Corporate Information in Computing Services

Appendix 2: Business Continuity Test Plan

Business continuity guides to good practice and BSS standards all recommend extensive testing of any Business Continuity plan. The testing regime should inform the future revisions of the Business Continuity plan and help ensure the departments preparedness to handle an incident. The testing falls into two areas: the ability to handle an incident and the ability to recover services effected by an incident.

Testing Schedule

The following is the testing schedule defined in the Business Continuity Methodology adopted by CiCS:

Mission Critical Services	High Importance Services	Medium Importance Services	Low Importance Services
Continuity plan are tested on a sample of services each year	Continuity plan are tested on a sample of services each year	Continuity plans are tested on a sample of services after any major system change	Continuity plans are tested on a sample of services after any major system change.

Major Incident

The department has relatively little experience in dealing with major incidents so in order to fully test the department's continuity plans it is proposed to hold an exercise simulating a major similar. As with the wider University Exercises as with the University's Business Continuity testing it is suggested that we use the external consultant. One option would be to ask Safety Services if they would conduct one of the upcoming University exercises on a CiCS resources e.g. the Computing Centre.

Service Level Testing

Mission Critical and High Importance Services

A sample of Mission Critical and High Importance Services need to be tested each year. The tests and their results need to be recorded and reported to the HOD. Any recommendations or changes resulting from a test need to be actioned and the results reported to the HOD. Once the project has been completed what ever body is constituted to own and maintain the department business continuity plan will determine which services are tested.

There are currently nine Service classed as critical and 35 highly important service (11 of which are CIS systems) giving a total of 44 systems. If a testing regime which aimed to test 25% services per year this would mean testing 11 systems.

During the normal course of running services it is inevitable that minor incidents, regular maintenance or working practices will occur which may result in the

continuity or disaster recovery arrangements for the service being implemented. These incidents should be recorded and responded to as if they were formal tests and counted towards the test record for each service. The number and type of theses incidents should be taken into account when determining which services are to be tested.

The formulation of an initial testing plan is awaiting a list of services which have been recovered in the last 12 months.

Medium and Low Importance Services

Services in this category should have their recovery procedure tested after any major change.

New Services and Systems

All new systems should have their recovery procedures tested prior to going live. This will be included in the CiCS Project Management Methodology.

Type of test

The form the test for each service will take will largely depend on the type of system involved in providing that service. The essential principal is to test CiCS's ability to recover a service in the event of a major failure of the service. Typically the test would be restoring the system from back upon alternate hardware.

Annex Infrastructure Testing Schedule

Mains power failure has been found to be the single most disruptive attack on the University IT systems. It affects both central and satellite installations. The following table describes a testing regime for power and other plant for the central site.

Equipment	Test	Rationale	Frequency
UPS	Remove power from UPS input rectifier	Test battery hold up time and inverter. UPS gives instantaneous fallback to direct mains on failure. Essential before running generator test	Monthly, day 1
Generator	Disconnect mains incoming power to building	Test and exercise generator. Manual restoration of input mains if generator fails to start.	Monthly, day 2
Air Conditioning	Disable operational A/C unit	Ensure standby A/C unit takes load	Monthly
Fire Detection	As prescribed by supplier	Ensure detection and notification systems always operational	
Water, gas, temperature detection	As prescribed by supplier	Ensure detection and notification systems always operational, and	
Fire suppressant	As prescribed by supplier	Ensure that the fire suppressant system is always operational	