ICT Disaster Recovery Policy

If you require this document in an alternative format please contact
office@tssmat.staffs.sch.uk **or 01543 472245**

Last review date	June 2019
Next Review date	June 2022
Review Cycle	3 years
Statutory Policy	No
Publication	Website. SharePoint/Policies

ICT Disaster Recovery Policy

This policy addresses the action the Trust will take in the event of ICT failure, independently, or as part of a wider incident.

This policy should be seen in conjunction with the Lockdown Policy, and the Business Continuity Plan.

It is the responsibility of the Director of Business Operations to ensure these procedures are in place and carried out.

Servers

On the system the following procedures will take place:

- A cloud based backup of the data on the servers will take place daily by the retrospect server. This data will be retained for 30 days.
- Individual PC's documents and settings folder backed up to Retrospect server as part of the daily backup.
- Ensure on a regular basis that the backup system has enough available disk space
- Ensure each partition of retrospect (admin, academic and laptops) are groomed and files tidied up
- A system is in place which, in the event of server failure at a Trust school, will ensure the server moves over to another Trust school.

Software

- All software required to get the servers operational in the event of a disaster are held by the IT Provider.
- License codes for the server software held with the relevant server software
- All other software is held in the MAT office in a secure filing cabinet
- All software license keys are held in a secure place and a copy kept in the MAT office.

Hardware

- All hardware should be secured (if appropriate)
- All hardware should be recorded in the Fixed Asset inventory and updated regularly
- All hardware should be electrically tested and visually checked annually by an authorised trained person

ICT DISASTER RECOVERY BOX

Held by IT Provider

Contents

- Server Identification information
  - Domain Name
  - Name of server
  - Disk Sizes
  - Partition Sizes
  - Installed software
  - Critical Passwords

- Network information
  - IP address range
  - DHCP exclusions and reservations
  - IP address of servers
  - Network printer addresses
  - Switch addresses

- Any other useful information Product keys
  - Installation guides

- Image of key machines archived on External HDD

- List of software keys and license numbers of curricular software

- List of network hardware Switch locations
  - UPS locations
  - Wireless AP locations
  - Wireless controller location

Recovery Action Plans

Operational Threat	Steps to Restore Normal Working	Action by Whom	Comments/Notes
Phone and ICT Communications Loss	Assessment to be made of duration of loss of service – will it impact learning? Long term loss – children to be taught in a nearby school. Loss of phones – BT and phone provider to be contacted to initiate restoration of services. ICT – Broadband – contact Entrust to restore. Data held on server – backed up on a daily basis via remote system. Contact Staffs Tech to restore data at the earliest possible opportunity.	CEO or Headteacher Director of Business Operations School Secretary IT Technician Directors	
Finance Process Breakdown – payments to staff & suppliers fail	Assessment to be made of duration of loss of service – will it impact learning? Contact Staffs Tech to restore data (if necessary). Contact IT Technician.	CEO or Headteacher Director of Business Operations School Secretary	

Network loss	Assessment to be made of duration of loss of service – will it impact learning? Contact IT Technician.	CEO or Headteacher Director of Business Operations School Secretary	
Hardware loss	Assessment to be made of duration of loss of service – will it impact learning? Contact IT Technician.	CEO or Headteacher Director of Business Operations School Secretary	
Software loss	Assessment to be made of duration of loss of service – will it impact learning? Contact IT Technician.	CEO or Headteacher Director of Business Operations School Secretary	
Utilities / Energy Supply failure	Assessment to be made of duration of loss of service & impacts on services. Contact power supplier.	Headteacher Director of Business Operations School Secretary Directors	
Building Loss – partial or complete (Fire, Flood etc.)	Assessment to be made of duration of loss of service. Contact Insurance supplier Temporary Accommodation needed?	Headteacher Director of Business Operations Directors	

	Impact on services Remote working possible for office based staff? Contact Staffs Tech		