



IT SERVICE CONTINUITY PLAN (COVID-19)

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VERSION 1.0.0

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1. SCOPE

This plan covers all services provided directly by Managed Cloud Solutions (formerly Cornwall Cloud Services). Where our services are reliant on third party systems we have confirmed with our suppliers that continuity plans are in place. Service areas and dependencies are as follows.

Service Area	Dependencies
Consultancy	None
Software Development	None
Server Hosting	UK Servers Amazon Web Services
Email Hosting	UK Servers Cobweb Solutions
Domain Registrations	Nominet Various Internet Providers
SSL Certificates	GoGetSSL Various Internet Providers
Security Testing	None
File Sharing	UK Servers
Web Hosting	UK Servers
Support services	None

2. RECOVERY OBJECTIVES

A. RECOVERY TIME OBJECTIVE (RTO)

Maximum downtime of services before a disruption impacts the business. Where services are not listed there is no critical downtime either because they are not time critical or alternative providers are easily available.

Service Area	Maximum down time
Server Hosting	2 hours
Email Hosting	2 hours
File Sharing	2 hours
Web Hosting	2 hours

B. RECOVERY POINT OBJECTIVE (RPO)

RPO for all services is one day allowing for hardware replacement where required

3. RECOVERY TEAM

A. SERVICE / ROLE / FUNCTION

Bryn Hackland as project controller for any recovery actions

Technical teams at 3rd party organisations will undertake any recovery actions as directed by Bryn Hackland.

B. RESPONSIBILITY

Bryn Hackland as project controller will identify issues and allocate tasks to the appropriate technical team to restore systems.

Technical teams will carry out any necessary action as directed by Bryn Hackland

C. DEPENDENCIES

If Bryn Hackland is unavailable, technical teams will carry out recovery actions as determined in their Service Level Agreements

D. EXPECTED RESPONSE TIME

Initial response within 15 minutes of issue being identified with estimated recovery times provided withing 30 minutes if recovery hasn't already occurred.

4. RECOVERY STRATEGY

A. INITIAL RECOVERY

Identify issue and determine action plan needed to restore affected systems. Communicate plan and timescales to staff, customers and third parties.

B. OVERALL RECOVERY STRATEGY

1. Identify and organise replacement hardware needed
2. Install hardware replacement
3. Perform data recovery from back up if required
4. Test systems and confirm back on line and last recovery point

i. RECOVERY SCENARIOS

Data Failure

Processes as defined above

Critical Recovery Team Unavailable

Automated notification to customers and third party support organisations

Third parties perform recovery duties in line with SLA.

Automated notification to customers when systems back on line

Business Inaccessible

Automated notification to customers and third party support organisations

Third parties perform recovery duties in line with SLA.

Automated notification to customers when systems back on line

5. RETURN TO OPERATIONS

Following a return to operations, systems will be reviewed to ensure that they are operating at maximum capability.

A review will be carried out to identify any failings in recovery protocols and action taken to ensure that these are corrected and amended

6. DOCUMENT CHANGE LOG

VERSION HISTORY				
VERSION	APPROVED BY	REVISION DATE	DESCRIPTION OF CHANGE	AUTHOR
1.0.0	Bryn Hackland	01/03/2020	Initial Document	Bryn Hackland

PREPARED BY	Bryn Hackland	TITLE	Director	DATE	01/03/2020
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