Exercise 1 - example action task lists

Introduction

Some examples are provided below of action task list for the different business continuity plan activation phases for the Boulton museum. It should be noted that these examples are from an action task list suite for the central co-ordination role, not for individual business areas (i.e. those that would be used by local business resumption co-ordinators).

Alert Phase

The Alert phase encompasses the raising of the alarm in the event of a disaster or failure and the contacting of key personnel. In the event of a disaster or failure outside office/workplace hours, on-site security guards and the business continuity co-ordination team should have a contact list (see relevant business continuity plan appendices). During normal working hours, staff should advise the business continuity co-ordination team in accordance with the appropriate action task lists. The action task lists for the Alert Phase are shown below.

Action Task List No.	Title	Assigned to
Co-ordination Alert 1	Receive notification of a disaster or failure	Business Continuity Manager
Co-ordination Alert 2	Receive request from key staff to come into museum location	Business Continuity Co-ordinator

Co-ordination Alert 1 (Receive notification of a disaster or failure)

ACTION TASKLIST NUMBER:	Co-ordination Alert 1		
ASSIGNED TO:	Business Continuity Manager		
TIMESCALE FOR COMPLETION:	(Steps 1-5) Within 2 hours		
ACTIONED BY:			
STEP	**TASK**	**DATE and TIME (Start/End)**	**COMMENTS**
1.	Complete Part A of the Disaster/Failure Alert Form (see Appendix G), and provide the informant with an Alert reference number.		
2.	Decide whether to convene the museum Business Continuity Co-ordination Team. If so, then determine location and time, and notify members of the Business Continuity Co-ordination Team (see Appendix B) of the meeting.		
3.	If a meeting is held, assess in conjunction with other members of the Business Continuity Co-ordination Team the scale of, and situation surrounding, the disaster or failure. Then, determine whether to invoke (or modify)		

ACTION TASKLIST NUMBER:	Co-ordination Alert 1		
ASSIGNED TO:	Business Continuity Manager		
TIMESCALE FOR COMPLETION:	(Steps 1-5) Within 2 hours		
ACTIONED BY:			
STEP	**TASK**	**DATE and TIME (Start/End)**	**COMMENTS**
	alternative conditions operational in a disaster or failure, covering aspects such as: • suspension of certain lower priority activities, • changes to delegated levels of authority, • changes to remuneration conditions, • confirm immediate action plan for response.		
4.	Assign responsibility for resolution of (aspects of) the disaster or failure to member(s) of the Business Continuity Co-ordination Team. Pass them the details on the museum's Disaster /Failure Form (or a copy of the form itself). In general: • if the disaster or failure relates to IT/data communications or voice/fax/pager/mobile communications, the alert should be passed to the person responsible for IT and communications co-ordination (the **IT and Communications Co-ordinator)** to progress the relevant aspects (see Co-ordination Invocation 1), • if the disaster or failure has resulted in injury or death, the alert should be passed to the person responsible for human resources co-ordination **(the Human Resources Co-ordinator**) to address staff welfare needs (see Co-ordination Invocation 4). • If the disaster or failure relates to building utilities/services/facilities or theft at the museum's location(s), the alert should be passed to the person responsible for co-ordination at the normal accommodation **(the On-site Co-ordinator for Affected Accommodation)** to progress the relevant aspects, if relevant in conjunction with any FM contractor (see Co-ordination Invocation 2). • for all other disasters or failures (i.e. transport, building access restrictions or other non-IT/communications/FM issues, the alert should be passed to the **Business Continuity Co-ordinator** to progress (see Co-ordination Invocation 3).		

ACTION TASKLIST NUMBER:	Co-ordination Alert 1		
ASSIGNED TO:	Business Continuity Manager		
TIMESCALE FOR COMPLETION:	(Steps 1-5) Within 2 hours		
ACTIONED BY:			
STEP	**TASK**	**DATE and TIME (Start/End)**	**COMMENTS**
	If responsibility is not clear, meet with the team first to decide who is most suitable to resolve the problem. Then record the person to whom the alert has been passed for resolution on Part B of the Disaster/Failure Alert Form.		
5.	If the disaster or failure is likely to significantly affect the museum's business functions, contact the Press Officer (the person responsible for dealing with 'press' matters (see Appendix B) and advise him/her of: • the nature of the disaster or failure, • the business functions affected, • timescale for resolving the disaster or failure. Depending on the degree of the disaster or failure, contact the members of the museum's Board and similarly apprise them of the situation.		
6.	Monitor progress of resolving the disaster or failure, recording status in Part B of the Disaster Alert Form. If necessary, keep the Press Officer (the person responsible for dealing with 'press' matters - see Appendix B') informed of the situation. (This action may be delegated to the Business Continuity Co-ordinator.)		
7.	After the disaster or failure has been resolved, contact the person who initially raised the alert and advise them that the disaster or failure has been resolved (as appropriate). If necessary, also inform the museum's Board and the Press Officer that the disaster or failure has been resolved.		
8.	Authorise closure of the alert by completing Part C of the Disaster/Failure Alert Form.		
	END OF TASKLIST		

Co-ordination Alert 2 (Receive request from key staff to come into museum location)

ACTION TASKLIST NUMBER:	Co-ordination Alert 2		
ASSIGNED TO:	Business Continuity Co-ordinator		
TIMESCALE FOR COMPLETION:	Within 2 hours		
ACTIONED BY:			
STEP	**TASK**	**DATE and TIME (Start/End)**	**COMMENTS**
1.	During an alert which has resulted in staff being advised not to come to work, on receipt of a request for a key member of staff to come into a museum location - take the caller's name and details of why they want to come into the office/workplace.		
2.	Provide advice to the caller on the availability of museum locations, IT and communications, etc., based on current evidence. If the location that the caller would normally work from is unavailable, and the Business Continuity Manager has authorised activation of the alternative accommodation if required, then advise the caller that he/she would need to relocate to the planned alternative accommodation.		
3.	If there are known transportation problems, check how the caller plans to travel to the museum location. If the caller plans to drive in or use public transport, then provide advice on public transport and traffic systems based on current available evidence.		
4.	If the caller needs to use a contract taxi service, perform task list Co-ordination Resumption 6.		
5.	Confirm with the caller that, given the advice provided in Steps 3 and 4, they still wish to come into the museum location. If the caller decides to remain at home, recommend that they check the museum's recorded message/status web page at regular intervals for further advice. Go to end of task list.		
6.	If the location that the caller would normally work from is available, then advise the On-site Co-ordinator for Affected Accommodation and the IT and Communications Co-ordinator as		

ACTION TASKLIST NUMBER:	Co-ordination Alert 2		
ASSIGNED TO:	Business Continuity Co-ordinator		
TIMESCALE FOR COMPLETION:	Within 2 hours		
ACTIONED BY:			
STEP	**TASK**	**DATE and TIME (Start/End)**	**COMMENTS**
	appropriate that additional staff will be coming into that location. Ensure that security guards responsible for that location are also so advised.		
7.	If the caller has been advised to relocate to the alternative accommodation, then ensure that the person responsible for the alternative accommodation (the **On-Site Co-ordinator for Alternative Accommodation**) has activated the alternative accommodation.		
	END OF TASKLIST		

Invocation Phase

The objectives of the Invocation Phase are to enable an assessment of the situation to be made in order to:

- decide whether to declare a disaster or failure,
- declare the type and degree of the disaster or failure,
- in the event of a serious disaster or failure, activate the relevant part(s) of this Business Continuity Plan.

If a disaster or failure is identified, then the action task lists for the Invocation Phase itemised below will be invoked.

Action Task List Number	Title	Assigned to
Co-ordination Invocation 1	Invoke IT and communications resumption plan	IT and Communications Co-ordinator
Co-ordination Invocation 2	Invoke FM resumption plan	On-site Co-ordinator for Affected Accommodation
Co-ordination Invocation 3	Invoke non-IT/communications/FM resumption plan	Business Continuity Co-ordinator
Co-ordination Invocation 4	Ensure welfare of staff and relatives in the event of a disaster	Human Resources Co-ordinator
Co-ordination Invocation 5	Gain authorisation to activate alternative accommodation	Business Continuity Co-ordinator
Co-ordination Invocation 6	Co-ordinate activation of alternative accommodation and provide advice to staff	Business Continuity Co-ordinator

Examples:

Co-ordination Invocation 2 (Invoke FM resumption plan)

ACTION TASKLIST NUMBER:	Co-ordination Invocation.2		
ASSIGNED TO:	On-site Co-ordinator for Affected Accommodation		
TIMESCALE FOR COMPLETION:	Within 12 hours (initial response)		
ACTIONED BY:			
STEP	**TASK**	**DATE and TIME (Start/End)**	**COMMENTS**
1.	On being instructed to resolve an aspect of a disaster relating to Building Utilities/Services/ Facilities or theft/disaster at a DCMS building, take down the details on (or receive a copy of) the Disaster Alert Form.		
2.	If alerted to a theft, ensure that Police and other members of the Business Continuity Co-ordination Team have been informed. Invoke Co-ordination Resumption 3 & go to Step 11.		
3.	If alerted to a disaster at the location, ensure that the Emergency Services (if not already done so), the FM contractor (if relevant) and other members of the Business Continuity Co-ordination Team have been informed as appropriate (e.g. the Human Resources Co-ordinator if it is subsequently discovered that staff have been injured or killed). Invoke Co-ordination Resumption 4, & go to Step 11.		
4.	Otherwise, if required, ensure that the affected location is visited to assess the situation. Clarify the nature of the disaster and confirm it is related. Determine whether: • the location is usable, • the location is inhabitable, • it is possible to access the location to retrieve collection items, equipment, documents, and any other assets, • the location is secure.		
5.	If there is a need to relocate staff, ensure that all incoming post is retained for redirection.		
6.	Notify the Business Continuity Co-ordinator of your assessment and actions taken to date.		
7.	If the alert proves to be a false alarm: • advise the reporter of the alert accordingly, • provide any other advice as necessary,		

ACTION TASKLIST NUMBER:	Co-ordination Invocation.2		
ASSIGNED TO:	On-site Co-ordinator for Affected Accommodation		
TIMESCALE FOR COMPLETION:	Within 12 hours (initial response)		
ACTIONED BY:			
STEP	**TASK**	**DATE and TIME (Start/End)**	**COMMENTS**
	• notify the Business Continuity Co-ordinator, • go to end of task list.		
8.	If it is not possible to make the premises secure, arrange for additional security guards to patrol the location and guard any unprotected exits until such time that security is restored.		
9.	If the location is partially inhabitable then identify any restrictions that may apply to staff working in the location, visitors and members of the public, in particular: • use of services/utilities, • which parts of the location (if any) are not habitable.		
10.	If the location is uninhabitable (in whole or in part) then advise the Business Continuity Co-ordinator accordingly and recommend that key staff in the location be relocated to the alternative location should the need arise (see Co-ordination Invocation 5). Advise the Business Continuity Co-ordinator if it is possible to access the location to retrieve key collection items, equipment, documents, and any other assets		
11.	Ensure that the utility/service provider or other repair contractor is contacted - subject to their availability (see Appendix E) and arrange resolution of the disaster. Determine a timescale for the resolution of the disaster.		
12.	When the disaster has been resolved, advise the Business Continuity Co-ordinator accordingly. If necessary, also request the Business Continuity Co-ordinator to amend recorded message/status web page (Co-ordination Resumption 8).		
	END OF TASKLIST		

Co-ordination Invocation 4 (Ensure welfare of staff and relatives in the event of a disaster)

ACTION TASKLIST NUMBER:	Co-ordination Invocation 4		
ASSIGNED TO:	Human Resources Co-ordinator		
TIMESCALE FOR COMPLETION:	Within 2 hours (Steps 1-5)		
ACTIONED BY:			
STEP	**TASK**	**DATE and TIME (Start/End)**	**COMMENTS**
1.	On being notified that staff and/or visitors (including contractors and members of the public) have been injured or killed in a disaster, liaise with emergency services and survivors in order to: • identify the names of staff or visitors affected, • assess the extent of death or injuries, • move the survivors away from the affected area(s). This may require attendance at the disaster site, hospitals or individuals' homes.		
2.	Identify the next of kin of the affected staff using staff information database. Ensure that the next of kin of all affected personnel are notified as soon as possible.		
3.	Ensure that the short term needs of the survivors and other affected staff (including visitors and contractors) are addressed. This may mean providing personnel with transport or with funds to get home from petty cash.		
4.	Contact the counselling and support service (see Appendix 'b') and apprise them of the situation. Ensure that all affected staff and the next of kin of those deceased/seriously injured are adequately supported.		
5.	Ensure that Z (the person responsible for dealing with 'press' matters) and the Business Continuity Co-ordinator (see Appendix 'b') have been advised as to the extent of the injuries/deaths.		
6.	Advise management to monitor the surviving staff for signs of post traumatic stress disorder over the following months. If observed, contact the counselling and support service for further action/advice.		
7.	Liaise with (name of finance branch) Business Resumption Co-ordinator to ensure that staff		

ACTION TASKLIST NUMBER:	Co-ordination Invocation 4		
ASSIGNED TO:	Human Resources Co-ordinator		
TIMESCALE FOR COMPLETION:	Within 2 hours (Steps 1-5)		
ACTIONED BY:			
STEP	**TASK**	**DATE and TIME (Start/End)**	**COMMENTS**
	are paid on time and that terms and conditions of employment have been suitably adjusted where appropriate (e.g. for authorisation of travel and subsistence in the event of a disaster).		
8.	Liaise with the Business Continuity Co-ordinator and Z (the person responsible for dealing with 'press' matters) over communications with staff about the disaster, and the actions that should be taken to restore normal business operations (e.g. letters home, changes to the [*insert name of organisation*]'s recorded message/status web page, staff meetings).		
	END OF TASKLIST		

Co-ordination Invocation 5 (Gain authorisation to activate alternative accommodation)

ACTION TASKLIST NUMBER:	Co-ordination Invocation 5		
ASSIGNED TO:	Business Continuity Co-ordinator		
TIMESCALE FOR COMPLETION:	Within 2 hours		
ACTIONED BY:			
STEP	**TASK**	**DATE and TIME (Start/End)**	**COMMENTS**
1.	On receipt of advice from the On-site Co-ordinator for Affected Accommodation that the location is uninhabitable (in whole or in part), inform the Business Continuity Manager of the situation.		
2.	Request provisional authorisation from the Business Continuity Manager to use the planned alternative accommodation for key staff not able to work in the location should the need arise. As a default assumption: • if during working hours, non-key staff from the affected location will be sent home;		

ACTION TASKLIST NUMBER:	Co-ordination Invocation 5		
ASSIGNED TO:	Business Continuity Co-ordinator		
TIMESCALE FOR COMPLETION:	Within 2 hours		
ACTIONED BY:			
STEP	**TASK**	**DATE and TIME (Start/End)**	**COMMENTS**
	• key staff will relocate to other location.		
3.	Advise the other members of the Business Continuity Co-ordination Team that the Business Continuity Manager has provisionally authorised the activation of the alternative accommodation should the need arise.		
	END OF TASKLIST		

Resumption Phase

Once the degree of the disaster or failure has been assessed by the designated member of the Business Continuity Co-ordination Team, then appropriate actions to secure and reintroduce key business functions and supporting services will be performed in a controlled and orderly manner. The action task lists for the Resumption Phase are itemised below.

Action Task List Number	Title	Assigned to
Co-ordination Resumption 1	Activate alternative accommodation	On-Site Co-ordinator for Alternative Accommodation
Co-ordination Resumption 2	Relocate Business Continuity Co-ordination Team	Business Continuity Co-ordinator
Co-ordination Resumption 3	Respond to theft or attempted theft at museum location	On-site Co-ordinator for Affected Accommodation
Co-ordination Resumption 4	Respond to non-theft related disaster/failure at museum location	On-site Co-ordinator for Affected Accommodation
Co-ordination Resumption 5	Gain access to museum location	On-site Co-ordinator for Affected Accommodation
Co-ordination Resumption 6	Authorise use of contract taxi service	Business Continuity Co-ordinator
Co-ordination Resumption 7	Authorise use of contract courier service	Business Continuity Co-ordinator
Co-ordination Resumption 8	Change museum recorded message/web page	Business Continuity Co-ordinator
Co-ordination Resumption 9	Advise staff of disaster or failure	Business Continuity Co-ordinator
Co-ordination Resumption 10	Co-ordinate retrieval of key information	Business Continuity Co-ordinator

Examples:

Co-ordination Resumption 1 (Activate alternative accommodation)

ACTION TASKLIST NUMBER:	Co-ordination Resumption 1		
ASSIGNED TO:	On-Site Co-ordinator for Alternative Accommodation		
TIMESCALE FOR COMPLETION:	Within 2 hours		
ACTIONED BY:			
STEP	**TASK**	**DATE and TIME (Start/End)**	**COMMENTS**
1.	For the alternative accommodation: • check that the Business Continuity Manager has authorised activation of location to the alternative accommodation, • confirm the names of the key staff being relocated there, • confirm the names of the staff being instructed to stay at/work from home until further notice.		
2.	Inform the security guards responsible for the alternative location (see Appendix C) that key staff will be relocating there and that others will be staying at/working from home until further notice.		
3.	Inform the security guards responsible for the location from which staff are being relocated (see Appendix C) that the location (or part thereof) is to be closed and that any key staff working in the affected area should be redirected to the alternative accommodation. All other staff should be sent home.		
4.	Confirm the working space that will form the basis for the alternative accommodation is still usable.		
5.	Confirm that the Business Continuity Co-ordinator has: • accessed the location exchange, • redirected the phone lines for the affected staff, • kept a written record of the changes made to facilitate later restoration, • confirmed that the staff to be relocated have been informed of the relocation, • informed the staff normally using the proposed alternative accommodation that they will need to stay at/work from home until further notice, • informed the museum switchboard of the change (see Appendix C).		

ACTION TASKLIST NUMBER:	Co-ordination Resumption 1		
ASSIGNED TO:	On-Site Co-ordinator for Alternative Accommodation		
TIMESCALE FOR COMPLETION:	Within 2 hours		
ACTIONED BY:			
STEP	**TASK**	**DATE and TIME (Start/End)**	**COMMENTS**
6.	Ensure staff arriving at the alternative accommodation are issued with suitable access control cards (if not already done so), provided with clear instructions on where to go, the facilities available in the alternative accommodation including toilets and any catering facilities, and key contact numbers. Advise them to contact a member of the Business Continuity Co-ordination Team if they have any queries or requests (e.g. to access the closed location to retrieve collection items, equipment or other assets, and/or to make emergency purchases).		
7.	If there are any problems with the IT or communications infrastructure at the alternative accommodation, then contact the IT & Communications Co-ordinator and arrange resolution of the problem.		
8.	Instruct the Business Continuity Co-ordinator to amend the recorded message/status web page (Co-ordination Resumption 8) to request: • those non-key staff normally working in the affected location not to come into work until advised otherwise, • key staff to relocate to the alternative accommodation, if required.		
9.	As additional staff are relocated, confirm their names and then repeat from Step 2.		
	END OF TASKLIST		

Co-ordination Resumption 2 (Relocate Business Continuity Co-ordination Team)

ACTION TASKLIST NUMBER:	Co-ordination Resumption 2		
ASSIGNED TO:	Business Continuity Co-ordinator		
TIMESCALE FOR COMPLETION:	Within 2 hours		
ACTIONED BY:			
STEP	**TASK**	**DATE and TIME (Start/End)**	**COMMENTS**
1.	Confirm with the Business Continuity Manager that the Business Continuity Co-ordination Team is to relocate and to where (insert pre-agreed locations and circumstances that will dictate the choice).		
2.	Once authorisation has been received, advise other members of the Business Continuity Co-ordination Team of the need to relocate.		
3.	If possible, access the building exchange and redirect the phone lines for the Business Continuity Co-ordination Team. Keep a written record of the changes made to facilitate later restoration. Advise the museum switchboard of the change (see Appendix C).		
4.	If possible, amend the recorded message/status web page (Co-ordination Resumption 8) to state that the Business Continuity Co-ordination Team has relocated.		
5.	Relocate to alternative accommodation, ensuring that Business Continuity Co-ordination Team equipment (see Appendix F) is also relocated (where possible).		
	END OF TASKLIST		

Co-ordination Resumption 3 (Respond to theft or attempted theft at museum location)

ACTION TASKLIST NUMBER:	Co-ordination Resumption 3		
ASSIGNED TO:	On-site Co-ordinator for Affected Accommodation		
TIMESCALE FOR COMPLETION:	Within 2 hours		
ACTIONED BY:			
STEP	**TASK**	**DATE and TIME (Start/End)**	**COMMENTS**
1.	On receipt of an alert of a theft or attempted theft at a museum location, - if the theft involves collection items then invoke the 'theft' element of the Collection action task lists (see task list 'x' and advise the Collection Business Resumption Co-ordinator (see Appendices B and C) of the incident.		
2.	If the theft does not solely involve collection items, attend the site of the crime. Only enter the area with the permission of the Police. Do not touch or disturb anything until told that you may do so by the Police.		
3.	Check all areas for evidence of theft and/or damage (including computer equipment).		
4.	If it is not possible to make the location secure, arrange for additional security guards to patrol the building and guard any unprotected exits until such time that security is restored. Consider relocating any remaining assets of value until such time that security is restored.		
5.	Ensure emergency contractors are contacted - subject to availability (see Appendix E) and arranges for any damages to be repaired. Determine a timescale for the repairs.		
6.	Ensure that the FM manager and security officer are briefed on the incident. Ensure that a security incident form is completed and forwarded in accordance with the museum guide on security incident (and weakness) reporting and handling (see Appendix J).		
	END OF TASKLIST		

Co-ordination Resumption 4 (Respond to non-theft related disaster/failure at museum location)

ACTION TASKLIST NUMBER:	Co-ordination Resumption 4		
ASSIGNED TO:	On-site Co-ordinator for Affected Accommodation		
TIMESCALE FOR COMPLETION:	Within 2 hours		
ACTIONED BY:			
STEP	**TASK**	**DATE and TIME (Start/End)**	**COMMENTS**
1.	On receipt of an alert of a non-theft related disaster/failure at a museum location, - if the disaster/failure affects the involves collection items then invoke the 'theft' element of the Collection action task lists (see task list 'x' and advise the Collection Business Resumption Co-ordinator (see Appendices B and C) of the incident.		
2.	If necessary/possible, attend the site of the disaster/failure. Make contact with the Emergency Services at the building.		
3.	Only enter the premises if safe and with the permission of the Emergency Services. Do not touch or disturb anything until told that you may do so by the Emergency Services.		
4.	Assess impact of the disaster/failure.		
5.	If it is not possible to make the location secure, arrange for additional security guards to patrol the location and guard any unprotected exits until such time that security is restored. Consider relocating any remaining assets of value until such time that security is restored.		
6.	Ensure that the emergency contractors are contacted - subject to availability (see Appendix E) and arranges for any damages to be repaired. Determine a timescale for the repairs.		
7.	Brief the Business Continuity Manager on the incident.		
	END OF TASKLIST		

Co-ordination Resumption 5 (Gain access to museum location)

ACTION TASKLIST NUMBER:	Co-ordination Resumption 5		
ASSIGNED TO:	On-site Co-ordinator for Affected Accommodation		
TIMESCALE FOR COMPLETION:	Within 6 hours		
ACTIONED BY:			
STEP	**TASK**	**DATE and TIME (Start/End)**	**COMMENTS**
1.	On receipt of a request to access a museum location deemed uninhabitable or inaccessible, take details of: • reason for access (e.g. retrieval of equipment/information), • exact location where access is required to, • timescales for access, • any additional security requirements required (e.g. secure transport for collection items, equipment and/or other assets being retrieved), • name(s) of staff requiring access (and contact numbers).		
2.	In conjunction with FM manager (and if relevant, contractor), assess potential danger to personnel, consulting with other Business Continuity Co-ordination Team members as necessary to define a safe and secure method of entry and exit. Final authorisation for access to a museum location deemed uninhabitable or inaccessible rests with the Business Continuity Manager.		
3.	If danger is assessed as being too great, advise staff requesting access accordingly and liaise with the Business Continuity Co-ordinator to define an alternative course of action. Go to end of task list.		
4.	Liaise with staff requesting access and FM manager (and if relevant, contractor) and local security guards (and if necessary, police and/or other emergency services) to arrange time and method of access to the location.		
5.	Advise staff requesting access where to meet prior to attempting access. Instruct them not to attempt access without your presence.		
6.	Attend the location and supervise access to the required location.		
	END OF TASKLIST		

Co-ordination Resumption 6 (Authorise use of contract taxi service)

ACTION TASKLIST NUMBER:	Co-ordination Resumption 6		
ASSIGNED TO:	Business Continuity Co-ordinator		
TIMESCALE FOR COMPLETION:	Within 2 hours		
ACTIONED BY:			
STEP	**TASK**	**DATE and TIME (Start/End)**	**COMMENTS**
1.	On receipt of a request to use a contract taxi service, check that the requestor is a 'key member of staff' (See Appendix C).		
2.	If verified, authorise use of contract taxi service. Remind requestor to contact the contract taxi service specified in Appendix E, quoting the account reference, and giving details of pick-up point and destination. Also remind requestor to collect a receipt from the taxi driver and to forward this to the Business Continuity Co-ordinator. Make a record of the authorisation.		
3.	If requestor is not a 'key member of staff', do not authorise use of contract taxi service. Advise requestor to remain at home and to check the record message at regular intervals. If staff have been provided with museum IT equipment or have agreed to use their own IT equipment to perform their duties (see Appendices C and I), then instruct them to continue to do so.		
	END OF TASKLIST		

Co-ordination Resumption 7 (Authorise use of contract courier service)

ACTION TASKLIST NUMBER:	Co-ordination Resumption 7		
ASSIGNED TO:	Business Continuity Co-ordinator		
TIMESCALE FOR COMPLETION:	Within 2 hours		
ACTIONED BY:			
STEP	**TASK**	**DATE and TIME (Start/End)**	**COMMENTS**
1.	On receipt of a request to use a contract courier service, check the validity of the requirement to use the courier service (as far as is possible).		

ACTION TASKLIST NUMBER:	Co-ordination Resumption 7		
ASSIGNED TO:	Business Continuity Co-ordinator		
TIMESCALE FOR COMPLETION:	Within 2 hours		
ACTIONED BY:			
STEP	**TASK**	**DATE and TIME (Start/End)**	**COMMENTS**
2.	If valid, authorise the requestor to contact the courier service specified in Appendix E, quoting the account reference, and giving details of pick-up point and destination. Also remind requestor to collect a receipt from the courier service driver on collection of the package and to forward this to the Business Continuity Co-ordinator. Make a record of the authorisation.		
3.	If the request is not valid, advise requestor to use normal postal services, fax or hand delivery.		
	END OF TASKLIST		

Co-ordination Resumption 8 (Change museum recorded message/web page)

ACTION TASKLIST NUMBER:	Co-ordination.Resumption.8		
ASSIGNED TO:	Business Continuity Co-ordinator		
TIMESCALE FOR COMPLETION:	Within 3 hours		
ACTIONED BY:			
STEP	**TASK**	**DATE and TIME (Start/End)**	**COMMENTS**
1.	On request from a member of the Business Continuity Co-ordination Team to change the museum recorded message/web page, confirm that the change has been authorised by the Business Continuity Manager.		
2.	Check the new wording of the message with the Business Continuity Manager (and if necessary, the Human Resources Co-ordinator and the Press Officer).		
3.	Record new message. (Note: providing that the telephone systems are working correctly it should be possible for this to be done from home.		
4.	Phone freefone number (insert number) and check recorded message.		

ACTION TASKLIST NUMBER:	Co-ordination.Resumption.8		
ASSIGNED TO:	Business Continuity Co-ordinator		
TIMESCALE FOR COMPLETION:	Within 3 hours		
ACTIONED BY:			
STEP	**TASK**	**DATE and TIME (Start/End)**	**COMMENTS**
5.	Make change to the status web page on the museum web site, and ensure that the amended page is loaded onto the live site		
6.	Log onto the Internet and go to the live site (insert address) and check that the web page is correct.		
	END OF TASKLIST		

Co-ordination Resumption 9 (Advise staff of disaster or failure)

ACTION TASKLIST NUMBER:	Co-ordination Resumption 9		
ASSIGNED TO:	Business Continuity Co-ordinator		
TIMESCALE FOR COMPLETION:	Within 2 hours (Steps 1 – 3)		
ACTIONED BY:			
STEP	**TASK**	**DATE and TIME (Start/End)**	**COMMENTS**
1.	Provide the museum switchboard (see Appendix C) with any changes to museum staff locations or phone numbers.		
2.	Phone the museum recorded message freefone number (insert number) and confirm that the message is advising staff on the correct actions to take. If the message is not correct, amend the museum recorded message (Co-ordination Resumption 8) accordingly.		
3.	Log onto the Internet and go to museum web site (insert address) and confirm that the message is advising staff on the correct actions to take. If the web page is not correct, amend it (Co-ordination Resumption 8) accordingly.		
4.	If the e-mail system is available and there are at least some staff who are expected to return to work as normal, send e-mail to all staff advising them on the situation. If e-mail is not available, send hard copy memorandum to all staff instead.		
5.	As staff relocate back to their normal place of work:		

ACTION TASKLIST NUMBER:	Co-ordination Resumption 9		
ASSIGNED TO:	Business Continuity Co-ordinator		
TIMESCALE FOR COMPLETION:	Within 2 hours (Steps 1 – 3)		
ACTIONED BY:			
STEP	**TASK**	**DATE and TIME (Start/End)**	**COMMENTS**
	• access the location exchange and restore their phone lines to their original setting, • advise the museum switchboard of the change (see Appendix C).		
	END OF TASKLIST		

Restoration Phase

After the disaster/failure has been satisfactorily resolved, the Business Continuity Co-ordination Team will meet and direct that:

- business functions must be restored to normal,
- all IT backups or other assets stored at the alternative accommodation must be retrieved and disposed of (unless they are normally stored there),
- all equipment (e.g. laptops, mobile phones) specifically allocated to act as contingency for a disaster or failure must be recalled.

The action task lists for the Restoration Phase are itemised below:

Action Task List Number	Title	Assigned to
Co-ordination Restoration 1	Activate Restoration Phase	Business Continuity Manager
Co-ordination Restoration 2	Co-ordinate Restoration Phase	Business Continuity Co-ordinator
Co-ordination Restoration 3	Deactivate Alternative Accommodation	On-Site Co-ordinator for Alternative Accommodation

Examples:

Co-ordination Restoration 1 (Activate Restoration Phase)

ACTION TASKLIST NUMBER:	Co-ordination Restoration 1		
ASSIGNED TO:	Business Continuity Manager		
TIMESCALE FOR COMPLETION:	Following resolution of the disaster or failure		
ACTIONED BY:			
STEP	**TASK**	**DATE and TIME (Start/End)**	**COMMENTS**
1.	Receive confirmation from Business Continuity Co-ordinator (and others, as appropriate) that the disaster or failure has been satisfactorily resolved, and that no further problems are likely to occur.		
2.	Convene a Business Continuity Co-ordination Team meeting to review events and to agree the next course of action. Advise the attendees that the meeting will be held in (insert location). If (insert location) has been deemed not habitable or not accessible, then advise attendees that the meeting will be held at (insert location).		
3.	Determine how many of those staff involved in Business Continuity activities should be stood down and how much of the continuity equipment distributed to key staff should be recalled.		
4.	Direct other members of the Business Continuity Co-ordination Team to restore those services and recall those assets as agreed at the meeting.		
5.	Receive confirmation from Business Continuity Co-ordinator that the specified business functions have been restored and the equipment recalled. Repeat from Step 2 until all business functions have been restored and equipment recalled.		
6.	Once all business functions have been restored and equipment recalled, inform the Chief Executive accordingly.		
	END OF TASKLIST		

Co-ordination Restoration 2 (Co-ordinate Restoration Phase)

ACTION TASKLIST NUMBER:	Co-ordination Restoration 2		
ASSIGNED TO:	Business Continuity Co-ordinator		
TIMESCALE FOR COMPLETION:	Following resolution of the disaster		
ACTIONED BY:			
STEP	**TASK**	**DATE and TIME (Start/End)**	**COMMENTS**
1.	Confirm that the disaster has been resolved by checking with the Business Continuity Co-ordination Team member(s) to whom resolution of the problem(s) has been assigned. Keep a record of confirmation.		
2.	Once all confirmations that all identified problems assigned to them have been satisfactorily resolved and that no further problems are likely to occur, report this information to Business Continuity Manager.		
3.	Meet with rest of Business Continuity Co-ordination Team to discuss next course of action. Receive confirmation from Business Continuity Manager which staff involved in Business Continuity activities should be stood down and how much continuity equipment distributed to key staff should be recalled.		
4.	Amend museum's recorded message/status web page to advise staff from the affected areas to return to normal place of work.		
5.	Instruct On-Site Co-ordinator for Alternative Accommodation that Alternative Accommodation should be 'de-activated' once all staff have returned to their normal place of work. Advise him/her to confirm when this has been done.		
6.	Instruct the business resumption co-ordinators for the key functions to be restored to ensure that all IT backups and other assets stored at alternative accommodation are returned and if necessary disposed of. Advise them to confirm when this has been done.		
7.	Instruct the payments representatives (if any) for the business areas/functions to be restored to ensure that all payments information has been returned to the office/workplace and has been disposed of properly. Advise them to confirm when this has been done.		

ACTION TASKLIST NUMBER:	Co-ordination Restoration 2		
ASSIGNED TO:	Business Continuity Co-ordinator		
TIMESCALE FOR COMPLETION:	Following resolution of the disaster		
ACTIONED BY:			
STEP	**TASK**	**DATE and TIME (Start/End)**	**COMMENTS**
8.	Recall continuity IT equipment and mobile phones distributed to staff.		
9.	Sanitise all IT equipment in accordance with the security instructions. Where rented (if any), return sanitised equipment to vendor.		
10.	Ensure that telephone numbers are now correctly allocated and that the museum's switchboard has an accurate record of museum telephone numbers.		
11.	Advise Business Continuity Manager that all business functions have been restored and all equipment recalled. Repeat from Step 3 until all staff have returned to their normal place of work and all equipment has been restored.		
12.	Receive confirmation from On-Site Co-ordinator for Alternative Accommodation that Alternative Accommodation has been 'de-activated'. Keep a record of the confirmation.		
13.	If relevant, 'de-activate' the free phone number.		
14.	Collate all completed action task lists/records returned and store securely.		
15.	Advise Business Continuity Manager that all business functions have been restored and all continuity equipment recalled.		
	END OF TASKLIST		