

PEMBROKESHIRE COUNTY COUNCIL **IMPROVING BUSINESS CONTINUITY RESILIENCE**



Twelve practical pro-active steps you can take now, and should be considered in conjunction with a completed Business Impact Analysis. This will assist you in maintaining critical services, increasing overall business resilience and should be included in due course as part of your Business Continuity Plan.

1. Identify possible alternative operating locations
2. Consider home working as a possible option.
 - identify appropriate staff/functions
 - obtain contact home/mobile phone numbers
 - identify available home facilities e.g. internet access, e-mail
 - consider procedures required for localised management/home-working
3. Obtain and maintain up to date contact details of all staff: e.g.
 - home address
 - home/mobile phone Nos.
 - availability of home IT facilities
 - home e-mail addresses/s
 - Next of kin details and contact numbers
4. Ensure all staff are aware of remote e-mail access procedure
5. Where appropriate, ensure staff are aware of the procedure to transfer office phones to home, or to mobile, if required.
6. Consider and prioritise alternative methods of service delivery
7. Investigate arranging the priority staff use of existing IT facilities in libraries etc in an emergency when office/home facilities are not available
8. Check what Business Continuity plans your service providers and/or partners have
9. Identify and backup critical software/data/files, especially data on hard drives only.
10. Ensure key staff, including you, have the appropriate contact numbers and critical files/data available to them at home in the event of a major incident. e.g. Paper copies, laptop, CD-R, memory stick, etc; & avoid having all your eggs in one basket, spread the knowledge around, instead of being totally reliant on one or two people.
11. Ensure an up to date log of equipment is kept offsite
12. Review health and safety measures to protect all staff/pupils/clients, etc in an emergency

For advice please contact:
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