

EXECUTIVE COUNCIL

RESTRICTED

Title of Report: Business Continuity Planning

Paper No: 203/09

Date: 17 September 2009

Report of: CO, FIDF

1. Purpose

- 1.1 To introduce a system of Business Continuity Planning for the Falkland Islands Government and to make recommendations for the development of the system and the reduction of risk.

2. Recommendations

- 2.1 Honourable Members are requested to consider the risks outlined in the report and to support a process of risk reduction by implementing the recommendation and actions listed in Annex A.

3. Summary of Financial and Legal Implications

- 3.1 Financial implications will initially be confined to the cost of Heads of Departments (HODs) time in reviewing the particular areas of risk that have been highlighted in the report. The subsequent reports from HODs may include requests for funding to implement improvements, and at that time full financial implications can be calculated.
- 3.2 There are no known legal implications involved in this process at this time.

4. Background and key points

- 4.1 Information Communication Technology (ICT) return forms were circulated to all areas of FIG in order to map individual and department ICT priorities. The data so provided was used to assess risk and priorities but it was not considered necessary to include the returns in this report.
- 4.2 Some of the potential disasters that could give rise to business continuity problems are: natural disasters, accidents, sabotage, power/water/services disruptions, communications, transportation, safety and service sector failures, environment disasters that impact on service providers, cyber activity/hacker activity. Where these hazards have not been specifically mentioned in this

report the probability is considered to be sufficiently low as to not warrant their mention, or otherwise such events would be covered by the contingency action systems contained in the Falkland Islands Government Major Incident Plan. Acts of terrorism are considered to be outside of the scope of this report.

- 4.3 Alternative premises are an important part of all the business continuity plans produced by FIG Departments. There are frequent duplications of the choice of alternative premises in the plans, however this is not considered to be a serious problem because of the improbability of several departments requiring alternative premises at the same time. In the unlikely event of two or more departments obtaining alternative sites, it would be the duty of the Chief Executive/Administration to decide on priority.
- 4.4 It should be noted that many alternative business premises that are nominated in the business continuity plans are considered to be ‘cold sites’ – i.e. sites that are not furnished or equipped for an alternative user. The provision of ‘warm’ or ‘hot’ sites (sites that are electronically, and in some cases, specifically, prepared as continuity alternatives) would not be cost effective. Most of the available alternative cold sites could be adapted within a reasonable timescale.
- 4.5 Annex A contains a list of risk areas, together with recommendations for risk reduction and control measures. The system of risk assessment used is explained in Annex C.
- 4.6 A report on the provision of fire alarms systems and auto-dial systems throughout FIG is attached as Annex B.

5. Business Continuity Plans

- 5.1 All FIG Departments formulated Business Continuity Plans using a standard template for guidance: these plans are held in FIG public folders. It was considered wasteful to annex the plans to this paper.

Note: Likelihood rated at 2 in absence of contrary evidence in serials 1 – 8 below, with the exception of 5, which is rated at a likelihood factor of 3 because of uncertainty over serviceability of the alarms. Further defined controls will probably lower likelihood to 1 in most of these cases.

Annex A - Schedule of Risks

	Risk	Department Risk	FIG Risk	Likelihood	Consequence	Risk Factor	Recommendation
1	Stanley Power Station - Fire - loss of electrical power to Stanley would be catastrophic over a period of days or weeks, and replacement of generation plant would be very expensive.	Y	Y	2	5	10	Head of Department be requested to review and report on current risk assessment and risk controls.
2	FIGAS – Aircraft hangar – Fire or wind damage - very high value and difficult to replace aircraft.	Y	Y	2	5	10	Head of Department be requested to review and report on current risk assessment and risk controls.
3	Filtration Plant – Fire - loss of plant would cause disruption and health risk.	Y	Y	2	5	10	Head of Department be requested to review and report on risk assessment and risk controls
4	Computer Section – Fire - housed in elderly building that was designed for temporary use. Network system lacks resilience (single points of failure, etc).	Y	Y	2	5	10	Head of Department be requested to review and report on risk, including any recommendations considered necessary for redesign of fibre network/switch locations so not reliant on one site, feasibility of using Argonite (or similar) fire suppression system.
5	Fire Alarm Auto-Diallers, and Fire Prevention systems – lack of auto diallers or	Y	Y	3	5	15	The report provided by the Chief Fire Officer (Annex B) raises issues regarding the compatibility of the telephone/fire

	malfunction of autodiallers because of lack of compatibility between intruder and fire alarms.						alarms/intruder alarms. It is recommended that tests be carried out in each department that is fitted with an automatic dialling fire alarm system to check that they work, and that any deficiencies be rectified as soon as possible. It is further recommended that any FIG premises that do not have auto dialling fire alarms systems are evaluated for the installation of such systems (evaluation by HOD). In areas of particular high value/consequence the possible use of Argonite (or similar) fire suppression systems should be examined. The Fire and Rescue Service can provide advice on all aspects of fire prevention
6	Consequences of Water and Fire damage, to paper records, equipment and premises (even a fire that is detected and extinguished quickly can cause considerable damage to records, equipment and premises).	Y	Y	2	5	10	Many departments rely on paper records for essential reference and historical storage. It is recommended that HODs review the storage of paper records and other important items, and devise ways of sorting and protecting those which would be classed as irreplaceable or important. Whether or not records or items are important to other departments or users should also be taken into consideration.
7	IT Back-up procedures – potential for loss of data - many FIG Departments have their data backed up on servers, however the back up of data that is held on PCs is	Y	Y	2	5	10	HODs should ensure that all users understand what is backed-up and what is not backed-up on servers, what data should be backed up on separate devices/systems, and that laid-down back-up procedures are followed. As well as protecting data, these

	dependent upon timely back-up onto some system or device that is held safely, preferably in a separate building.						back-up procedures are essential for the protection of programmes. The Computer Section can give advice on all aspects of data back-up.
8	Disease Outbreak – the recent (and current) swine flu outbreak has raised the awareness of the need to plan for continuity in the event of a more serious epidemic.	Y	Y	2	5	10	It is recommended that HODs ensure that all staff are aware of the advice given by the Health and Social Services Department on mitigation of the spread of infections, and that, where necessary and practicable, there is increased resilience through sharing essential knowledge and skills. In cases where essential functions are carried out by specialized staff, a provisional plan should be held for the rapid temporary secondment of replacement personnel.

Annex B – Report by Chief Fire Officer on FIG Fire Alarm Systems

Building	Smoke/Heat detectors	AFD's	Emergency Lighting	Auto Dialler	Comments
FIGAS	Yes	Yes		Yes/Not Op	System requires service engineers from UK
Stanley Tower	Yes	Yes	Yes	Yes/ Not Op	
Megabid office's	Yes	Yes	Yes	Yes	
Megabid Stores	No	No	No	No	
Megabid Garage	No	No	No	No	Manual activated call points
FIPASS All Areas	Yes	Yes	Yes	Yes	Unknown if Auto Dialler is linked to all warehouse pump rooms
FIDF	Yes	Yes	Yes	Yes	
Department of Agriculture	Yes	Yes	Yes	Yes	Emergency in loft only
YMCA's Main buildings	Yes	Yes	No	Yes	Two main communal buildings only
Welfare Offices	Yes	Yes	No	Yes	
Customs / Byron House	Yes	Yes	No	No	Customs rent office space from Byron Marine
FIDC	Yes	Yes	Yes	Yes	
Computer	Yes	Yes	Yes	Yes	

Section					
Building	Smoke/Heat detectors	AFD's	Emergency Lighting	Auto Dialler	Comments
Tourism Office	Yes	Yes	Yes	No	
Stanley House	Yes	Yes	Yes	No	Kitchen area only
Sir Rex Hunt House	Yes	Yes	Yes	No	
Lady Hunt house	Yes	Yes	Yes	No	
Infant & Junior School	Yes	Yes	Yes	Yes	
Falklands Radio	Yes	Yes	Yes	Yes	
Police & Prisons	Yes	Yes	Yes	No	All auto dialler calls are routed to the police Station
Fire Station	Yes	Yes	Yes	Yes	Was not connected by contractor
Tax / EPO	Yes	No	No	No	Battery operated only
Bank premises	Yes	Yes	Yes	No	FIG owned leased to SCB
Town Hall / Upper	No	No	Yes	Yes	Manual call points only
Post Office	Yes	Yes	Yes	Yes	Panel for whole building in main customer area
Court & Council	Yes	Yes	Yes	Yes	
Main PWD	Yes	Yes	Yes	Yes	

Offices					
Building	Smoke/Heat detectors	AFD's	Emergency Lighting	Auto Dialler	Comments
Design Office	Yes	Yes	Yes	Yes	
Works Managers	No	No	Yes	No	
Gilbert House	Yes	Yes	No	No	
Attorney Generals	1 Smoke	No	No	No	
Secretariat	Yes	No	No	No	
Treasury	Yes	No	No	No	
Hospital	Yes	Yes	Yes	No	Staffed 24 hours
Government House	Yes	Yes	Yes	Yes	FCO risk assessment just completed
Archives	Yes	Yes	No	Yes	
FICS	No	No	Yes	Yes	Main School has manual call points Recommendation made 7 th May 2004 for ADF to be fitted throughout by FIG insurers and CFO.
Swimming pool	Yes	Yes	Yes	No	Recommendations to install or link to FICS along with detectors to be fitted above squash courts. ASAP due to recurring problems
Power House	Yes	Yes	No	No	
Filtration Plant	Yes	Yes	No	Yes	
Sand Bay	Yes	Yes	Yes	Yes	

Important Note: It is doubtful if the auto diallers are operational - most auto diallers were installed with intruder alarms and seem not to be compatible with the fire alarm system. A full survey shall be taken when resources permit - this shall cause some disturbance to departments as it will require the fire alarms to be activated several times.
Gardner Fiddes **Chief Fire Officer** 17th Aug 2009

Annex C - Risk Assessment Method

4 point risk assessment scale – matrix as follows:

C O N S E Q U E N C E	5	10	15	20	25
	4	8	12	16	20
	3	6	9	12	15
	2	4	6	8	10
	1	2	3	4	5

LIKELIHOOD

- 17-25** **Unacceptable – Stop activity and make immediate improvements**
- 10-16** **Tolerable – look to improve within specified timescale**
- 5-9** **Adequate – Look to improve at next review**
- 1-4** **Acceptable – No further action, but ensure controls are maintained**