

## Service continuity recovery plan example

Recovery team details	Name	Position	Telephone numbers	Responsibilities
	Tracey Tomlinson	ICT Co-ordinator	[office, mobile, home]	Service continuity management
	Debbie Wiggins	Headteacher	[office, mobile, home]	External communication
	Andrew Powell	Network Manager	[office, mobile, home]	Technical recovery
	Paul Stonier	Service Desk Analyst	[office, mobile, home]	Internal communication
	James Burke	Headteacher, partner school	[office, mobile, home]	Emergency accommodation
	Neil Iles	ICT Manager, partner school	[office, mobile, home]	Technical and standby site assistance
	Hardware supplier	Third party	[office, mobile, home]	Spare server
<b>Invocation personnel</b>	Tracey Tomlinson (contact details above) Debbie Wiggins (contact details above) Andrew Powell (contact details above)			
<b>Contingency plan</b>	Restore backup tape to spare server held by supplier. Install spare server in computer room at partner school. Take over computer studies room 2 at partner school. Transfer key staff to partner school. Begin restoration of original services.			
<b>Communication plan</b>	Inform external contacts in order: partner school; LEA; governors; parents. Inform internal contacts in order: remaining recovery team; agreed key staff; heads of department			
<b>Recovery steps</b>	Invoke recovery plan. Contact communicators and initiate communication cascade. Check network manager progress. Check supplier progress. Check partner school progress. Update communicators. Initiate and manage restoration of original service.			
<b>Distribution:</b>	This document is distributed to all of the above, plus the following: All heads of department All governors			