



# **The ID Register**

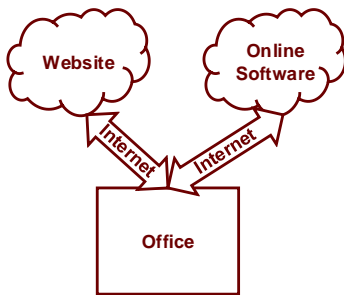
## Business Continuity Plan

Last Updated: September 2020

Owner: Compliance Officer



## OUR MODEL



The ID Register infrastructure is predominantly in the Microsoft Azure cloud and all activity is controlled through the TIDR system. Accordingly, business interruptions can arise from losing:

- The TIDR website;
- Other online software such as Office 365;
- Physical premises; or
- Internet connectivity between the above.

If any of these fail, we will return to normal service within the timeframe set out below.

## WHAT TO DO, PRIORITIES

Loss of	Everyone Actions	BC Team Actions	Recovery Target
<p><u><a href="https://www.theidregister.com">Website: TheIDRegister.com</a></u></p> <p>Platform: <a href="https://app.theidregister.com">https://app.theidregister.com</a></p>	<ol style="list-style-type: none"> <li>1. Notify the BC Team</li> <li>2. Regularly check email and messaging systems for updates from the BC Team.</li> <li>3. Remain on site.</li> </ol>	<ol style="list-style-type: none"> <li>1. Create and join Microsoft Teams meeting and screen share</li> <li>2. Notify all staff</li> <li>3. If platform is partially available, deploy holding message</li> <li>4. Debug with Development and Microsoft Azure</li> <li>5. Once a sense of timing is established, notify clients</li> </ol>	<p>Business day: 2 hours Out of Hours: 4 hours</p>
<p>Online Software – <u><a href="https://portal.office.com">https://portal.office.com</a></u> Outlook - <u><a href="https://outlook.office365.com">https://outlook.office365.com</a></u> Teams - <u><a href="https://teams.microsoft.com">https://teams.microsoft.com</a></u> Freshdesk - <u><a href="https://theidregister.freshdesk.com/">https://theidregister.freshdesk.com/</a></u> Sharepoint - <u><a href="https://theidregister.sharepoint.com/">https://theidregister.sharepoint.com/</a></u> Freshdesk, Office 365</p>		<ol style="list-style-type: none"> <li>1. Create and open a Microsoft Teams meeting and screen share. If Teams is down use mobile phones to call individually</li> <li>2. Determine impact on client service and, if material, deploy website and application notification</li> </ol>	<p>1 Business Day</p>
<p>Internet Connectivity</p>	<ol style="list-style-type: none"> <li>1. Notify the BC Team</li> <li>2. Regularly check email and messaging systems for updates from the BC Team.</li> <li>3. Remain on site until instructed.</li> <li>4. Work from home until issue is resolved or alternative premises are established.</li> </ol>	<ol style="list-style-type: none"> <li>1. Open the Microsoft Teams meeting and screen share</li> <li>2. Notify all staff</li> <li>3. If platform is partially available, deploy holding message</li> <li>4. Contact internet provider or landlord</li> <li>5. Once a sense of timing is established, notify clients and staff</li> </ol>	<p>Business day: 2 hours Out of Hours: 4 hours</p>
<p>Physical Premises</p>			

## RESPONSIBILITIES

Role	Performed By:	Responsibilities:
Business Continuity Team	Management Team, Lead Developer or Senior Developer	Manage the incident Control communications with staff and clients
BC Secretary	Compliance Officer	Record: what happened, when and who Produce incident report and lessons learned
Communications Officer	1 nominated member of BC Team	Implement communications plan to staff and clients with approval from the BC Team

## COMMUNICATIONS

### KEY PERSONS

Tim Andrews	+44 (0)7781 102893	Mark Quigley	+353 (86) 274 6580
Martin Mullins	+44 (0)7781 109246	Kate Parker	07781 110925
Resolution IT Helpdesk	+44 (0)1481 267338 helpdesk@resolution-it.co.uk		
Ballard Chalmers	+44 (0) 1342 410223		

### BUSINESS CONTINUITY CONFERENCE LINE AND SCREEN SHARE:

Microsoft Teams Meeting

### MICROSOFT AZURE HOSTING

**Web Address:**

<https://azure.microsoft.com/en-us/features/resiliency/>  
<https://azure.microsoft.com/en-us/support/create-ticket/>

**Account Details:** Please see Tim Andrews

### INSURANCE

We maintain Business Interruption Insurance. This covers additional cost of working in the event of a major business interruption.

To ensure that all additional significant expenditure at the time of disruption can be readily reclaimed from the insurer it should be authorised by the BCT and logged by the BC Secretary.

Claims Director  
 Neon Sapphire Underwriting Limited  
 PO Box 193  
 St Peter Port  
 Guernsey  
 GY1 3LU  
[claims@neonsapphire.gg](mailto:claims@neonsapphire.gg)

## TEMPLATE COMMUNICATIONS

*There has been a service interruption in the <Jurisdiction> offices of The ID Register. This occurred on <date> at approximately <time>. The Business Continuity Plan has therefore been invoked by <staff members> and the Business Continuity Team mobilised at <invocation time>.*

*Our priority remains the welfare of our staff and clients. Therefore, the following arrangements have been made:*

### **Staff:**

*All staff should access the Business Continuity Plan on The ID Register website which details links to our apps and Office 365. Further updates will be communicated hourly via our messaging systems until the issue is resolved.*

### **Clients:**

*Each of our Clients will be contacted within 2 hours at the latest by the Communications Officer. Urgent work is being reassigned and prioritized and all systems continue to function. Any enquiries will be handled by the Business Continuity Team.*

### **Third Parties:**

*All other enquiries should be directed to the Business Continuity Team. Please contact <Communications Officer> on <telephone number>.*

*A further update will be issued at <time>.*

## OFFICE EVACUATION PROCEDURE

In the event of the alarm being sounded, do not stop to collect your belongings. Vacate the premises as quickly and as orderly as possible through the nearest safe exit. Do not use the lifts.

All daily visitors must report to a member of staff on arrival for the day's meetings. In the event of a building evacuation staff meeting with visitors must show them the way to the designated meeting point.

In the event of a fire, the muster points are as detailed below:

<b>GUERNSEY:</b> 5th Floor Market Building, Fountain Street, St Peter Port, Guernsey, GY1 1BX	Church square, opposite the HMV building
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All staff report to the Business Continuity Team who in turn will report to the Landlord. Nobody will be able to re-enter the building until a fire marshal states that it is safe to do so. The BCT will advise staff.

Unless a police officer directs otherwise, BCT members will nominate members of staff to keep under observation the front and back doors of the premises and any other means of access.

No staff must re-enter the premises until advised by the BCT. If the police or fire services attend, their advice as to when to return to the premises must be followed.

On re-entry to the building being permitted by police or fire services, a member of the BCT must enter the building, conduct a routine examination of the building's condition and secure any exit doors that have been opened after which they will inform staff to re-enter the premises.

## TESTING & PRACTICE

All plans need practice so we will test and update this plan quarterly as follows:

Quarter	Test
1	Loss of Connectivity
2	Loss of hosted software
3	Loss of physical premises
4	Loss of primary website

As part of each test, managers in each office will ensure they have the correct contact details for all local staff stored in their mobile telephones.