IT Disaster Recovery Procedure and Plan

Eureka Primary School

[Version 2025]

Last Reviewed	
Reviewed By (Name)	
Job Role	
Next Review Date	
Version produced Spring 2025	Amendments indicated in green text: Where it states governors, this has been updated to state "Governors". Where it states school, this has been updated to state "School". Amended where it states 'police' to state 'law enforcement agencies e.g. police'. Included reference to SLT Digital Leader role where appropriate.

[Delete once read] **For subscribers to the DfE RPA**, much of this document is replicated in the RPA-Cyber-Response-Plan-Template-V1.0.pdf. However, there are additional areas that may be of benefit, so review carefully.

Contents

1. Introduction

An IT Disaster Recovery Plan forms part of the overall continuity plan that schools need to ensure they maintain a minimum level of functionality to safeguard pupils and staff, and restore the school back to an operational standard.

If a school fails to plan effectively then recovery can be severely impacted, causing additional loss of data, time, and ultimately, reputation.

Incidents may occur during the day, term time, out of hours or during school holidays. The Disaster Recovery Plan will be tested, with input from key stakeholders, to ensure that in an emergency there is a clear strategy, which has fail-safes when key personnel are unavailable.

The plan will cover all essential and critical IT infrastructure, systems, and networks. The plan will ensure that communications can be quickly established whilst activating disaster recovery. It is also important that the plan is well communicated and readily available.

It is important that this procedure is understood by key stakeholders, and the plan is followed as closely and promptly as possible. This prevents inappropriate, incorrect, or unilateral decisions.

If the incident involves legal action, a well-documented and formulated response to the incident may need to be verified by more than one person.

2. Scope

This policy is to ensure that in the event of an IT disaster such as fire, flood, acts of vandalism, terrorism, malicious cyber-attack, or hardware / software failure, the school will have a clear understanding of who will be contacted, and the actions necessary to minimise disruption.

This policy covers incidents which directly affect IT systems only. As such, this IT Disaster Recovery Plan will form part of a wider Critical Incident Response Plan.

3. Aims

1. To manage and respond to unexpected, disruptive IT events.
2. To safeguard the staff, pupils, and school.
3. To minimise disruption to the functioning of the school.
4. To enable normal working to be resumed in the shortest possible time.

4. Objectives

- To enable prompt internal reporting and recording of incidents.
- To maintain the welfare of pupils and staff.
- To identify the nature of any threat and assess whether there is a safeguarding concern / immediate threat to individuals.

- To promptly assess whether there is a criminal aspect to the incident, and if so, to report to law enforcement agencies e.g. police.
- To have immediate access to all relevant contact details (including backup services and IT technical support staff).
- To ensure immediate and appropriate action is taken in the event of an IT incident, or a disaster affecting the IT system.
- To ensure that the school responds in a consistent and effective manner in order to reduce confusion and reactivity.
- To inform the Disaster Recovery Team, the membership of which is known to all relevant parties. (This may be the same as Critical Incident Team)
- To have in place an up-to-date IT Incident / Disaster Recovery Plan, the details of which are familiar to all relevant parties.
- To restore functionality as soon as possible to the areas which are affected and maintain normality in areas of the school which are unaffected.
- To acknowledge the additional demands placed upon staff members, and where appropriate and applicable, to offer support during incident handling and subsequent recovery.

5. Preparation

5.1 Preventative Strategies

1. Regularly review relevant policies e.g. Cyber Security/IT Security Policy [delete as appropriate], Data Protection Policy, Health and Safety.
2. Assess the school's current security measures against DfE Cyber Security Standards/Cyber Essentials requirements, such as firewall rules, malware protection, and role based user access.
3. Routinely install security and system updates.
4. Provide cyber awareness training for staff to recognise, report, and appropriately respond to security messages and/or suspicious activities.

5.2 Acceptable Use

Ensure all users have read the relevant policies and signed IT acceptable use and loan agreements for school devices.

Be aware if an incident is found to be caused by misuse, this could give rise to disciplinary measures and referral to law enforcement agencies e.g. police.

5.3 Communicating the Plan

Communicate the IT Disaster Recovery Plan/Cyber Response Plan [delete as appropriate] to all those who are likely to be affected and be sure to inform key staff of their roles and responsibilities in the event of an incident, *prior* to any issue arising.

5.4 Testing and Review

During an incident there can be many actions to complete and each step will be well thought out, cohesive, and ordered logically.

Train key staff members to feel confident following and implementing the plan. Review the plan regularly to ensure contact details are up-to-date and new systems have been included.

5.5 Making Templates Readily Available

It is recommended that templates are available to cover reporting, recording, logging incidents and actions, and communicating to stakeholders.

6. IT Disaster Recovery Team and Access Rights

In the event of this plan having to be initiated, the personnel named below will form the Disaster Recovery Team and take control of the following:

	Name	Role	Contact Details
Recovery Team Leader			
Data Management			
IT Restore / Recover			
Data Protection Officer			
Site Security			
Public Relations			
Communications			
Resources / Supplies			
Facilities Management			

In the event of loss of communications systems, ie email and telephone provide the local authority and law enforcement agencies e.g. police with an alternative point of contact for safeguarding purposes. This may include setting up a temporary email address. This will be closed as soon as normal communications are resumed, and any information in that account transferred to the appropriate school files / systems.

6.1 Server Access

Please detail all the people with administrative access to the server.

Role	Name	Contact Details
Headteacher		

Business Manager		
IT Support Technician		
Third Party IT Provider		

6.2 MIS Admin Access

Please detail all the people with administrative access to the Management Information System (MIS)

MIS Admin Access	Name	Contact Details
Headteacher		
Business Manager		
MIS Provider		
Data Manager		

In the event of an incident it may be helpful to consider how you would access the following:

- Registers
- Staff / Pupil contact details
- Current Child Protection Concerns
- Fire risk assessment and register of chemicals and substances retained on site

7. Backup Strategy

Process	**Backup Type (include on-site / off-site)**	**Frequency**
Main File Server		
MIS		
Cloud Services		
Third Party Applications / Software		
Email Server		
Curriculum Files		
Teaching Staff Devices		
Administration Files		
Finance / Purchasing		
HR / Personnel Records		
Inventory		
Facilities Management / Bookings		
Website		
USBs / portable drives		

8. Key Contacts

Supplier	Contact / Tel Number	Account / Reference Number
Internet Connection		
Backup Provider		
Telecom Provider		
Website Host		
Electricity Supplier		
Burglar Alarm		
Water		
Text Messaging System		
Site / Premises		
Action Fraud		
Local Constabulary		
Legal Representative		
LA Press Officer		

9. Disaster Recovery Plan

This is a suggested order for the Disaster Recovery Plan. It is likely that some steps may naturally change order or occur simultaneously as the team work together to ensure a swift response.

1. Verify the initial incident report as genuine and accurate.
2. Assess and document the scope of the incident.
   Which key functions are operational / which are affected?
3. Contain the risk and make sure systems are safe and secure.
4. Start the Actions Log to record recovery steps and monitor progress.
5. Convene the Disaster Recovery Team (DRT).
6. Liaise with IT staff to estimate the recovery time and likely impact.
7. Make a decision as to the safety of the school remaining open.
   This will be in liaison with relevant Local Authority Support Services / Trust
8. Identify legal obligations and any required statutory reporting e.g. criminal acts / reports to the Information Commissioner's Office in the event of a data breach.
   This will involve the school's Data Protection Officer and law enforcement agencies e.g. police
9. Execute the communication strategy which will include a media / press release if applicable.
   Communications with staff, governors and parents / pupils will follow in that order, prior to the media release.
10. Identify what can be salvaged (physical and virtual assets) and where there are crucial gaps that take priority.
11. Implement contingency plans e.g. possible workarounds such as remote learning / combining office spaces.
12. IT support staff to continue restoring and facilitating alternative services as required.
13. Document any losses and damages.
14. Contact insurers and file insurance claims, as necessary.
15. Make adjustments to recovery timescales as time progresses and keep stakeholders informed.
16. Upon completion of the process, evaluate the effectiveness of the response and review the Disaster Recovery Plan accordingly.
17. Educate employees on avoiding similar incidents / implement lessons learned.

Ensure this plan is kept up-to-date with new suppliers, new contact details, and changes to policy.

10. Data Recovery

In order to assist data recovery, if damage to a computer or back up material is suspected, staff **will not:**

- Turn off electrical power to any computer.
- Try to run any hard drive, back up disc or tape to try to retrieve data.
- Tamper with or move damaged computers, discs or tapes.

In the event of a suspected cyber-attack, IT staff will isolate devices from the network.

11. Key Roles and Responsibilities

Every school/trust/academy is unique and the structure and staffing levels will determine who will be assigned which task. This example will help you assign roles and responsibilities, but this is not an exhaustive or a definitive list.

Headteacher / Principal (with support from Deputy Head / Vice Principal)

- ☐ Seeks clarification from person notifying of incident.
- ☐ Calls emergency services if appropriate.
- ☐ Sets up and maintains an incident log, including dates / times and actions.
- ☐ Convenes the Disaster Recovery Team (DRT) to inform of incident and enact the plan.
- ☐ Liaises with the Chair of Governors.
- ☐ Liaises with the school Data Protection Officer.
- ☐ Convenes and informs staff, advising them to follow the 'script' when discussing the incident.
- ☐ Prepares relevant statements / letters for the media, parents / pupils.
- ☐ Liaises with School Business Officer / Manager to contact parents, if required, as necessary

DSL

- ☐ Seeks clarification as to whether there is a safeguarding aspect to the incident.
- ☐ Considers whether a referral to Cyber Protect Officers / Early Help / Social Services is required.

Site Manager / Caretaker

- ☐ Assesses the security of the site (may need to prevent access to certain areas of the school and / or put additional security in place).
- ☐ Ensures site access for emergency services and external IT staff.
- ☐ Liaises with the Headteacher to ensure access is limited to essential personnel.
- ☐ Ensures health and safety measures are in place.
- ☐ Supports any required risk assessments.
- ☐ Supports the salvage of any equipment which can be saved.
- ☐ Liaises with any insurance assessor and starts an inventory of damaged equipment.

School Business Officer / Manager

- ☐ Ensures phone lines are operative and makes mobiles available, if necessary – effectively communicating numbers to relevant staff.
- ☐ Ensures office staff understand the standard response and knows who the media contact within school is.
- ☐ Contacts relevant external agencies – IT services / technical support staff / insurers.

- Manages the communications, website / texts to parents / school emails.
- Assesses whether payroll or HR functions are affected and considers if additional support is required.

Data Protection Officer (DPO)

- Supports the school, using the school data map and information asset register to consider whether data has been put at risk, is beyond reach, or lost.
- Liaises with the Headteacher / Chair of Governors and determines if a report to the ICO is necessary.
- Liaises with the Headteacher / Chair of Governors and determines whether data subjects will be notified.
- Advises on the appropriateness of any plans for temporary access / systems.

Chair of Governors

- Supports the Headteacher throughout the process and ensure decisions are based on sound judgement and relevant advice.
- Understands there may be a need to make additional funds available – have a process to approve this.
- Ensures all governors are aware of the situation and are advised not to comment to third parties / the media.
- Reviews the response after the incident to consider changes to working practices or school policy.

SLT Digital Lead / IT Staff / Network Manager

Depending upon whether the school has internal or outsourced IT provision, the roles for IT Co-ordinators and technical support staff will differ.

- Implements appropriate containment strategies in partnership with external support where appropriate.
- Verifies the most recent and successful backup.
- Assesses whether the backup can be restored or if server(s) themselves are damaged.
- Liaises with the Headteacher as to the likely cost of repair / restore / required hardware purchase.
- Provides an estimate of any downtime and advises which systems are affected / unaffected.
- If necessary, arranges for access to the off-site backup.
- Protects any records which have not been affected.
- Ensures on-going access to unaffected records.
- Restores the backup and advises of the backup date and time to inform stakeholders as to potential data loss.

Teaching Staff and Teaching Assistants

- Reassure pupils, staying within agreed pupil standard response
- Record any relevant information which pupils may provide.
- Ensure any temporary procedures for data storage / IT access are followed.
- Ensure a return to normal working practices once temporary arrangements are superseded.

12. Insurance

As part of the company's disaster recovery and business continuity strategies, contact with the school insurers is essential.

There may be omissions, liability clauses and other requirements which, if not met, could invalidate any cover. Check for Cyber incident cover and include these details here.

Insurance contacts

Business hours, please contact: _____

Out of hours, please contact: _____

Location of policy: _____

Policy Name	Coverage Type	Coverage Period	Amount Of Coverage	Known Exemptions	Next Renewal Date

13. Staff Media Contact

Assigned staff will coordinate with the media, working to guidelines that have been previously approved (for example as detailed in your Critical Incident Plan) for dealing with post-disaster communications.

The staff media contact will only provide verified facts. It is likely that verifying details will take some time and stating, "I don't know at this stage", is a perfectly acceptable response.

It is likely the following basic questions will form the basis of information requests:

- What happened?
- How did it happen?
- What are you going to do about it?

Staff who have not been delegated responsibility for media communications **will not respond** to requests for information and will refer callers or media representatives to assigned staff.

Assigned Media Liaison(s):

Name: _____ Role:_____

Name: _____ Role:_____

14. Critical Activities - Data Assets

List all the data assets your school has access to and decide which are critical and how long you would be able to function without each one. This could be a matter of a few hours or a matter of a day, a week or even a month.

Complete the required column with the timescale you believe is necessary for recovery. You may find it helpful to refer to your information register, contracts resister, asset register and backup procedure / Data Map.

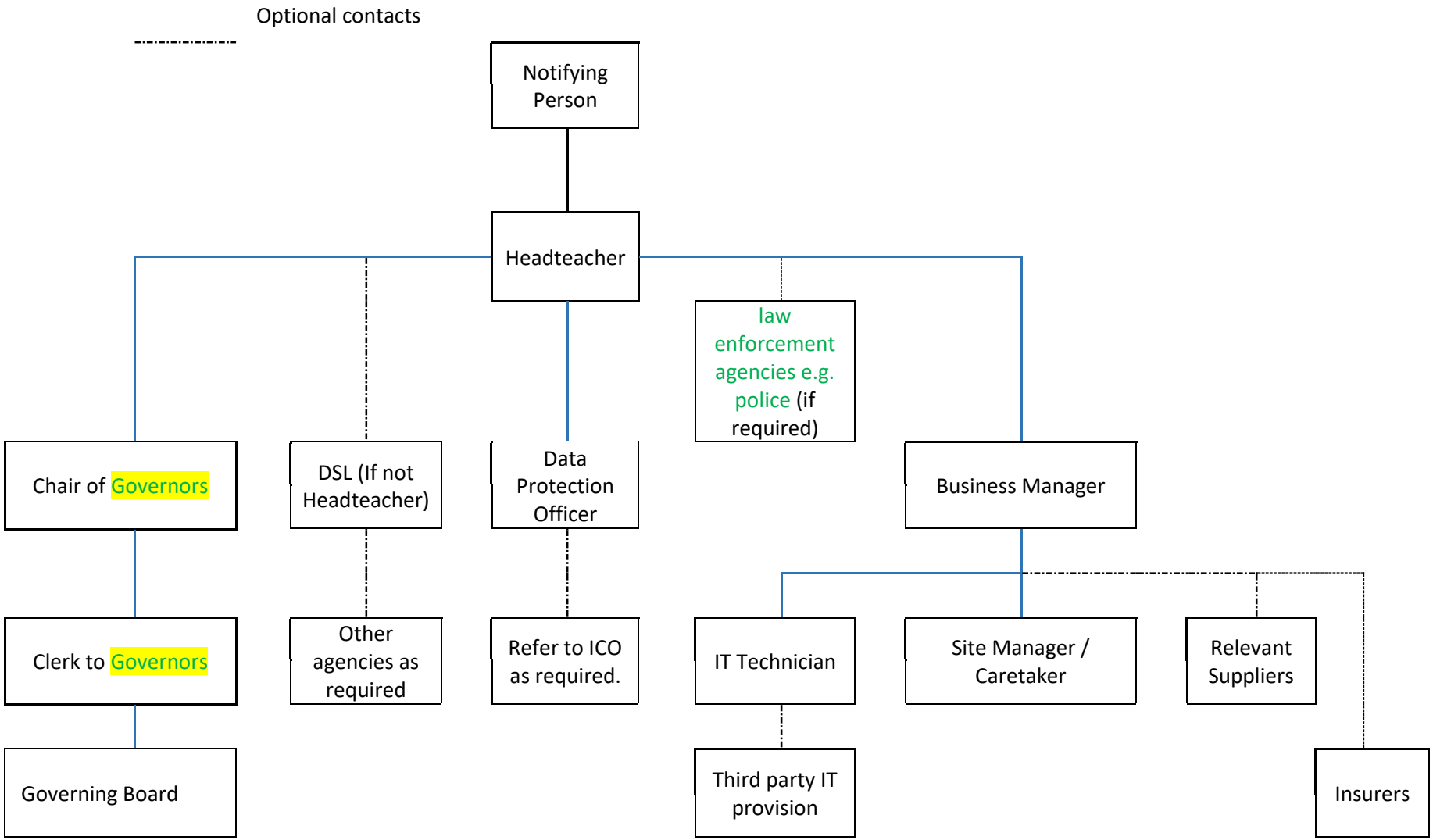
Assign: 4 hours / 12 hours / 24 hours / 48 hours / 72 hours / 1 week / 2 weeks / 3 weeks / 1 month

Also decide if there are any temporary workarounds or if outsourcing is possible. It is useful to consider the cost of any additional resources which may be required in an emergency situation.

Critical Activities	Data item required for service continuity	When Required	Workaround ? (Yes / No)
Leadership and Management	Access to Headteacher's email address		
	Minutes of SLT meetings and agendas		
	Head's reports to governors. (past and present)		
	Key stage, departmental and class information		
Safeguarding / Welfare	Access to systems which report and record safeguarding concerns		
	Attendance registers		
	Class groups / teaching groups, and staff timetables		
	Referral information / outside agency / TAFs		
	Child protection records		
	Looked After Children (LAC) records / PEPs		
	Pupil Premium pupils and funding allocations		
	Pastoral records and welfare information		
Medical	Access to medical conditions information		
	Administration of Medicines Record		
	First Aid / Accident Logs		
Teaching	Schemes of work, lesson plans and objectives		
	Seating plans		
	Teaching resources, such as worksheets		
	Learning platform / online homework platform		
	Curriculum learning apps and online resources		
	CPD / staff training records		
	Pupil reports and parental communications		
SEND Data	SEND List and records of provision		
	Accessibility tools		
	Access arrangements and adjustments		
	IEPs / EHCPs / GRIPS		
Conduct and Behaviour	Reward system records, including house points or conduct points		
	Behaviour system records, including negative behaviour points		
	Sanctions		
	Exclusion records, past and current		
	Behavioural observations / staff notes and incident records		
Critical Activities	**Data item required for service continuity**	**When Required**	**Workaround ? (Yes / No)**
Assessment and Exams	Exam entries and controlled assessments		
	Targets, assessment and tracking data		
	Baseline and prior attainment records		
	Exam timetables and cover provision		
	Exam results		
Governance	School development plans		
	Policies and procedures		
	Governors meeting dates / calendar		

	Governor attendance and training records		
	Governors minutes and agendas		
Administration	Admissions information		
	School to school transfers		
	Transition information		
	Contact details of pupils and parents		
	Access to absence reporting systems		
	School diary of appointments / meetings		
	Pupil timetables		
	Letters to parents / newsletters		
	Extra-curricular activity timetable and contacts for providers		
	Census records and statutory return data		
Human Resources	Payroll systems		
	Staff attendance, absences, and reporting facilities		
	Disciplinary / grievance records		
	Staff timetables and any cover arrangements		
	Contact details of staff		
Office Management	Photocopying / printing provision		
	Telecoms – phones and access to answerphone messages		
	Email - access to email systems		
	School website and any website chat functions / contact forms		
	Social media accounts (Facebook / Twitter)		
	Management Information System (MIS)		
	Text messaging system		
	Payments system (for parents)		
	Financial Management System - access for orders / purchases		
Site Management	Visitor sign in / sign out		
	CCTV access		
	Site maps		
	Maintenance logs, including legionella and fire records		
	Risk assessments and risk management systems		
	COSHH register and asbestos register		
Catering	Contact information for catering staff		
	Supplier contact details		
	Payment records for food & drink		
	Special dietary requirements / allergies		
	Stock taking and orders		

15 Contact List and Notification Calling Tree



Appendix 1

A.1. Incident Impact Assessment

Operational	No Impact	There is no noticeable impact on the school's ability to function.
	Minor Impact	There is some loss in the ability to function which is minor. Functions can be carried out, but may take longer and there is a loss of efficiency.
	Medium Impact	The school has lost the ability to provide some critical services (administration **or** teaching and learning) to **some** users. The loss of functionality is noticeable, but work arounds are possible with planning and additional resource.
	High Impact	The school can no longer provide any critical services to users. It is likely the school will close or disruption will be considerable.

Informational	No Breach	No information has been accessed / compromised or lost.
	Data Breach	Access or loss of data which is **not** linked to individuals and classed as personal. This may include school action plans, lesson planning, policies and meeting notes.
	Personal Data Breach	Sensitive personally identifiable data has been accessed or extracted. Data which may cause 'significant impact' to the person / people concerned requires a report to the ICO within 72 hours.
	Integrity Loss	Data, which may include sensitive personal data, has been changed or deleted. (This also includes corruption of data)

Restoration	Existing Resources	Recovery can be promptly facilitated with the resources which are readily available to the school.
	Facilitated by Additional Resources	Recovery can be facilitated within an identified timescale with additional resources which can be easily accessed.
	Third Party Services	Recovery is not guaranteed and outside services are required to facilitate full or partial restoration.
	Not Recoverable	Recovery from the incident is not possible. Data may have been extracted, encrypted or backups may have failed.

Appendix 2

A.2. Risk Management (This is a sample assessment and will be reviewed by the school.

1 = Very High 1 = Severe
5 = Very Low 5 = Minor

Disaster Scenario	Probability Rating	Impact Rating	Mitigations / Alternative Actions
Flood	3	4	Ensure servers are not located on the floor. Site servers and other computers as far away from water pipes as possible. Moisture detectors can be deployed to provide limited early warning.
Fire	4	2	Ensure there is an off-site backup. Keep server spaces well maintained, well ventilated and free from dust. Be aware that cabling / trunking can cause fires in other parts of the building to spread quickly to computer rooms.
Vandalism	3	4	CCTV used to deter and detect vandalism. Site security will include locks and physically restrict server access. Keys to server rooms will be individual and not generic to a whole department / suite of rooms.
Power Failure	3	3	UPS remote monitoring and available redundant UPS.
Cyber-Attack	3	3	Check backup rotations, install security updates, and monitor anti-virus and malware solutions. Strong filtering also protects the end users.
Loss of Communication / Network Services	4	3	WAN redundancy, voice network resilience and using diversely / alternatively routed trunks for telecoms connections can limit likely communication loss.
Loss of Building Access	4	2	Arrangement with another school/trust/academy or site to utilise their facilities can support critical systems in the event that buildings can't be accessed. Also utilise cloud solutions to continue to provide education to pupils and communicate with staff.

Appendix 3

A.3. Communication Templates

A.3.1 School Open

Dear Parent/Carer,

I am writing to inform you that it appears the school has been a victim of [a cyber-attack / fire / flood / serious system outage]. This has taken down [some / all] of the school IT systems. This means that we currently do not have any access to [telephones / emails / server / MIS etc] At present we have no indication of how long it will take to restore our systems. [OR it is anticipated it may take XXXX to restore these systems]

We are in liaison with our Data Protection Officer and, if required, this data breach will be reported to the Information Commissioners Office (ICO) in line with requirements of the Data Protection Act 2018 / UK GDPR. Every action has been taken to minimise disruption and data loss.

The schoolwill be working with the [Trust / Local Authority], IT providers and other relevant third-parties [Health and Safety / NCSC / Police] to restore functionality and normal working as soon as possible.

In consultation with the [Trust / Local Authority] we have completed a risk assessment on all areas affected to address concerns surrounding the safeguarding of our pupils and staff. The school will remain open with the following changes [detail any changes required]

I appreciate that this will cause some problems for parents/carers with regards to school communications and apologise for any inconvenience.

We will continue to assess the situation and update parents/carers as necessary. [If possible inform how you will update i.e. via website/text message]

Yours sincerely,

A.3.2 School Closure

Dear Parent/Carer,

I am writing to inform you that it appears the school has been a victim of [a cyber-attack / fire / flood / serious system outage]. This has taken down the school IT system. This means that we currently do not have any access to [telephones / emails / server / MIS etc]. At present we have no indication of how long it will take to restore our systems.

We are in liaison with our Data Protection Officer this data breach has been reported to the Information Commissioner's Office (ICO) in line with the requirements of the Data Protection Act 2018 / UK GDPR.

In consultation with the [Trust / Local Authority] we have completed a risk assessment on all areas affected to address concerns surrounding the safeguarding of our pupils and staff.

I feel that we have no option other than to close the[school to students on [XXXXXXXXXX]. We are currently planning that the school will be open as normal on [XXXXXXXXXX]

I appreciate that this will cause some problems for parents/carers with regards to childcare arrangements and apologise for any inconvenience but feel that we have no option other than to take this course of action.

The school will be working with the [Trust / Local Authority], IT providers and other relevant third parties [Health and Safety / NCSC / Police] to restore functionality and re-open as soon as possible.

We will continue to assess the situation and update parents / carers as necessary. [If possible inform how you will update i.e. via website / text message].

Yours sincerely,

A.3.3 Staff Statement Open

The[school detected a cyber-attack on [date] which has affected the following IT systems:

(Provide a description of the services affected)

Following liaison with the [Trust / LA] the school will remain open with the following changes to working practice:

(Detail any workarounds / changes)

The school is in contact with our Data Protection Officer and will report to the ICO, if necessary, in line with statutory requirements of the Data Protection Act 2018 / GDPR.

This incident is being investigated by the relevant authorities. If you are asked for any information as part of the on-going investigation, please provide it promptly. The school has taken immediate action to mitigate data loss, limit severity, and restore systems.

All staff are reminded that they will not make any comment or statement to the press, parents or wider community with regards to this incident or its effects. Queries will be directed to [Insert staff name]

A.3.4 Staff Statement Closed

The school detected a cyber-attack on [date] which has affected the following IT systems:

(Provide a description of the services affected)

Following liaison with the [Trust / LA] the [school/trust/academy] will close to pupils [on DATE or with immediate effect].

(Detail staff expectations and any workarounds / changes or remote learning provision)

The school is in contact with our Data Protection Officer and we have reported the incident to the ICO, in line with the statutory requirements of the Data Protection Act 2018 / UK GDPR.

This incident is being investigated by the relevant authorities. If you are asked for any information as part of the on-going investigation, please provide it promptly. The school has taken immediate action to mitigate data loss, however we are unsure when systems will be restored. Staff will be kept informed via [telephone / email / staff noticeboard].

All staff are reminded that they will not make any comment or statement to the press, parents, or wider community with regards to this incident or its effects. Queries will be directed to [Insert staff name].

A.3.5 Media Statement

Eureka Primary School detected a cyber-attack on [date] which has affected the school IT systems. Following liaison with the [Trust / LA] the school [will remain open / is currently closed] to pupils.

The school is in contact with their Data Protection Officer and will report to the ICO, if necessary, in line with statutory requirements of the Data Protection Act 2018 / GDPR.

This incident is being investigated by the relevant authorities and the school has taken immediate remedial action to limit data loss and restore systems.

A standard staff response for serious IT incidents will reflect only information which is already freely available and has been provided by the school in initial media responses.

A.3.6 Standard Response - Parents

The information provided will be factual and include:

- Time / date of the incident
- Brief nature of the incident (fire, theft, flood, cyber-attack).

Staff will not speculate how long systems will take to be restored but can provide an estimate if this has been agreed.

If no restoration date has been advised, staff will merely state that work is on-going and that services will resume as soon as practically possible.

Staff will direct further enquiries to an assigned contact / [school website / other pre-determined communication route.

A.3.7 Standard Response - pupils

For staff responding to pupil requests for information, responses will reassure concerned pupils that incidents are well prepared for, alternative arrangements are in place and that systems will be back online shortly.

Staff will address any outlandish or suggested versions of events by reiterating the facts and advising pupils that this has been confirmed in letters / emails to parents / carers.

Staff will not speculate or provide pupils with any timescales for recovery, unless the sharing of timescales has been authorised by senior staff.

Appendix 4

A.4.1 Disaster Recovery Event Recording Form

This form can be used to record all key events completed whilst following the stages of the Disaster Recovery Plan.

Description or reference of disaster:	
Date of the incident:	
Date of the incident report:	
Date/time disaster recovery commenced:	
Date recovery work was completed:	
Was full recovery achieved?	

A.4.2 Relevant Referrals

Referral To	Contact Details	Contacted On (Time / Date)	Contacted By	Response

A.4.3 Actions Log

Recovery Tasks (*In order of completion*)	Person Responsible	Completion Date		Comments	Outcome
		Estimated	Actual		
1.					
2.					
3.					
4.					
5.					
6.					

7.					
8.					

Appendix 5

A.5.1 Post Incident Evaluation

Response Grades 1-5 1 = Poor, ineffective and slow 5 = Efficient, well communicated and effective.

Action	Response Grading	Comments for Improvements / Amendments
Initial Incident Notification		
Enactment of the Action plan		
Coordination of the Disaster Recovery Team		
Communications Strategy		
Impact minimisation		
Backup and restore processes		
Were contingency plans sufficient?		
Staff roles assigned and carried out correctly?		
Timescale for resolution / restore		
Was full recovery achieved?		
Log any requirements for additional training and suggested changes to policy / procedure:		

