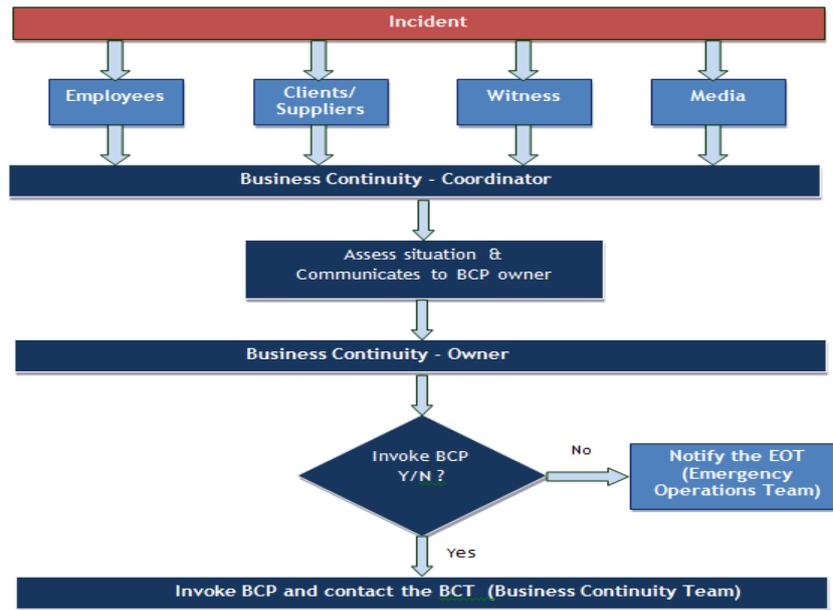
- 3000 sq. ft. facility
- 50 seats available, out of which 10 seat are dedicated as contingency.
- Dual data port provided in each work station for enhanced seat utilization
- 100 Mbps fibre dedicated link from primary Site and backed up by 10 Mbps Link
- Assured uninterrupted power supply
- Easy accessibility by employees
- Voice Communication facility provided

Newbury, UK is well placed for temporary office space with Regus managed offices located within walking distance of the main office. Greenham Business Park is located a short drive from the town, and a DXC Technology office located at Royal Pavilion in Aldershot. A business continuity data centre is located in Reading at a DXC operated facility which also provides hardware and office space redundancy.

Additionally, the employee pool is 100% mobile and enabled for remote working. The plan in the event of a disaster would be to relocate staff to one of the following facilities:

- Mobile working
- Royal Pavilion, Aldershot
- Suttons Park, Reading
- The Regus, Newbury
- Greenham Business Park, Thatcham

Declaration and BCP Invocation



Potential Crisis Recognition

The first element in a response program is to determine if a potential crisis exists. Spikes Cavell will be able to recognize specific incidents that may occur that would necessitate the need for some level of response. Identification of warning signals coupled with the likelihood of an event is often indicative of an imminent crisis. Warning signs may include, but are not limited to:

- Legislative changes
- Warnings of natural disasters
- Potential for civil or political instability
- Impending strike or likely protests

In case of a potential crisis Spikes Cavell would then proceed to do the following:

Tasks needed to be done in the event of a disaster

1	<p>Notify the Team(s)</p> <p>A potential crisis, once recognized, should be immediately reported to BCP Owner, a supervisor, a member of management, or another individual tasked with the responsibility of crisis notification and management.</p>
2	<p>Assess the Situation to determine appropriate action</p> <p>Problem assessment (an evaluative process of decision making that will determine the nature of the issue to be addressed) and severity assessment (the process of determining the severity of the crisis and any associated costs may be in the long run) should be made at the outset of a crisis. Factors to be considered include the impact of the problem, its potential for escalation, and the possible impact of the situation.</p>

The type of situation could be broadly classified into :

- Technology Failure
- Facility failure
- Loss of People

Based on the problem assessment Spikes Cavell would determine whether to

- Declare a business continuity situation and invoke this plan; or
- Maintain a watching brief and monitor the situation; or
- Take no further action

3 **Declare a Business Continuity Situation**

The declaration of a BCP situation will trigger the following activities:

- Evacuation, shelter, or relocation
- Safety protocol
- Decision/Switch to the Observatory mirror
- Notification of Stakeholders - Refer to Appendix B: Communication SLA Matrix
- Notification of Clients in CRM – Refer to Appendix B: Communication SLA Matrix
- Invocation of employee call tree
- Response site and alternate site activation
- Redirect Phone Numbers
- Set-up Web based Services
- Obtain replacement hardware
- Download software images from Microsoft
- Provision Core Network, critical subsystems and back office systems
- Restore Client Contact information
- Order and Set-up all other required technology
- Restore Site Back-ups
- Team deployment
- Personnel assignments and accessibility
- Emergency contract activation
- Operational changes.

In certain situations, there may be steps that can and should be implemented, even without officially declaring a crisis.

4 **Communication**

BCP Owner shall communicate the situation with senior stake holders through E-Mail and Telephone as mentioned in Key BC Team Members Contact matrix [Refer to Appendix A.](#)

BCP Coordinator will communicate the status of the Business continuity situation to all internal stakeholders on timely basis during the disaster recovery phase until Business As Usual (BAU)

5

Business Continuity Action Logs:

- Technology Team
- Facility Recovery Team
- Human Resources Team
- Emergency Operations Team

Business Continuity Plan



Scenario	Likelihood	Upto 24 Hours	25 to 48 Hours	49 to 72 Hours
Partial loss of site / Denial of access	Low	<ul style="list-style-type: none"> If partial loss of site does not represent a hazard to continued work then look to move non-core job functions to home working and relocate to other desks. 	<ul style="list-style-type: none"> Move non-core job functions to home working and move relocate to other desks. 	<ul style="list-style-type: none"> Review whether there is a need to migrate services to Reading BCP site. Send out communication update.
Total loss of site / Denial of access	Low	<ul style="list-style-type: none"> Identify critical roles, ask for critical team to work from home. Liaise with Spikes Cavell Facilities Management team to engage with PSL suppliers to relocate Newbury site to temporary offices Engage Operations to support transition of Spikes Cavell equipment to support office requirements.(service desk 08703800830) 	-	<ul style="list-style-type: none"> Migrate services to new office location
Loss of email	Medium	<ul style="list-style-type: none"> Redirect store and forward mail service to O365 exchange server 	-	<ul style="list-style-type: none"> Reprovision new hardware and reinstate on-site service
Loss of network	Medium	<ul style="list-style-type: none"> Activate redundant switch hardware 	-	-
Full loss of Power	Low	<ul style="list-style-type: none"> UPS initiated to allow the Newbury hosted servers a clean shutdown. Systems prioritised to be left up and running Contact facilities management to engage with energy provider 	-	-
Loss of phones	Medium	<ul style="list-style-type: none"> Redirect calls through to mobiles issued to team members Redirect to the US Office 	<ul style="list-style-type: none"> Issue team with mobile phones 	<ul style="list-style-type: none"> Look to migrate to Temporary Newbury office
Loss of CRM Tool	Low	<ul style="list-style-type: none"> Transfer workload to CRM online 	<ul style="list-style-type: none"> Reprovision new hardware and transfer workload 	-
Loss of The Observatory	Medium	<ul style="list-style-type: none"> Activate mirror and transfer user load 		<ul style="list-style-type: none"> Engage off-site hosting provider, transfer user load to new facility.
Loss of people/ Pandemic	Low	<ul style="list-style-type: none"> Identify backups throughout Spikes Cavell to support process Engage with PSL agency Matchtech: 01489 882681 Engage HR Connect: 0203 6043434 	<ul style="list-style-type: none"> Issue process documentation to temporary staff to process 	<ul style="list-style-type: none"> Issue process documentation to temporary staff to process

Business Continuity Strategy and Resources

Business Continuity Recovery Strategy

	Action	Responsibility	Name
4 hours	Establish contact with/assemble the BCT	BC Coordinator	Chris Stevens
	Maintain log of all actions assigning responsibility	BC Coordinator	Chris Stevens
	Account for all staff (if appropriate)	BC – Owner	Matthew Shannon
	Assign responsibility for establishing contact with all Staff	BC - Owner	Matthew Shannon
	Contact the staff required for emergency operation of Critical processes	BC – Owner Project – Manager	Matthew Shannon Chris Stevens
	BCP Coordinator will initiate the Operations team to WFH location	BC Coordinator	Chris Stevens
	BC Owner and Project manager will guide the Emergency Operations Team (EOT) of Critical processes that are operational	BC – Owner Project – Manager	Matthew Shannon Chris Stevens
	Establish communication with the external stake holders including Spikes Cavell	BC – Owner Project – Manager	Matthew Shannon Michael Harrison
	Brief/update staff on situation	BC Coordinator BC – Owner	Chris Stevens Matthew Shannon
	Status report to the BCT and Senior management	BC Coordinator BC – Owner	Matthew Shannon Chris Stevens

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Recovery Table

The table below defines the recovery priority, criticality factor in terms of processes, all process are classified and assigned criticality levels C1 to C4 where C1 will have the highest recovery priority and C4 will have the lowest recovery priority in the event of disaster.

Criticality Level of process	Recovery Time for process
C1—High	Between 0 and 24 hours
C2—Urgent	Between 25 and 48 hours
C3—Medium	Between 49 and 72 hours
C4—Low	Above 72 hours

Process Priority Summary – Mission Critical Factor Definitions

Criticality factor	Definition	Recovery times (hours)
1	<ul style="list-style-type: none"> Failure would result in severe impact to the business Immediate recovery is required Minimum down time permitted Requires the implementation of fast business continuity solution 	0 – 24 hours
2	<ul style="list-style-type: none"> Failure would result in severe impact to the business Up to 1 business day of down time or inaccessibility can be tolerated Alternate capability must be functional within 1 business day from when the BCPs are invoked 	Between 25 and 48 hours
3	<ul style="list-style-type: none"> Failure would result in some impact to the business Up to 5 business day of down time or inaccessibility can be tolerated in the event of loss of site. An alternate capability must be functional within 5 business days from when the BCPs are invoked in the event of loss of site. 	Between 49 and 72 hours

	<ul style="list-style-type: none"> In the event of loss of systems, these processes are unable to be undertaken. Once BAU systems have been restored these processes can be resumed. 	
4	<ul style="list-style-type: none"> Failure would result in no measurable impact to the core business Process would not be undertaken in a disaster situation. 	Above 72 hours

Recovery Time for Critical Processes

Tasks	Recovery Priority	Recovery Time Objectives (RTOs)
Accounts Payable		
Invoice Processing	C2	Between 25 and 48 hours
Expense Processing	C2	Between 25 and 48 hours
Creating Payments	C1	0 – 24 hours
GRNI	C3	Between 49 and 72 hours
Query Management	C1	0 – 24 hours
Data Maintenance		
Vendor Set ups	C2	Between 25 and 48 hours
Vendor Amendments	C2	Between 25 and 48 hours
DEA	C2	Between 25 and 48 hours
PSL Amendments	C3	Between 49 and 72 hours
Employee Set ups	C3	Between 49 and 72 hours
Employee Amendments	C3	Between 49 and 72 hours
Block employee Accounts	C1	0 – 24 hours
Disable Leavers	C1	0 – 24 hours
Purchase Order Management		
Req - PO	C2	Between 25 and 48 hours
Approvals	C2	Between 25 and 48 hours

Helpdesk		
Email Query Management	C1	0 – 24 hours
Call Query Management	C1	0 – 24 hours

Critical Resource Requirement

Tasks	Resource Requirement	Recovery Time Objectives (RTOs)
Accounts Payable	2	0 - 24 hours
Data Maintenance	1	0 - 24 hours
Purchase Order Management	1	0 - 24 hours
Helpdesk/Query Management	1	0 - 24 hours

BCP System Requirement

BCP Technology Requirement – All Functions	
Sl. No	System/Software / URL
1	Pulsant Mirror
2	Probe
3	Aura Data Warehouse
4	AD
5	VPN/WAN
6	File Servers
7	CRM
8	Outlook

Recovery Resources: Telephony

Since the advertised contact numbers for Spikes Cavell Newbury, UK are not routed numbers we are unable to redirect them ourselves, and as such would require British Telecom to place a temporary redirect on the circuit.

Once the new contact numbers for the temporary office space are known, contact BT and establish the redirect.

In the event of a situation, the following numbers will be transferred:

Critical Number Description:	Business as usual location number:	To specified location number:
Main Switchboard:	01635 556970, scheduled for transition to IP solution by 28 th September 2018	Scenario dependant

Recovery Resources: Virtual Transfer of Work

In the event of loss of BAU site and or people, work will be transferred to the US to support.

Primary Transfer Location	DXC - Virginia
Address:	1775 Tysons Blvd, Suite 900, Tysons, VA, USA 22102-4285
Key Contact	Jonathan White
Tel Number	<number omitted>

Recovery Resources: Obtain Replacement Hardware

Contact one of our preferred suppliers (refer to supplier list) to obtain quotes and lead times for replacing hardware.

Prioritise by the shortest lead time. The required hardware and cover schedule is documented and stored on the offsite backup drives and known by at least two members of the ITC team.

Vendor	Point of Contact (POC)	Service Provided	Phone Number	Email
Carbonite	Support	Laptop Backup	0877 222 5488	http://support.carbonite.com/contact_us
Scubair	Support	Aircon Unit Maintenance	01635 523 700	Cyndi@scubair.co.uk
Amicus ITS	Simon Jennings	Software/Hardware/Support	02380 429430	Simon.jennings@amicusits.co.uk

Recovery Resources: Microsoft Software Images

Operating systems and all back office software is available online under our Microsoft licensing agreements. The required images will need to be downloaded if they are not available by other means.

Connection speed at temporary offices may prove the limiting factor in being able to download the software as images are quite sizable. Staff who are willing and able should make use of their home broadband connections to download software images to their laptops from MVLS/MSDN resources.

Vendor	Point of Contact (POC)	Service Provided	Phone Number	Email
Softcat	Stephen Kelly	Microsoft MVLS, MSDN, and 3 rd party software licencing	0161 272 3110	stephenke@softcat.com

Appendices

Appendix A - Key Business Continuity Team Members contact matrix

1.1.1 Business Continuity Owner/Leader

Name	Office Telephone	Mobile Number	Home Telephone	E-mail ID
Matthew Shannon	<number omitted>	<number omitted>	<number omitted>	Matthew.shannon@spikescavell.com

Senior Management

Name	Office-Telephone	Mobile-Number	Home-Telephone	E-mail ID
Matthew Shannon	<number omitted>	<number omitted>	<number omitted>	Matthew.shannon@spikescavell.com
Andrea Bolden	<number omitted>	<number omitted>	<number omitted>	Andrea.bolden@spikescavell.com

Business Continuity Coordinator

Name	Office-Telephone	Mobile-Number	Home-Telephone	E-mail ID
Brian Mullin	<number omitted>	<number omitted>	<number omitted>	Brian.mullin@spikescavell.com

Facilities Coordinator

Name	Office-Telephone	Mobile-Number	Home-Telephone	E-mail ID
Andrew Gavin	<number omitted>	<number omitted>	<number omitted>	Andrew.gavin@spikescavell.com

Communications

Name	Office-Telephone	Mobile-Number	Home-Telephone	E-mail ID
Jessica Perkins	<number omitted>	<number omitted>	<number omitted>	Jessica.perkins@spikescavell.com

Appendix B: Communication SLA Matrix

In the event of a disaster please refer this SLA matrix for communication with Clients and all stake holders.

BCP Situation	1. ≤ 60 Minutes		2. ⇄ 60 Minutes	
	E-Mail	Telephone	E-Mail	Telephone
Technology failure		✓		✓
Facility failure		✓		✓
People loss	✓			✓