

ICT DISASTER RECOVERY – BUSINESS CONTINUITY PLAN

2022-2027



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1. PREAMBLE

This Business Continuity and Disaster Recovery Plan, relates to the overall emergency continuity plans of Mbhashe Local Municipality.

The plan aims to minimize the damage incurred during an emergency/disaster, by providing guidelines for a rapid and effective response to an emergency situation. This plan focuses on areas including prevention & preparedness, reaction, recovery and restoration of services.

In addition to this there are appendices that contain important information of relevance to various stages of the disaster response process.

This plan assumes that:

- ◊ all facilities are subject to regular maintenance;
- ◊ emergency exits are clearly marked and kept clear of obstacles at all times;
- ◊ fire prevention measures and protection equipment is in place (e.g fire wardens appointed, smoke detectors, alarm systems and fire extinguishers are in place and maintained);
- ◊ normal Occupational Health and Safety work practices are followed routinely and staff are familiar with fire drill and emergency evacuation procedures;
- ◊ system and database backups are done daily;
- ◊ backup tapes and tested for integrity; and
- ◊ back-up computer tapes/disks are stored off-site;

The emphasis of the Plan is therefore on Reaction, Recovery and Restoration, with Prevention and Preparedness measures only covering those actions that are specific to the protection needs the data.

1. INTRODUCTION

Nearly every day there are many unpublicized disasters, man-made and natural, which devastate both private and public sector business units. Where the disruption affects critical business procedures, the consequences can be severe and include substantial financial loss, an inability to achieve levels of service laid down in municipal integrated development plans, embarrassment and loss of credibility or goodwill for the municipality. The consequential damage can have a much wider impact on staff welfare and the general public. The benefit therefore of having a recovery plan that can be implemented with the minimum delay, will significantly reduce the level of disruption to Mbhashe LM Council and should ensure the rapid resumption of services to the public.

This plan outlines the actions required by the municipality assisted by selected support staff to ensure that the municipality does not lose any data and it continues to provide critical services to the public. This is a broad plan and each department should prepare its plan and further sub plans for all sections. Each should be based on a similar format to this plan. The department plans should cover all aspects of their own service delivery at both department and section levels.

This plan aims to minimize the damage incurred during a disaster or an emergency, by providing guidelines for a rapid and effective response to the disaster or emergency situation within ICT. The disaster plan provides a framework to be used to coordinate actions to deal with disaster 'Prevention & Preparedness', 'Reaction', 'Recovery' and 'Restoration & Rehabilitation'.

The Introduction describes how the plan is structured and how it should be used, as well as detailing where copies of the plan are stored and who is responsible for updating sections of the document.

The second section, 'Prevention' and 'Preparedness', outlines steps to minimise the risk of a disaster and measures that can be taken to ensure the organisation(s) are well prepared and equipped to deal with a disaster, should one occur.

'Reaction' covers the most important actions that should be taken when an emergency situation is first discovered. It outlines the process for assessing the situation and determining what immediate action should be taken to protect staff, stabilise the emergency

and protect the Collections. Actions will depend upon the type of hazard and scale of the emergency.

'Recovery' details procedures for salvaging damaged Collection material once the emergency situation has been stabilised and the site is safe. Recovery includes the initial cleanup of the affected areas and the stabilisation treatment of materials.

'Restoration & Rehabilitation' outlines the long-term restoration treatment procedures for Collection materials that can be carried out once all materials have been stabilised in the Recovery phase. Before treated Collection materials can be returned to their original locations, the affected Collection area(s) should be thoroughly rehabilitated, involving professional cleaning, drying and repair of any damaged furnishings, where necessary.

2. AIM

The aim of this plan is to ensure that the critical functions located at municipality are reinstated as soon as possible, ensuring an unbroken level of front line services, whilst full restoration is planned for and implemented.

3. OBJECTIVES

- a) To mobilize the organizational structure required to manage the recovery.
- b) To list the immediate action to be taken.
- c) To list the short term measures necessary to replicate essential systems.
- d) To list the medium term measures necessary to build up the replicated systems.
- e) To describe long term recovery action.
- f) To return the municipal services to normal as soon as possible.
- g) To minimize the impact of the disaster to the operations of the municipality

These objectives are facilitated by the plan through provision of a framework and guidelines for the following:

- ♦ Rapid and effective response to a disaster;
- ♦ Good communication;
- ♦ Ensuring staff are well trained;
- ♦ Ensuring appropriate recovery hardware, software and data is available; and
- ♦ Enabling assistance from outside organisations.

4. PLAN ASSUMPTIONS

The plan assumes a worst-case scenario in which critical information systems and resources are destroyed by fire, other natural events, or by unauthorised entrants committing acts of destruction, theft or sabotage that prevent key service delivery functions being undertaken. It is assumed that the municipality policies that are applicable to records management, file management, computer security in general and virus protection in particular, are being applied throughout Mbhashe LM operations. Similarly, it also assumes that fire prevention, physical security and health and safety at work standards are also being applied. It assumes that inventories of hard/software, business systems and major items of equipment are maintained by the ICT department.

5. UNDERPINNING PRINCIPLES

In accordance with the Occupational Health and Safety policies of the municipality, the safety of people always comes first. Dealing with the recovery of hardware, software and data will proceed after injuries have been attended to and building(s) have been declared safe. Any evacuation will be done as per the emergency policies and by an express direction of the Chairperson of the Emergency Management Team.

6. UPDATING THIS PLAN

This plan will be checked and updated (where necessary) bi-annually. This will be the responsibility of the Manager: ICT, the Senior Manager: Corporate Services and the IT Steering Committee.

7. DISTRIBUTION OF THE PLAN

Copies of this Disaster Recovery Plan will be held by the following members of staff:

- ◊ Municipal Manager
- ◊ Senior Manager: Operations
- ◊ Chief Financial Officer
- ◊ Senior Manager: Corporate Services
- ◊ Manager: ICT
- ◊ Registry, and
- ◊ A copy of the plan will be stored at the DR site

8. USE OF THE PLAN

This plan is designed to be used by all staff involved in the recovery process, and in particular the Emergency Management Team, the Continuity Team and the Recovery Team made up of members from the various departments. The plan outlines the recovery process in detail and is generic to the Council.

9. THE SUMMARY

Primary Production Site	
Business Name	- Mbhashe Local Municipality: ICT Department
Disaster Recovery Site	
Business Name	- East London IDZ

10. EMERGENCY CONTACT INFORMATION

The following person is our primary crisis manager and will serve as the Municipal spokesperson in an emergency.

Emergency Management Team	-	:	Municipal Manager
Telephone Number		:	047 489 5808
Mobile Number		:	082 5646446
E-mail		:	nakom@mbhashemun.gov.za or gubancam@mbhashemun.gov.za

If the primary crisis manager above is unable to manage the crisis, the person below will succeed in management:

Secondary Emergency Contact	:	Senior Manager Corporate Services
Telephone Number	:	047 489 5809
Alternative Number	:	066 501 0922
E-mail	:	nkuhlun@mbhashemun.gov.za or ngandav@mbhashemun.gov.za

If the primary crisis manager above is unable to manage the crisis, the person below will succeed in management:

Secondary Emergency Contact : Acting Chief Financial Officer
Telephone Number : 047 489 5915
Mobile : 064 768 9635
E-mail : jamjamv@mbhashemun.gov.za or
mndenden@mbhashemun.gov.za

The following disasters could impact our business:

- ◊ Break-in or unauthorized access - Malicious damage to infrastructure
- ◊ Water/Flooding
- ◊ Fire
- ◊ Cyber attack / Virus attack

11. EMERGENCY MANAGEMENT TEAM

The following people will participate in emergency planning and crisis management.

- ◊ Municipal Manager (Chair and Team Leader of EMT)
- ◊ Chief Financial Officer
- ◊ Senior Manager: Corporate Services
- ◊ Senior Manager Community Services
- ◊ Senior Manager: Operations
- ◊ Manager: IT
- ◊ Manager: Legal Services
- ◊ Manager: Communications

12. EMERGENCY CONTACT REGISTER

Title	Contact Number
Municipal Manager	Tel: 047 489 5808 Mobile: 082 564 6446 Email: nakom@mbhashemun.gov.za Sec email: gubancam@mbhashemun.gov.za

Acting Chief Financial Officer	Tel: 047 489 5815 Mobile: 082 562 8565 Email: jamjamv@mbhashemun.gov.za Sec email: mndenden@mbhashemun.gov.za
Senior Manager: Corporate Services	Tel: 047 489 5809 Mobile: 082 564 8576 Email: nkuhlun@mbhashemun.gov.za Sec email: nqandav@mbhashemun.gov.za
Senior Manager: Infrastructure	Tel: 047 489 5842 Mobile: 082 259 7287 Email: msipaz@mbhashemun.gov.za Sec email: zifukut@mbhashemun.gov.za
Manager: ICT	Tel: 047 489 5862 Mobile: 064 756 0614 Email: mashologus@mbhashemun.gov.za
Facilities	Tel: 047 489 5854 Mobile: 063 691 0257 Email: suselax@mbhashemun.gov.za
Assets	Tel: 047 489 5853 Email: nanton@mbhashemun.gov.za Email: mzamox@mbhashemun.gov.za
Manager: Supply Chain Management	Tel: 047 489 5810 Mobile: 072 729 9615 Email: mbedlan@mbhashemun.gov.za
Systems Administrator	Tel: 047 489 5872 Mobile: 082 436 9981 Email: matezan@mbhashemun.gov.za

13. OUR CRITICAL OPERATIONS

The following is a prioritized list of our critical operations, staff and contact details.

Critical Operations	Coordinator	Contact details	Activities
Office of the Speaker <ul style="list-style-type: none"> ◊ Council business 			The municipality will continue with sitting of Council and Council Committees using Virtual Conference solutions.
Office of the Mayor <ul style="list-style-type: none"> ◊ MAYCO business ◊ Portfolio committees 			MAYCO meetings will continue with sitting using Virtual Conference solutions.
Information Technology <ul style="list-style-type: none"> ◊ mSCOA Financial System ◊ Payroll System ◊ HR System ◊ Document Management (EDRMS) ◊ Laptops and Desktops Data Backup ◊ Antivirus ◊ Windows Server Update Services ◊ Active Directory 1 ◊ Traffic Management System ◊ GIS ◊ Time Management Clocking System 			Activation of DR Site in East London IDZ and Recovery of production environment. Key app are: <ol style="list-style-type: none"> 1. mSCOA Financial System 2. Payroll System 3. HR System 4. Document Management (EDRMS) 5. Laptops and Desktops Data Backup 6. Antivirus 7. Windows Server Update Services 8. Active Directory 1 9. Traffic Management System 10. GIS 11. Time Management Clocking System

Access to building				Making sure that there is proper control on who accesses the affected production site and the Disaster Recovery site
<ul style="list-style-type: none"> Offices Stores 				
Security				Provision of traffic management services
<ul style="list-style-type: none"> Traffic control 				
Administration				Ensuring that:
<ul style="list-style-type: none"> Registry Fleet 				1. Incoming and outgoing correspondence 2. Recording all correspondence 3. Ensuring that all contracts are available ** Consider electronic document management system **
Customer Care				Provision of customer care for:
<ul style="list-style-type: none"> Traffic services Municipal services 				1. Municipal services and 2. Traffic
Community Services				Provision of:
<ul style="list-style-type: none"> Solid Waste Cemeteries Law enforcement E-Natis cashiers 				Solid waste services Cemetery services Law enforcement and Vehicle registration
Legal Services				Provision of legal services limits to activities relating to the disaster
<ul style="list-style-type: none"> Contract management Legal services 				
Human Resource				Only urgent matters will be dealt with all other activities will be suspended.
<ul style="list-style-type: none"> Payroll system 				

<ul style="list-style-type: none"> ◊ Human resource services ◊ OHS 			
<ul style="list-style-type: none"> Finance/Treasury <ul style="list-style-type: none"> ◊ Cashier ◊ Billing ◊ Expenditure ◊ SCM ◊ Budgeting ◊ Payroll ◊ Assets and insurance 			<ul style="list-style-type: none"> 1. Payment of rates and services 2. Billing 3. Budgeting 4. Reporting 5. Running payroll 6. Management of assets and processing insurance claims 7. Procurement of emergency items relating to disaster

DISASTER RECOVERY SITE CONNECTION ALLOCATION		
OFFICE	FUNCTIONS	NUMBER OF SEATS
Office of the Speaker, Mayor and Municipal Manager	1. Office of the Speaker and Mayor	1
	2. Communication	1
	3. Customer care	1
Treasury	1. Income/Cashier	1
	2. Billing	1
	3. Expenditure	1
	4. SCM	1
	5. Payroll	1
	6. Fleet	1
Corporate Services	1. Human Resources	1
	2. Admin	1
	3. Registry	1
	4. IT	2
Community Services	1. Solid Waste	2
	2. Law enforcement	1
	3. E-natis Cashier	1
	4. Disaster and environmental Management	2
Infrastructure and technical Services	1. Project Management	1
	2. Payment	1
	3. Administration	1

The Disaster Recovery Site at East London IDZ will be expected to allow minimum connection of employees around 22 using Virtual Private Network. All employees allowed to connect during disaster will be working from home or use temporal offices allocated by the municipality.

14. CRITICAL SERVICE PROVIDERS: SUPPLIERS AND CONTRACTORS

When the municipality experiences a disaster, we will obtain supplies/materials from the following:

Critical Service Providers

SAGE and VIP	Insurance Company
Company : Camelsa- CCG Systems Contact Person: Julius Chingore Tel: 043 050 1036 011 805 1027 Cell: 081 338 1753 073 438 0221 Fax: 011 805 3966 E-mail: Julius@ccgsystems.co.za	Company : Contact Person: Tel: Fax: E-mail:
Endpoint Data Backup Protection	
Company : ICT Choice (Pty) Ltd Contact Person: Sydwell Maqula Tel: 043 050 1036 Cell: 084 679 1507 Fax: 086 552 6739 E-mail: sydwell.maqula@ictchoice.co.za	Company : Contact Person : Tel : Cell : Fax: E-mail:

14.1. ICT

Service: Data Lines (VPN)	Service: Internet Connectivity
Company : Vodacom Contact Person : Asithandile Kamanga Tel : 043 721 0911 Cell : 082 998 0063 Fax: 043 492 0555	Company : Vodacom Contact person : Asithandile Kamanga Tel: 043 721 0911 Cell: 082 998 0063 Fax: 043 492 0555
Service: ICT Technical	Service: ICT System Administrator
Company :Mbhashe Local Municipality Contact Person : Sisa Gobinca Tel : 047 489 5800 / 5825 Cell : 082 564 8939 Fax: 047489 1137	Company :Mbhashe Local Municipality Contact Person : Nontle Mateza Tel : 047 489 5800 / 5872 Cell : 082 436 9981 Fax: 047 489 1137

Service: Switches	Service: Servers
Company : Vodacom Contact Person : AsithandileKamanga Tel : 043 721 0911 Cell : 082 998 0063 Fax: 043 492 0555	Company : Camelsa- CCG Systems Contact Person: Julius Chingore Tel: 043 050 1036 011 805 1027 Cell: 081 338 1753 073 438 0221 Fax: 011 805 3966 E-mail: Julius@ccgsystems.co.za

14.2. TECHNICAL SERVICES

Service:	Service:
Company :Mbhashe Local Municipality Contact Person : Senior Manager Infrastructure Tel : 047 489 5800 Fax: 047 478 1137	Company : Mbhashe Local Municipality Contact person : PMU Manager Tel: 047 489 5800 Fax: 047 489 1137
Service:	Service:
Company :Mbhashe Local Municipality Contact Person : Electrical Tel : 047 489 5800 Fax: 047 478 1137	Company : Mbhashe Local Municipality Contact person : Manager Infrastructure Tel : 047 489 5800 Fax: 047 478 1137

14.3. COMMUNITY SERVICES

Service:	Service:
Company :Mbhashe Local Municipality Contact Person : Senior Manager: Community Services Tel : 047 489 5800 Fax: 047489 1137	Company : Mbhashe Local Municipality Contact person : Community Services Manager Tel : 047 489 5800 Fax: 047489 1137

14.4. LEGAL SERVICES

Service:	Service: Legal Services
Company :Mbhashe Local Municipality Contact Person : Municipal Manager Tel : 047 489 5800 Fax: 047489 1137	Company : Mbhashe Local Municipality Contact Person : Legal & Compliance Manager Tel : 047 489 5800 Fax: 047489 1137

14.5. HUMAN RESOURCES AND PAYROLL

Service:	Service:
Company :Mbhashe Local Municipality Contact Person : HR Manager Tel : 047 489 5800 / 5819 Fax: 047489 1137	Company : Mbhashe Local Municipality Contact person : Payroll Officer Tel : 047 489 5800 / 5813 Fax: 047489 1137

15. EVACUATION PLAN FOR ALL MUNICIPAL OFFICES

15.1. "LEAVE THE WORKPLACE QUICKLY"

Staff member makes contact with the **Senior Manager: Corporate Services** a member of the Emergency Management Team (EMT) to raise an emergency:

- ◊ The Senior Manager will move to the affected site immediately to evaluate the incident
- ◊ The Senior Manager will decide on whether full activation is necessary or not
- ◊ The Senior Manager will send out communication to the office of the Municipal Manager (MM) and the other EMT members.
- ◊ The MM will organise and urgent meeting of the EMT
- ◊ A Senior Manager will prepare and present an assessment report with recommendations on whether to evacuate the building(s) or not.
- ◊ The MM will send out communication to Councillors and staff advising them either to move into full activation or send out disaster warning.
- ◊ In the event that the building needs to be evacuated, the office of the MM will issue the instruction for evacuation and staff will be asked to moved to the assembly points

15.2. ASSEMBLY POINTS

- ◊ The open space in front of the Mbhashe LM offices for staff housed in the main offices in Dutywa will be the Assembly point.
- ◊ After the declaration of a disaster and communication with all stakeholders, staff member will evacuate and departmental/section heads will take register to make sure that every staff member has been accounted for if there are staff members that cannot be accounted for, the names will be noted and sent to the EMT for a decision
- ◊ The departmental heads have the responsibility to ensure that this plan is effected.

15.3. RESPONSIBILITIES DURING A DISASTER

TEAM MEMBERS	RESPONSIBILITY
Municipal Manager	<ul style="list-style-type: none">◊ Chairs the Emergency Management Team,◊ Identifies and addresses any employee's welfare concerns,◊ Provides direction on the implementation of the BCP across the municipality.◊ Declares a Disaster and invokes the municipality's BCP.

	<ul style="list-style-type: none"> ◇ Issues "Evacuation" or "All Clear" messages. ◇ Allocates resources and authorizes expenditure, ◇ Liaise with the political leadership on issues of managing continuity risks, ◇ Liaise with other external stakeholders and role players, and ◇ Maintains information flow throughout the municipality. ◇ Interfaces with Disaster Management, Municipal Manager and Disaster Recovery Coordinator, and ◇ Assists with coordinating physical/personnel security.
Senior Manager Corporate Services	<ul style="list-style-type: none"> ◇ Liaise with the EMT to provide disaster assessment with recommendation to invoke/not invoke BCP. ◇ Assists in the development of an official public statement concerning the disruption, ◇ Monitors the progress of all departmental Continuity activities, ◇ Presents disaster recovery status reports to EMT and Management on a regular basis, ◇ Provides on-going support and guidance to the teams and personnel, ◇ Reviews employee's availability and recommend alternate assignments, if necessary, and ◇ Coordinates the use of the alternate recovery site.
Communication Manager	<ul style="list-style-type: none"> ◇ Communicates the declaration of the disaster, possible cause, impact and planned changes, ◇ Coordinates and report on the recovery status to all stakeholders, ◇ Coordinates and tracks communications in all media platforms, ◇ Participates fully within the core EMT, ◇ Provides planning information relating to Media and Communications matters, ◇ Directs communications efforts with personnel and activate an internal employee's communications channel, and ◇ Communicates normalization of processes
Manager: HR	<ul style="list-style-type: none"> ◇ Assists recovery/restoration employees by providing assistance with errands, clerical tasks and other admin activities, ◇ Authorisation of expenditure for all recovery employees, ◇ Coordinates required departmental relocation to and from the recovery sites, arranging travel for employees to the Alternate site, ◇ Interacts with vendors to schedule dates for equipment repairs, ◇ Takes appropriate actions to safeguard equipment from further damage/deterioration, ◇ Supervises all salvage and clean-up activities at the primary site, ◇ Coordinates employee's return to the primary site after appropriate repairs have been completed, ◇ Notifies key stakeholders about the disruption, and

	<ul style="list-style-type: none"> ◊ Establishes internal communication procedures and processes.
Continuity Team Leader – Systems Administrator)	<ul style="list-style-type: none"> ◊ Implements and manages the disaster recovery procedure at the DR site, ◊ Mobilises and managing IT resources for business continuity purposes, ◊ Coordinates all communications related activities as required at the DR site, ◊ Ensure that all applications are running at the shortest possible time ◊ Participates in the testing of equipment and facilities. ◊ Responsible for moving IT operations from production to DR site ◊ Participates in the transfer of operations from the DR site back to production.
Recovery Team Leader – IT Manager)	<ul style="list-style-type: none"> ◊ Ensuring that all servers are shutdown ◊ Ensuring the power to the affected building is shutdown immediately ◊ Ensuring that every equipment with battery supply is switched off ◊ Make sure that access to the affected building is limited authorized staff only. <p>The Manager: ICT is also responsible to:</p> <ul style="list-style-type: none"> ◊ Coordinate the implementation of the IT Disaster Recovery Plan, ◊ Determines the extent of damage to the premises and infrastructure, ◊ Obtains all relevant information about the disruption, ◊ Estimates the danger to personnel, ◊ Estimates the time to restore operations, ◊ Determines the required equipment to restore operations, ◊ Estimates the time that will be required to restore operations, and ◊ Determines if the DR site should be activated. ◊ Manages the systems and recovery procedure, ◊ Mobilises and manage IT resources for recovery purposes, ◊ Coordinates all communications related activities as required, ◊ Assists in the acquisition and installation of equipment at the recovery site, ◊ Participates in the testing of equipment and facilities, and ◊ Participates in the transfer of operations from the DR site as required.
HR Leader	<ul style="list-style-type: none"> ◊ Provides information regarding the recovery to employees and families, ◊ Assists in arranging cash advances if required, ◊ In conjunction with the Communications department, notifies

	<p>employee's next of kin of injury or fatality,</p> <ul style="list-style-type: none"> ◊ Participates fully within the EMT, ◊ Liases and coordinate with organized labor, ◊ Provides information on any employee welfare requirements and ensure that appropriate decisions to address any issues are taken, ◊ Provides information on recovery priorities relating to employees issues, ◊ Directs the recovery activities relating to employees, ◊ Advises on employees communications protocol, and ◊ Identifies skills/knowledge shortages and help source replacements.
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15.4. EMEGENCY PLANS

- ◊ The emergency plans will be workshopped with all staff members
- ◊ The municipality will test evacuation procedures twice every year
- ◊ The disaster recovery plan will be tested once every year.
- ◊ The restore procedures will be tested once every week.
- ◊ The backup procedures will be utilized on a daily basis. Any problems with the backup procedures will be raised in the IT Steering Committee.

**These key activities will be managed and signed off by the Senior Manager:
Corporate Services and counter signed by Internal Audit**

15.5. IN THE EVENT OF A DISASTER



Municipal staff members have been grouped into four groups with different tasks and activities for each group, namely:

- ◊ **EMT** – the Emergency Management Team made up of Senior Management, tasked with the responsibility of managing the disaster and the return of operations to normality as soon as possible.
- ◊ **Red team** – the team that will be responsible for the disaster assessment, server recovery and data restores. This group of staff will receive training on how the municipality will recover its systems and services in case of a disaster. The team will be made up of staff from ICT, Treasury and security. They also include some team from key service providers.
- ◊ **Orange team** - the team that will be engaged 2 – 24 hours after the activation of this plan. This group of staff has the cards with them that will tell them what they need to do in case of an activation of a continuity plan. They will be responsible for providing limited municipal services during the disaster. The Orange team will be based at the Willowvale Offices.

- ◊ **Blue team** members have been identified and these are members of staff that will NOT participate in the recovery or offering of limited municipal services. This group will be sent home if they are already at work else they will be asked not to come to the offices until the situation is safe for them.
- ◊ The municipality will use radio, loud hailer and sms communication to advise staff about the disaster.

16. ANNEX C EMERGENCY MANAGEMENT AND RECOVERY TEAMS

16.1. EMT

Municipal Manager

Senior Manager: Corporate Services

Senior Manager: Community and Social Services

Senior Manager: Technical Engineering Services

Senior Manager: Operations

Manager Legal Services

Manager Communications

Manager Internal Audit

16.2. RED TEAM

Manager: ICT

Manager: Assets and Insurance

Manager: Facilities

A technician

16.3. ORANGE TEAM

Representative from the Office of the Speaker, Mayor and MM

Team from Treasury (6)

Team from Corporate Services (6)

Team from Community Services (4)

Team from Local Economic Development (2)

Team from Infrastructure (4)

16.4. BLUE TEAM

Remaining staff

TEAM	RESPONSIBILITIES
<p>Emergency Management Team (EMT)</p> <p>Team leader : Municipal Manager</p>	<p>EMT is responsible for managing the emergency from the declaration until the return to normality. Its responsibilities include:</p> <ul style="list-style-type: none"> ◊ Evaluating the extent of the damage and the potential consequences. ◊ Implementing measures to prevent loss or damage to life, property and resources and making the site secure and safe. ◊ Authorising recovery procedures in order to provide an operational service to staff and clients. ◊ Disseminating information to the public through the news media; ◊ Ordering and acquiring replacement equipment where so authorised. ◊ Keeping control of expenditure arising out of recovery operations. ◊ Organising the return to normality once the emergency period has passed.
<p>Orange Team (OT)</p> <p>Team Leader: Systems Administrator</p>	<p>OT is responsible for continuous provision of critical business processes to all municipal clients. The team will be based at the disaster recovery site. The team will be have the following responsibilities:</p> <ul style="list-style-type: none"> ◊ To effectively manage and coordinate the migration of recovery team members from the main site to the recovery site with minimum impact ◊ To ensure that the disaster recovery site is up and running as soon as possible, so as to provide continuous service; <p>Some of the business processes that will form part of the OT responsibility include:</p> <ul style="list-style-type: none"> ◊ Human resources, ◊ Payroll,

	<ul style="list-style-type: none"> ◊ Supply chain, ◊ Income, ◊ Registry, ◊ Customer care, ◊ Project management,
Red Team (RT)	<p>The RT will be responsible for recovery of the production site and the return to normal operations. Work of the team will start immediately an incident is reported. The team will work with the Business Continuity Coordinator to assess and report on the level; of damage to the EMT.</p> <p>The team will be have the following responsibilities:</p> <ul style="list-style-type: none"> ◊ To recover the damaged site, systems and data, and to test for data integrity; and ◊ To migrate the recovery teams, applications and data back to the main computer room within the shortest possible time.

17. SERVERS AND NETWORKS

To protect the computer software and hardware, the municipality will:

- ◊ Install and maintain anti-virus on all servers and desktops
- ◊ Download and update anti-virus software periodically (e.g. on a weekly basis)
- ◊ Check for alerts and warnings periodically.
- ◊ Ensure that our information security is up-to-date.
- ◊ Track and monitor attempts for unauthorised access.
- ◊ Remove default passwords from all equipment either servers, network equipment and desktops.
- ◊ Implement logical and physical access controls including password controls.
- ◊ Ensure that backups are done successfully everyday (for servers, desktops and networking equipment).
- ◊ Test the restore procedures on backup servers at the DR site at least twice a month.

If the servers at the main computer room are destroyed, back-up server at Disaster Recovery Centre will be utilized for business continuity during a disaster. Responsibilities of the Manager: ICT and the Systems Administrator will include:

- ◊ Making sure that the integrity of our backup media is checked everyday
- ◊ Backup media is kept in a safe place
- ◊ Access to backup media is limited to authorized staff
- ◊ Servers at East London IDZ Offices are connected to the network as secondary servers.
- ◊ Checking to make sure that if the main server room is down the server room at Traffic will act as a computer room and is accessible at all times.
- ◊ Ensuring that our network design has the necessary redundancy to address disaster from either server room.
- ◊ Ensure that each department has identified materials / document required for disaster recovery (this task will be facilitated by the Heads of Departments).
- ◊ Ensure that each department has processes that will ensure that minimum critical services will be provided during a disaster.

18. RECORDS BACK-UP

The IT Department is responsible for backing up the critical servers including the payroll, SCM, financial management and electricity systems. Back-up media including a copy of this plan, floor plans, network diagrams, insurance policies, recovery procedures, agreements / tender documents, and any other document required for data recovery will be stored at the server room in the East London IDZ.

19. ANNUAL REVIEW

The review and update of the business continuity and disaster recovery plan will be done annually.

20. PREVENTION & PREPAREDNESS

20.1. PREVENTION

Prevention involves identification of potential hazards and taking steps to minimize the chances of any such hazards being realised. Prevention measures are standard within the municipality. These include processes for building maintenance arrangements, Health and Safety guidelines, fire protocols and emergency procedures.

Our prevention strategy also includes ongoing awareness among staff about any signs of deterioration in standards of prevention measures in place, and a consciousness about any extra steps that could be taken to further reduce risks. This involves an awareness of the potential threats to the municipality.

Staff will be allowed and encouraged to raise any concerns or suggestions about risk minimisation and disaster prevention measures with management or any EMT member

20.2. POSSIBLE THREATS TO THE MUNICIPALITY

This plan considers threats to the municipality that result from emergencies. The main threats to the municipality can be divided into 3, namely: fire, water and physical damage.

Fire

Fire could originate from either external or internal sources. The risk of fire is real for All Mbhashe sites. Internal risks of fire are ever-present with our widespread reliance on the use of electrical appliances, such as lights, heaters, computers, power boards and other equipment within the buildings.

Water

Water hazards can originate from either external or internal sources. External sources include storms that could cause water leaks in the building or localized external flooding that seeps into the building. Storms could also cause structural damage to the building that could provide a point of entry for water. Another external source of water damage from external sources are considered to be from the roof when gutters are clogged with litter debris. Internal sources of water damage include leaks or accidental discharge from internal plumbing such as from the fire hoses, burst water pipes, overflowing sinks etc.

Physical Damage

Physical damage to the municipality could arise from damage to the building (e.g. structural failure or storm damage), the computer room, or the critical servers leading to theft or vandalism of the municipal property including computer equipment and/or data. Security arrangements at both production and disaster recovery sites minimize the risk of the unauthorised access. However, it should be noted that security arrangements are not fail-safe. Systems failure is always a possibility and people should be cautious of unauthorized access being provided to the ICT Department or the server room.

Prevention - Summary

The greatest threats to the municipality are considered to be from fire, water and break-in/hacking. Physical damage is considered to be less likely. However, a worst-case

scenario could involve all three hazards occurring simultaneously. Staff should be mindful of any signs of problems arising in these areas. The actions described in this Plan can be broadly applied to a range of different circumstances involving any or all of these three primary hazards.

20.3. PREPAREDNESS

Preparedness involves:

- ◊ Identification of possible threats/risks
- ◊ Formulation of mitigation responses
- ◊ Identification of a disaster response team
- ◊ Training of an emergency action team
- ◊ Identification of recovery options, and
- ◊ Ensuring supply of required equipment.

20.4. THE DISASTER RESPONSE TEAM

The **Senior Manager: Corporate Services** is the Team Leader of the EMT and also the Head of the ICT function. The **Back-up** to the Team Leader is the **Municipal Manager**.

The members of the **Orange Team** together with the Systems Administrator and Technician will form the Recovery Team (based at the DR Site) with four specific responsibilities, namely:

1. To effectively manage and coordinate the migration of recovery teams from the disaster site to the recovery site with minimum impact
2. To ensure that the Disaster Recovery Site is up and running as soon as possible, so as to provide continuous service;
3. To restore applications and data at the disaster recovery site; and
4. To migrate the recovery teams and data back to the main computer room within the shortest possible time.

The **Manager: ICT** is the Team leader of the **Red team**. The Red team has the following responsibilities:

1. To assess the damage and report to the Senior Manager: Corporate Services.
2. To fix the damage to the production site;
3. To restore all servers, utilities and services; and
4. To migrate all services from the disaster site to the production site within the shortest possible time.

20.5. TRAINING OF A DISASTER RESPONSE TEAM

The municipality is committed to providing training to staff, in the area of disaster awareness and recovery. All staff involved with disaster recovery including ICT, Treasury, Human Resources and other functions are expected to attend disaster preparedness workshops.

20.6. RECOVERY

The East London IDZ has been identified as the recovery site. Recovery equipment and documentation will be stored in this location. The municipality will provide desktop equipment to be used by the EMT, ICT and the Orange Team at recovery site. Limited municipal services will be provided at the site during the disaster.

The municipality will prepare summarized business continuity and disaster recovery plan. This will be provided to support staff. The document will have the following data:

- ◊ Disaster Plan diagram
- ◊ Contact details of the EMT, and the Orange Team
- ◊ Contact details of the Critical third party vendors
- ◊ Role of Recovery Teams
- ◊ Essential services offered at the recovery site
- ◊ Restore Procedures at Recovery Site
- ◊ Restore Procedures at Main offices
- ◊ Service Providers Contacts List
- ◊ Emergency Contacts

21. DISASTER RECOVERY PLAN – IT ARRANGEMENT

21.1. THE COMPUTER ROOM

The Disaster Recovery Plan is focused on the recovery of computer software, hardware and data. These will include the File servers, Active directory, Antivirus servers, DHCP servers, Firewall, router and switches, financial management system, electricity system, email servers, human resource and payroll systems.

The ability to continue providing critical services necessitates that we provide redundancy and backup to the internet connectivity at the disaster recovery site.

21.2. DISASTER RECOVERY SITE

The recovery site has been identified as an alternative location during any incident which prevents the use of the main offices. It is intended that the Emergency Management Team (EMT) and Orange Team will go to the recovery site to maintain essential services.

The hardware requirements for the respective applications have been identified and implemented to achieve continuity in case of a disaster. The disaster recovery site will enable network connectivity and server access in the event that the main computer room is totally inoperative. All Backup Media will be stored such that it can be made available to the recovery teams.

22. ORGANISATION

In the event of a major incident resulting in the loss of all or some of the critical functions at the main building, the EMT will assemble, accompanied by departmental representatives affected by the incident. The EMT will evaluate the incident and decide on whether to declare a disaster and effect Full Activation of the Business Continuity Plan or not. The EMT will remain in operation for the duration of the emergency situation. The EMT will have the authority to declare a disaster situation, and have the authority to decide which elements of the recovery plan should be invoked.

The EMT will be responsible for the overall management, co-ordination, control, and monitoring of the disaster situation and for the disaster recovery actions outlined within the Business Continuity Plan.

Municipal staff based in Main offices has been divided into teams in order to deal with the emergency incident. Council functions have been prioritised and essential staff placed in the relevant team. The teams have been colour coded and departments should allocate the relevant staff to teams, (by appointment) in their respective department plans.

23. PLAN ACTIVATION

The activation of the disaster plan is broken down into three phases:

- a) Initial activation.
- b) The evaluation phase.
- c) Full activation.

23.1. INITIAL ACTIVATION

Out of hours the plan will be activated by the MM or delegated EMT member on receipt of information from the security officers or any staff member on duty at the time or any other possible source.

During office hours normal emergency procedures will be followed and the immediate situation managed by the Departmental Manager affected. He/she will then contact the Emergency Management Team leader (Senior Manager: Corporate Services). Contact phone numbers for all EMT members and selected staff within the municipality are contained in the Emergency Contact Directory issued quarterly by the municipality. Contact details for further department's staff should be included as an annex in the main department plans.

23.2. EVALUATION PHASE

If not already on site the EMT leader contacted will make his/her way to the scene in order to make an initial evaluation of the extent of the damage. The other members of the EMT will be placed on standby at this stage. Depending on the level of damage, the EMT leader will either take no further action or will initiate full activation.

23.3. FULL ACTIVATION

If the plan is fully activated the EMT leader will carry out the following actions:

- a) Arrange the EMT to meet at Willowvale Offices or other nominated location or alternative location away from disaster site.
- b) Instruct one of the EMT members to contact the department heads affected and move to the site.
- c) Open a log of events.
- d) Contact the Insurance Officer.

- e) Start preparing a preliminary verbal report.

All EMT members will alert and deploy the supporting members of their respective functional groups in accordance with the municipality's response teams. Department plans should also reflect this allocation.

24. ACTION CHECKLISTS

EMT checklists are shown as follows:

- a) Immediate action: ANNEX A
- b) Action taken during next three hours: ANNEX A - 1
- c) Action taken during next twenty-four hours: ANNEX A - 2
- d) Action taken during the next month: ANNEX A - 3

25. STAFF AND PUBLIC ANNOUNCEMENTS

Communications Unit will be responsible for keeping staff and the public informed throughout the recovery period. The communications unit will use the media, website and any other appropriate communications channel to:

- a) Tell all municipal staff what further action they need to take in accordance with their response team allocation. Cards issued to staff are shown at Appendix 1 to Annex C. A sample message for staff is at Appendix 2 to ANNEX C.
- b) Keep members of the public informed about the effect the incident will have on services.

The Office of the Municipal Manager will seek to provide at the earliest opportunity a central point of contact for all customer enquiries relating to council business. The Office of the Municipal Manager will liaise with the Public Relations Officer about publicizing relevant contact details (telephone numbers, fax numbers, new physical addresses etc).

26. DEPARTMENTAL RESOURCE REQUIREMENTS

Departments have identified critical and essential functions required by either Mbhashe LM staff of the public even during a disaster. .

27. SUPPORTING INSTRUCTIONS

The following general guidelines will apply:

27.1. AUTHORISED EXPENDITURE

The emergency procurement procedures will be followed and the CFO will authorise any expenditure needed for the prevention of further loss of life or injury, or loss or damage to property and assets and authorize the expenditure necessary for making sites secure and safe.

Any other discretionary expenditure such as leasing offices or the replacement of high value assets would have to be referred to the Municipal Manager for authorisation.

Records of expenditure relating to the incident will be kept using the format contained at Annex D and this will be reported in the EMT meetings and later to Mayco to be condoned and approved.

27.2. CASH

Although the normal procedures of official orders, invoicing and creditor payments should apply, where immediate or cash payments are required, these will be arranged through the CFO's office.

27.3. INSURANCE

Before ordering the replacement of high value assets the Insurance company will be consulted in order to clarify the terms of existing cover.

28. RECOVERY (Also see Annex E)

In the immediate aftermath of a serious incident there will be a requirement to initiate recovery operations and the repair of items contained in the damaged area. An inventory of usable equipment, furnishings, documents and supplies, will need to be compiled. Department heads will therefore need to nominate staff who can work alongside professional.

Important recovery information is contained in the following annexes:

- a) Main problems/safety
- b) Damaged documents
- c) Damaged computer and communications equipment

29. FLOOR PLANS

Detailed floor plans for offices are available from the Strategic and Planning Department but also these will be attached to the BCP.

30. ALTERNATE LOCATION

The EMT and the Red Team (disaster recovery team) will deploy to the recovery site, together with the key service delivery staff (orange team). A list of the EMT and key team staff totals (EMT and Orange Team) required to maintain the basic service delivery of the municipality Council is listed above.

Arrangements will be made to relocate EMT and Orange Team to the recovery site. A room will be allocated at this building to be used as an Incident Room (IR). The IR will be staffed by members of the Emergency Management Coordination and Public Relations personnel.

31. RESTORE

The process of restoring the affected building will be determined by the size and impact of the disaster. The guidelines to this process will be as follows:

- ◊ The EMT will have overall responsibility to make sure that the situation is brought back to normal in the shortest possible time.
- ◊ The EMT will put together a plan for restoring the affected building or asset(s) to its original form.
- ◊ Members of the Red Team will form part of the team responsible for the restoration plans of the EMT
- ◊ The detailed restore procedures for IT are provided in the Annexures
- ◊ The detailed activities for EMT and Recovery team are provided. Members should familiarize themselves.
- ◊ The EMT will be responsible for moving the Orange team back to the production site after the affected facility has been restored.
- ◊ The EMT will also send out communication to move back the remainder of staff back to their offices
- ◊ The data backups from the Disaster Recovery Site will be used to rebuild and restore operations in the production site.

ANNEX A – EMT IMMEDIATE ACTION

1. Depending on the information received, the (Emergency Management Team Leader) will arrange for the following actions to be taken: a) Place other members of the team on standby and/or instruct them to move to the site; b) Move to the site and make an assessment of damage done and site security; c) Open a log of events; d) Advise the Insurance Officer; e) Make a preliminary (verbal) report to senior management.
2. Team members will alert and deploy other members of their functional groups, as necessary.
3. The Team Leader will then call for an initial meeting of the EMT with the following objectives: a) To define the problem, the extent of disruption, its consequences and the probable implications for the foreseeable future. b) To select a specified location as an operations centre e.g. Council Chamber c) To agree each team member's objectives for the following three hours. d) To set up a second meeting for three hours later.
4. The Team Leader will then make a second, more detailed report to political leadership and senior management on actions being taken, future intentions and help required.

32. ANNEX A – ACTION TAKEN DURING NEXT THREE HOURS

1. Establish the operations centre either on or off site	Team Leader and IT department
2. Use the recovery site as the main point of contact for the emergency services, public utilities, senior management, staff, clients and Insurance Officer.	All
3. Take over the incident log from the Team Leader. Issue	Communications

announcements to staff, clients and the media.	
<p>4. Undertake a site survey with departmental managers. Main points:</p> <ul style="list-style-type: none"> a) which units can use the site immediately? b) which units can use the site after cosmetic attention? c) when can they re-occupy the site? d) which units cannot be re-housed in the short term? e) what amount of office space is required for priority one functions f) which priority one functions can share accommodation on a temporary basis? g) decide outline strategy for re-occupation of and/or re-deployment to an alternative site. h) Move the Orange Team to alternative site i) Start offering limited services to the public and internal staff 	Team Leader and Dept Managers
5. Organise safety survey and arrangements to make the site secure.	Team Leader and Corporate Services
6. Consider Recovery options.	Team Leader and ICT department
7. After consultation with Corporate Services for office space, assess the effect of the incident on critical business functions and start planning the order of their reinstatement in accordance with pre-planned priorities.	IT department
8. Contact Systems Administrator and technicians and alert them to possible action.	IT department
9. Assess the impact on the telephone network and make contact with appropriate staff and support required to reinstate networks.	IT department
<p>10. Liaise with departmental managers and IT staff to assess the impact on IT hardware, software, peripherals and network installations:</p> <ul style="list-style-type: none"> a) decide what is reinstatable using in-house resources; b) which equipment will require external services for reinstatement; c) plan and implement the initial in-house deployment of supporting staff; d) alert staff and suppliers of the increasing demands to be made on them. 	IT Department

11. Liaise with departments and make an initial assessment about the replenishment of damaged furniture, fittings, equipment and supplies. Alert staff and suppliers of the likely demands on them.	IT department and Manager of affected departments
12. The Team Leader will chair a second meeting of the recovery team after three hours with the following objectives: a) to receive initial reports; b) to agree objectives for the next 24 hours; c) to establish staff activities; d) to set up a third meeting for 24 hours later.	Team Leader

33. ANNEX A – 2 ACTION TAKEN DURING THE NEXT 24 HOURS

1. Continue to maintain log of events and keep staff, clients and communications / news media regularly updated.	Communications
2. Either plan the re-allocation of office space on site in accordance with departmental priorities identified in Part 2 of the plan or plan to move to an alternative site. Consider the following points: a) The removal of vital documents from the disaster site and subsequent storage b) The removal of re-usable equipment from the disaster site and subsequent storage c) Space requirement for critical business functions;	IT Department
3. Agree essential installation schedules with public utilities and IT department and other suppliers at either the disaster site or Disaster Recovery Site (electricity, heating, lighting, water, air conditioning, fire detection/alarm systems, access control systems, telephones).	IT Department
4. Agree office equipment and supplies delivery schedules with supply chain	IT department and Supply chain
5. Check on measures being taken for disaster site safety and security	Team Leader
6. Implement recovery plan and arrange temporary storage as necessary	IT department
7. Reorganise postal arrangements as necessary.	Registry
8. Finalise telecommunications services to the required site(s).	IT department
9. Define the priorities for restoring networks on a gradual basis in order to provide a minimum initial communications requirement for departmental critical functions	IT department
10. In conjunction with departmental heads prepare to initiate Interim back-up procedures for priority systems.	IT department
11. Finalise requirements for hard/software and peripherals replacements and agree installation schedules.	IT department

12. Start and maintain a record of financial expenditure and collate information as may be required by the municipality	Insurance Officer, All
13. Consolidate with core team members arrangements for reinstating critical business functions in priority order whether on-site or at alternative premises. Brief staff accordingly	IT department
14. In conjunction with the Communications Unit ensure that clients are re-assured that service delivery will be returned to normality as soon as possible.	IT department
15. Hold a third meeting after 24 hours to finalise plans and/or Monitor progress.	Team Leader

34. ANNEX A – 3 ACTIONS TAKEN DURING THE NEXT MONTH

	Responsibility
1. Continue internal and external announcements as necessary and the record of events.	Communications team
2. Continue to keep financial records.	All
3. Monitor the installation/repair of essential services to the disaster site/Disaster Recovery Site (electricity, heating, lighting, access, control systems, telephones).	EMT
4. Continue removal and re-deployment of recovered items from the disaster site	EMT
5. Monitor measures being taken for disaster site safety and security	HS Team, EMT
6. Maintain liaison with the Insurance Officer.	Asset Management
7. Ensure that the telecommunications network is tested and operates. Continue to provide support / reconfiguration to departments when required	IT department
8. Monitor the programme for the installation and back-up of IT networks, hardware, software and peripherals in the agreed order of priority	IT Department
9. Monitor the programme for the delivery of supplies to the disaster / alternative site.	IT Department
10. Monitor the reinstatement of functions in order of priority and the consequent effects on service delivery	Department heads
11. Monitor overall progress on a regular basis.	Team Leader
12. Co-ordinate interim and/or final report drafting.	Team Leader

C

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APPENDIX 1 TO ANNEX C

TEAM : MAIN OFFICE RED		EMERGENCY MANAGEMENT TEAM
NAME	APPOINTMENT	DEPARTMENT
ACTION		
<p>On notification of an incident all RED team members are to report to the damaged site and one member of the EMT will go to the affected site for evaluation as per Annex A of the Business Continuity Plan. If EMT declares a Disaster, then the team will move into full activation. Necessary steps must be taken depending on the type of the disaster. If the IT systems have been affected the Orange Team and the IT team must immediately be moved to the recovery site to effect the recovery procedures as per Business Continuity Plan.</p>		
GENERAL POINTS		
<p>Notification may be via telephone/sms and media</p> <p><u>Do not attempt</u> to go to the main offices in Dutywa until advised so by EMT.</p> <p><u>Do not attempt</u> to call the switchboard</p>		

TEAM : DR SITE ORANGE		2 TO 24 HOUR RESPONSE TEAM, LINE MANAGERS AND CRITICAL STAFF AT THE COUNCIL CHAMBERS
NAME	APPOINTMENT	DEPARTMENT
ACTION		
<p>On notification of an incident all ORANGE team members are to report when directed by the team leader to the Willowvale Disaster Recovery Site.</p> <p>Members of the Orange team have the responsibility to ensure that the municipality continues to offer critical services to the municipal staff and the public at large. The services that will be</p>		

rendered will include:

- ◊ Payment of salaries
- ◊ Payment of invoices
- ◊ Billing services
- ◊ E-natis services
- ◊ Provision of Human resource services
- ◊ Management of the budget and expenditure
- ◊ Processing of payments for rates and taxes
- ◊ Processing of grave applications and payments

GENERAL POINTS

Notification may be via telephone/sms and media.

Do not attempt to go to main offices in Dutywa until advised so by EMT.

Do not attempt to call the switchboard.

Team : Main Office BLUE		24 hours to 1 week response and remainder of staff
NAME	APPOINTMENT	DEPARTMENT
ACTION		
On notification of an incident all BLUE team members should remain at home and await further instructions from their respective line manager. As the situation improves staff will be called back to work as and when appropriate.		
GENERAL POINTS		
Notification may be via telephone/sms and media		
<u>Do not attempt</u> to go to main offices in Dutywa until advised so by EMT		
<u>Do not attempt</u> to call the switchboard		

36. ANNEXURE C – BUSINESS APPLICATIONS SUMMARY

No :	Application	Business Processes	Operating System and Version	Hardware Model	Hardware Warranty	Software SLA Vendor	Backup is done [Y/N]
1	Sage	Financial management	Windows Server 2012 R2	DELL	Yes	Yes	Yes
		Supply chain management			Yes	Yes	Yes
2	SAGE 300 People	Human Resource and Payroll	Windows Server 2012 R2 SP1	HP	Yes	Yes	Yes
3	File Server	File services	Windows Server 2012 R2 SP1	HP	No	No	Yes
4	Mimecast	Email services	Windows Server 2012 R2 SP1	HP	Hp (Cloud)	Yes	Yes
5	Active Directory	Network management	Windows Server 2012 R2 SP1	HP	No	No	Yes
7	AntiVirus	Security	Eset EndPoint Antivirus			Yes	No
8	Print Services	Print services	Nashua	Ricoh	Yes	Yes	Yes
9	Firewall	Internet Security	Fortigate	Fortigate	Yes	Yes	Yes
10	Routers	Networking	Cisco Series	Vodacom	Yes	Yes	Yes

37. APPENDIX 1 TO ANNEX C - SAMPLE MESSAGE TO STAFF

MBHASHE LOCAL MUNICIPALITY

NOTICE

INVOCATION OF BUSINESS CONTINUITY

1. This is Mr / Ms, the Municipal Manager at Mbhashe Local Municipality. There has been an incident at the Municipal Offices on (address) and (describe what has happened).
2. This has affected the normal operations of the municipality and as such the municipality has moved its operations to the (address of the recovery site) so as to continue providing services to its customers; the Council's Business Continuity plan is being put into operation.
3. The key and critical services will continue to be provided.
4. Payment of salaries and other critical services will not be affected.
5. Please don't go to the office. Please follow the guidance described on your team card.
6. In the short term, you will be working under (team leader), on (task), until we get back to normal.
7. Please bring (depending on situation).
8. Because this is an emergency, you may be asked to work overtime? If you are prepared to, please contact the emergency staff number immediately.
9. Payment for overtime will be confirmed at a later date.
10. If you have any further queries, the number to telephone is (emergency staff number).

..... Date:

Municipal Manager (BCP – EMT Team Leader)

38. ANNEX D - DISASTER RECOVERY FINANCIAL RECORD

PURCHASES

DATE	TIME	LOCATION	DESCRIPTION OF ITEM	REASON FOR PURCHASE	SUPPLIER	VALUE (R)

38.1. GENERAL THINGS TO NOTE

Apart from the obvious and visible damage, those involved in the salvage process need to be aware of:

- a. Health and safety problems such as chemical contamination, asbestos and live electricity supplies.
- b. Deterioration of materials through high humidity:
- c. Hydrochloric acid arising from the combustion of PVC can penetrate concrete in wet conditions and cause corrosion of the reinforcing steel.
- d. Hydrochloric acid will also quickly corrode any exposed metal surface, such as steel pipes, tubes galvanised conduits, cable trays, trunking, aluminium partitions and window frames. Removal of the corrosion product and the chloride contamination is all that is required to restore the item to full function and to ensure that no further deterioration will occur.
- e. After a fire, clean-up materials used in fighting the fire (water, halon, foam, dry powder).
- f. Dirt and contamination can spread from damaged parts of a building to clean parts.
- g. Theft from the damaged building.
- h. On-going damage from wind and rain.
- i. A repeat attack if damage was caused deliberately.

38.2. ENTRY TO BUILDINGS/ROOMS

- a. Do not enter any damaged building until it has been declared safe by both the Fire Service and the municipality's Health and Safety Officer.
- b. Allow only authorised personnel wearing appropriate protective clothing to enter.
- c. Cut off all power supplies to the damaged area.
- d. Check for hazards.
- e. Identify and protect any evidence of deliberate damage.
- f. Cut off the water supply to leaking pipes.
- g. Make safe, damaged structures: erect safety barriers, hazard signs and identify walk routes.
- h. Protect undamaged equipment: cocoon in polythene.

38.3. ROOMS CONTAINING COMPUTER EQUIPMENT

- a. Ensure that all power is turned off.
- b. Protect undamaged equipment (remove carefully).
- c. Remove surface dust debris soot with brush or vacuum cleaner.
- d. Remove water and start drying process.

38.4. RESUMPTION OF OPERATIONS

- a. Ensure safe, controlled access.
- b. Protect from weather.
- c. Recover materials and dispose of waste.
- d. Nominate temporary accommodation for storage of undamaged/damaged equipment and records.
- e. Arrange for safe temporary power supplies.
- f. If air-conditioning or heating is available, raise the temperature.
- g. Provide ventilation to aid drying.
- h. Maintain an inventory of equipment damaged/lost and replaced/repared.
- i. Arrange for demolition and/or site clearance.

39. ANNEX E – 1 DAMAGED DOCUMENTS

39.1. GENERAL:

Documents are easily damaged by fire and water, but recovery of the information is often possible and sometimes recovery of the documents themselves. The recovery team should utilize all means possible to dry and restore the documents. The recovery team should provide the following services:

- ◊ a 24 hour emergency hotline;
- ◊ an on-site visit to salvage and recover documents;
- ◊ transportation of wet documents to cold store;
- ◊ freeze/vacuum drying of water damaged materials.

39.2. MAIN PROBLEMS

- ◊ Mould will begin to appear within 48 hours in moist conditions, if the temperature is above 60 degrees celsius, and removal of the marks left by mould is almost impossible.
- ◊ Wet paper is very heavy and is very easily damaged by handling.
- ◊ It is an unpleasant job, as documents to be recovered are dirty, wet and smelly.
- ◊ Possible health problems for people doing the job, from polluted water and from dangerous dust.
- ◊ Logistic problems of separating each page to dry, then re-assembling the documents correctly.

39.3. REMEDIAL ACTION

Successful recovery of documents is dependent upon prompt initial actions:

- ◊ Prevent uncontrolled drying or crumbling, by keeping documents dosed and gently wrapping them in cling film. Store the sealed documents temporarily in archival sized boxes to aid handling and identification.
- ◊ Freeze the documents. This both prevents mould growth and protects against damage while handling. A commercial frozen food trailer provides a useful first-aid cool chamber, and can be obtained via the Emergency Planning Section.

40. ANNEX E – 2 DAMAGED COMPUTER EQUIPMENT

40.1. GENERAL RULES

- ◊ As soon as the disaster is declared by emt and a decision has been made to move operations to the disaster recovery site, emergency recovery and restore procedures should start immediately (see annexure f).
- ◊ Critical service providers will be notified of the disaster so as to provide remote support to the recovery and restore teams.
- ◊ It is vital that in the event of damage to computer and communications systems, caused by fire, smoke, water, chemicals etc., qualified staff take remedial action as soon as possible. The speed with which corrosion damage occurs will depend on the conditions. In extreme conditions of heavy contamination in a hot, moist environment, it is vital that salvage begins no later than 24 hours after the incident has occurred. In warm, dry conditions, unpowered equipment will resist corrosion for a long time. In either case it should not be assumed that equipment is a total loss just because there has been a delay.
- ◊ The following general rules will help to minimise the damage caused:
 - a) **Do not switch on equipment** which may be damaged, wet or contaminated (even for a few seconds to see whether it works) as this will cause power supply problems such as to on-board batteries.
 - b) **Do not move damaged or contaminated** equipment unless absolutely necessary. If you do move it, handle it as carefully as possible.

40.2. AFTER FIRE

Even a relatively small fire can cause serious contamination problems.

40.2.1. MAIN PROBLEMS

- ◊ Heat from fire will cause direct damage, but electronic equipment will not stand high temperatures if these are not switched off. If there is still paint on metal parts and plastic parts have not melted, the equipment may still be recoverable. Any water used for freighting on upper floors will lead to dirt and acid contamination on lower floors.

- ◊ Soot (carbon particles) will absorb water, creating a moist environment which helps corrosion. It will settle on circuits and components inside equipment and cause short-circuits if electronic power is applied.
- ◊ PVC is a plastic which is used extensively in modern buildings, in cable insulation, furniture, document binders etc. When PVC is burned it produces a large volume of hydrogen chloride gas which combined with airborne water vapour to form hydrochloric acid (a kilogram of PVC will produce 1.4 litres of concentrated acid). The acid condenses on cool surfaces throughout the building which contains the fire, including circuit boards inside equipment in areas which seem to be little affected by smoke.
- ◊ Unpowered circuits are reasonably resistant to attack but any electrical activity will cause shorting and electroplating. Exposed metal surfaces (steel, stainless steel, galvanised steel, aluminium, brass, copper) will corrode rapidly. Water and humid air greatly increases the rate of corrosion.
- ◊ Halon is a gas used in firefighting. When heated to above 400°C hydrogen bromide gas is formed, which will combine with moisture in the air to form hydrobromic acid. As the temperature drops, the acid will condense, causing rapid corrosion of metal surfaces and circuit boards.

40.2.2. REMEDIAL ACTION

- ◊ Ventilate the whole building as soon as possible in order to disperse smoke and other contaminants.
- ◊ Remove or isolate the power including battery back-up supplies.
- ◊ Lower relative humidity to minimise corrosion. Fan heaters with dehumidifiers are a good combination, but be careful not to make equipment too hot. Do not use oil stores or propane gas heaters, as these generate water vapour.
- ◊ Cover items that cannot be removed with plastic sheeting, and place dehumidifiers under the sheeting.

40.3. AFTER WATER DAMAGE

40.3.1. MAIN PROBLEMS

- ◊ Dirty water, sludge and possibly chemical contaminants will have breached the casings of computers and communication equipment. This will cause

damaging short circuits if the equipment is powered up, and the dampness will speed up corrosion.

- ◊ Water may have soaked into the fabric of the building, maintaining a high level of humidity long after the water has been removed.

40.3.2. REMEDIAL ACTION

The main requirement is to minimise corrosion until equipment can be washed, by removing water and then lowering the relative humidity of air. The following points should be followed.

- ◊ Remove or isolate all power, including battery back-up supplies. to prevent shorting.
- ◊ Tilt equipment so that water runs off the circuit boards and out of the equipment.
- ◊ Carefully remove portable equipment to a clean dry area.
- ◊ Cover any items that cannot be moved with plastic sheeting to protect from falling water.
- ◊ Ventilate the affected area.
- ◊ Remove wet objects that will retain water, such as carpets, curtains and paper.
- ◊ Use dehumidifiers to remove moisture from affected areas.

ANNEX F – 1 (IT)

EMERGENCY RESTORE PROCEDURES – DISASTER RECOVERY SITE

1. SETUP

East London IDZ site will be a Cold Disaster Recovery Site. The Site will have backup servers that will be prepared and will only be active when the site is activated for tests or recovery process. The servers will include:

- ◊ File, print and DHCP services (secondary servers)
- ◊ Financial management servers for Sage and the payroll server.
- ◊ The municipality will implement a second microwave link that will provide dormant redundancy link for internet connectivity at the East London IDZ.

2. RECOVERY

ICT Staff copy backup files from productions to the storage at the Disaster Recovery site. The team will use these files for restores during integrity checks and during a disaster.

NOTE: Since the backup is done in the evenings, the restore process will mean that the Mbhashe LM will loose 24 hours of work, which will have to be recaptured if possible. The municipality has accepted this risk since the cost of real-time backup is too high.

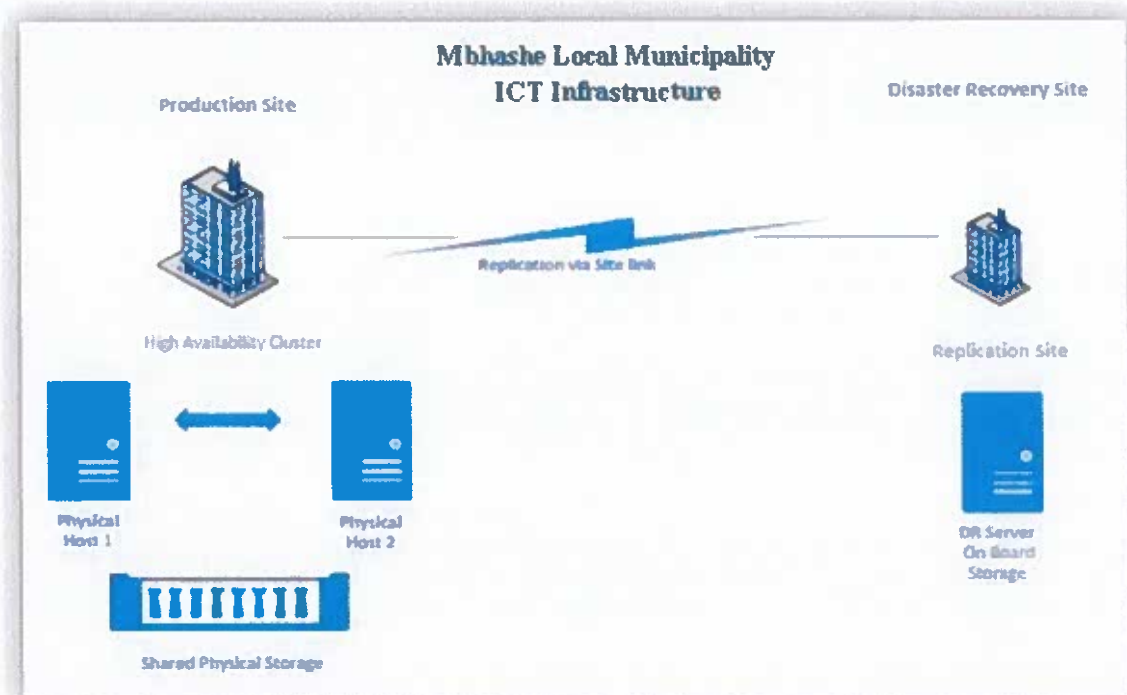
41. PROPOSED DISASTER RECOVER SITE

41.1. PROPOSED SOLUTION

A standalone physical server running virtualization software will be housed at the disaster recovery site and used as the restore server infrastructure. The systems will be build to cater for a maximum of 30 users running:

- Active Directory/PDC
- Exchange Mail Server
- File services
- Financial management system
- Payroll
- And electricity purchasing system and
- Car registration system (e-natis)

41.2. Network and Systems Architecture



Mbhashe LM ICT will review/update its backup and restore procedures for all its applications in order to be in line with the BCP. The updated version will be attached to this plan as an

annexure. Backup media will be tested as per the plan to ensure successful restore processes.

Scope of work

To implement the proposed solution the following effort will be required:

1. Rebuild the current production server infrastructure to provide high availability and redundancy;
2. Review the backup and restore procedures and copy backup files to the a storage facility at the disaster recovery site
3. Invest in hardware and software for the establishment of the disaster recovery site
4. Restore backups and test BCP periodically
5. Test backup media periodically
6. Perform a stress and user acceptance test
7. Hand over to onsite technicians

ANNEX.....

EMERGENCY ACTIVITIES – DURING DISASTER

The Finance Department will continue to offer the following essential services during a disaster:

Budgeting –

- ◊ The budgeting process will have different requirements depending on the time of the disaster. Critical timelines will require different activities, namely: If the time is during budgeting process vs the time when submission to the Treasury need to be made.
- ◊ Budget and Treasury Office will make duplicates of all Correspondence of submission and keep a duplicate file at the recovery site
- ◊ The Grant Recons need to be stored online and not on paper
- ◊ Copies of agreements and awarded tender documents need to be stored at the recovery site as backup
- ◊ Currently the departments submit the budget input using hard copies. This will negatively impact our ability to continue during a disaster, it is therefore critical that department change this process and input be submitted online. This will ensure that during disaster the budget personnel can continue providing essential services.
- ◊ Chief Financial Officer will be responsible for the allocate of budgets for expenditure during the disaster
- ◊ Will also perform the day-end- processes as usual

Requirements

- ◊ Access to financial management system and Payroll
- ◊ Access to a printer
- ◊ Access to email
- ◊ Access to internet

Expenditure –

- ◊ This department will continue to process payments and payroll
- ◊ Payment of claims, refunds and overtime will be suspended until the situation is normalized
- ◊ New staff members will be paid using manual methods until the situation gets back to normal
- ◊ All invoice approvals will be done by the CFO and Finance Manager during this period, in the absence of the CFO, the Municipal Manager will take the responsibility

Requirements

- ◊ Access to financial system and payroll

- ◊ Access to a printer
- ◊ Access to email
- ◊ Access to internet

SCM –

- ◊ Supply chain management will continue processing request for critical products and services. On a daily basis SCM will meet with the CFO to decide whether the service / product is critical if it is found to be non-critical the request will be set aside until the situation is normalized
- ◊ The report on outstanding orders will be printed in order to identify orders that are on the pipeline. Services providers that are expected to deliver services will be advised of the disaster by SCM, with a copy of this information being submitted to EMT
- ◊ The CFO and Senior Management will go through the report review the orders or whether they still need to be delivered, postponed or cancelled
- ◊ Critical products and services will be allowed to be delivered and the new delivery address will be provided to the service providers
- ◊ Duplicate tender documents and contracts will be made available to the Orange team at the Council Chamber (***this means that with immediate effect Tenders and Contracts need to be done in triplicate, one copy for disaster recover, one for the service provider and one for SCM***)
- ◊ **Critical Action – All Tender Documents / Contracts and Agreements need to be duplicated and stored at the Council Chamber**

Requirements

- ◊ Access to financial management system
- ◊ Access to a printer
- ◊ Access to email
- ◊ Access to internet

Billing

- ◊ The income (billing) team will continue offering its services to the rate payers.
- ◊ On the declaration of the disaster by EMT, BTO and Corporate Services will move to the recovery site
- ◊ Revenue will be assigned an office where the will continue receiving payments for the municipality

- ◊ and will review and make sure that the billing is done from the recovery site until the situation gets back to normal.
- ◊ All critical decisions relating to billing will be made by the CFO during the disaster.