Document Control

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Version Control

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1.0	Information & Communication Technology Manager	New	SMT

1.0 POLICY STATEMENT:

Disaster recovery is the process, policies and procedures that are related to preparing for recovery or continuation of technology infrastructure which are vital to Sunbeam House Services (SHS) after a natural or human-induced disaster. Disaster recovery is a subset of business continuity. While business continuity involves planning for keeping all aspects of a business functioning in the midst of disruptive events, disaster recovery focuses on the IT or technology systems that support business functions.

2.0 SCOPE:

This policy represents SHS's position and takes precedence over all other relevant policies which are developed at a local level. The policy applies to:

- All SHS ICT resources which include equipment, systems, and applications including cloud based applications.
- All users, and uses of SHS ICT resources;
- All connections to (locally or remotely) SHS network (Local Area Network (LAN)/Wide area network (WAN))

3.0 ROLES & RESPONSIBILITIES:

3.1 Users

Each user of SHS's ICT resources is responsible for:-

3.1.1 Complying with the terms of this policy and all other relevant SHS policies, procedures, regulations and applicable legislation.
3.1.2 Respecting and protecting the privacy and confidentiality of the information they process at all times.
3.1.3 Complying with instructions issued by the ICT Manager on behalf of SHS.
3.1.4 Reporting all misuse and breaches of this policy to their Senior Manager.

3.2 Senior Managers

In addition to each user's responsibilites, Senior Managers are directly responsible for:-

3.2.1 The implementation of this policy and all other relevant SHS policies within the business areas for which they are responsible.
3.2.2 Ensuring that all SHS employees who report to them are made aware of and are instructed to comply with this policy and all other relevant SHS policies.

3.2.3 Consulting with the ICT Manager in relation to the appropriate procedures to follow when a breach of this policy has occurred.

3.3 ICT System Administrators& Developers

Each SHS System Administrator & Developer is responsible for:-

3.3.1 Complying with the terms of this policy and all other relevant SHS policies, procedures, regulations and applicable legislation.

3.3.2 Complying with instructions issued by the ICT Manager on behalf of SHS.

3.4 ICT Manager

In-addition to the above responsibilities the ICT Manager is responsible for initiating the disaster recovery plan within the organsiation with the relevant service providers.

4.0 GUIDELINES:

An acceptable period of time to bring up ICT systems back on-line without a significant impact on the core service delivery to clients is five working days.

If a disaster occurs within a critical time period for the organisation SHS will undertake to ensure that there will be business continuity.

5.0 ENFORCEMENT

5.1 SHS reserves the right to take such action as it deems appropriate against users who breach the guidelines of the policy.

5.2 Breaches of this policy by a third party, may lead to the withdrawal of SHS information technology resources to that third party and/or the cancelleation of any contract(s) between SHS and the third party.

5.3 SHS will refer any user of its ICT resources for illegal activities to the appropriate law enforcement agencies.