

Business Continuity Plan for Hosted Websites

iPages Limited Business Continuity Plan has been developed to identify and prioritise the plan of action to enable business continuity. The plan defines the main decision makers in case of emergency, analyses the emergency risks to the business and provides response to an occurring emergency.

Because of the nature of iPages Limited business the company emphasizes the importance of the ICT continuity management which ensures that the required information and communications technology and services are resilient and can be recovered to predefined levels within agreed time. The success of the business continuity management depends on the ICT continuity management to ensure that iPages Limited can meet its objectives at all times, particularly during times of disruption.

BUSINESS CONTINUITY MANAGEMENT TEAM

Business Continuity Manager:

- Stephen Khoo
- 01403 786984
- stephen@ipages.biz

Designated Recovery Site:

- 21 Silver Lane, Billingshurst, West Sussex, RH14 9RN

DISASTER RECOVERY PLAN

The Disaster Recovery Plan is structured to ensure that the most important or time critical business processes are tackled first, with other processes being brought back as time permits.

This plan is based on the scenario having the biggest impact on the business, which is destruction of the premises. The plan can be adapted for less severe incidents - as all the tasks appropriate in the worst scenario might not always be needed.

1. Alert the Business Continuity Team through contacting the Business Continuity Manager or emailing support@ipages.biz
2. Agree with Business Continuity Team the recovery activities to be followed and implement Disaster Recovery Plan
3. The Business Continuity Team shall initiate backup of Website from the off site locations (in this instance, this shall be Avensys Networks in Manchester), with the support of Avensys Networks
4. Advise relevant staff from Avensys Networks to report to the designated recovery at appointed time, as necessary
5. Obtain essential items/records from the off-site location and dispersed backup facilities
6. Notify any other contacts prescribed by the Customer
7. Establish operations at designated recovery site and through remote link-ups
8. Assess last known status of Website with the Customer and the extent of any changes or content lost
9. Restore the Website from the Backup onto a new virtual hosting instance and run from the second site (Manchester).