

Business Continuity Plan

May 2017

Business Continuity plan

1. Purpose of the document

- 1.1 This Business Continuity Plan (BCP) outlines the actions to be followed by the Gangmasters Licensing & Labour Abuse Authority following an unplanned disruption to its normal operations. It is one of a number of plans developed for the GLAA to ensure a coordinated incident response across the Department.
- 1.2 Although the GLAA have been part of the Home Office since 2014, the GLAA are still dependent upon the DEFRA ICT infrastructure until further notice.
- 1.3 The plan will cover the following areas:
 - Generic instructions that the Executive team will use to manage a disruption
 - The crisis management response – arrangements for handling major incidents or catastrophes
 - Contact information to be issued monthly

2. Invocation Authority

- 2.1 The decision to invoke the plan can only be made by the Executive Team and should not be taken by any other member of staff.
- 2.2 The person responsible for invoking the plan will ensure that the Executive team are briefed as soon as possible, where practicable.
- 2.3 Minor business continuity incidents which occur on a regular basis should be handled as part of normal business e.g. short term staff absence in a team. If the incident cannot be managed through normal business arrangements then the BCP should be invoked.
- 2.4 In the event of a major story breaking in the media that has the potential to cause damage to the organisation's reputation or any emergency situation requiring external briefing on policy and procedure then this would be treated as a major media handling event and that process should be used.

3. Communication Strategy

- 3.1 The level of communication required will depend on the nature of the incident. This will be agreed by the Executive Team.

4. Financial Arrangements

- 4.1 The accounting officer will remain responsible for ensuring that proper financial control is exercised. However, they may need to respond quickly and so they will be able to override those controls where necessary.

5. Recovery

- 5.1 The plan includes a detailed recovery plan which will require regular review.

6. Exercising, Maintaining and Reviewing

- 6.1 The plan will be exercised on an annual basis to ensure that it is fit for purpose and that those involved are familiar with its operation.
- 6.2 This will also provide assurance that the plan provides an effective methodology for managing an incident or disruption. It will also ensure that the procedures are fresh in the minds of those who need to administer them.
- 6.3 Exercises of the plan are not designed to ensure failure or success but to provide assurance that plans will work if invoked whilst highlighting areas that could benefit from improvement or a revised approach. They will also ensure that the plan is up to date with structural changes and newly identified threats.
- 6.4 Every exercise of the BCP will be followed by a lessons learned exercise and the findings will be incorporated into a review of the plan. The review team will check that the aims and objectives of the plan are met and address any omissions. The review will also analyse the extent to which the plan was tested and identify steps to progress any gaps and vulnerabilities. The BCP will then be updated to reflect these changes.

7. Assurance and Audit

- 7.1 All GLAA managers will be expected to demonstrate that they have read and understood the plan on an annual basis. They will also be required to ensure that they have considered key risks for their business area and have mitigation in place.
- 7.2 The GLAA will also provide written confirmation on an annual basis that it is able to meet its critical activities and priorities in the event of a threat or disruption.

8. Embedding Business Continuity

- 8.1 The GLAA will ensure that every member of the GLAA is aware of the plan and understands how it will operate should an incident occur. This will be achieved through training and awareness raising activities.

9. Succession planning

9.1 Any incident or disruption could cause a temporary or permanent loss of GLAA staff, including those with specialist skills or knowledge.

9.2 The GLAA will mitigate this risk by:

- Providing the relevant level of training across teams so that staff become multi-skilled removing the risk that specialists will become single points of failure whose skills and knowledge cannot be replaced;
- Succession planning to ensure that staff are suitably equipped to perform when filling vacancies caused by promotion, retirement etc.
- Documenting key processes so that unskilled/untrained staff can conduct tasks that they are unfamiliar with.
- Simplifying processes wherever possible.

10. Premises

10.1 The GLAA has limited resilience in relation to its building as it is based at one location. However, the majority of operational staff are home-based and therefore could still continue to carry out critical activities should an incident occur.

10.2 The GLAA will mitigate this risk by:

- Doing nothing if the incident is of a low priority e.g. a closure of less than a day;
- Relocate if the incident is likely to be more long-term;
- Encouraging staff to work in different ways e.g. home-working and remote working where possible

11. Technology

11.1 The GLAA is heavily reliant on IT to deliver most of its critical activities. Incidents will be managed by DEFRA's Incident management arrangements.

12. The Business Continuity Plan

12.1 The BCP is attached at appendix 1.

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Appendix 1

The Business Continuity Plan

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1. Recovery Strategy

The recovery strategy for an incident affecting a business area or service based in the Nottingham HQ office is set out below.

The GLA Incident Organisation Structure

Throughout the incident, the GLAA Business Continuity Response Team (BCRT) will manage the recovery of its business activities.

The overall management of the incident will be coordinated by the BCRT Leader.

The BCRT Leader will try to meet the requirements of each individual business area but this will depend on the extent of the incident and the demand at that time. Decisions on priorities will be determined by the BCRT Leader in consultation with business areas.

BCRT Team Leaders

The role of the Team Leaders at the time of an incident is to:

- Establish priorities for critical business activities (CBA's) for their own business areas
- Provide the BCRT Leader with a consolidated picture of CBAs and associated recovery requirements for affected buildings.
- Meet collectively as the Emergency Management Board (EMB) to assess the impact on the GLAA as a whole and confirm priorities, providing strategic direction and support for recovery actions.

IT Systems

It is assumed that the standard GLAA IT network, (**Windows 7 Package** - see note below), and any centrally supported IT systems notified to the IBM Emergencies Team will be made available as soon as possible.

Any locally supported IT systems for critical business activities are recorded in **Appendix C.2**. Disaster recovery provision for these systems will be dependent upon negotiations between the GLAA, the IBM Emergencies Team and the system supplier. Recovery timescales will also depend on the extent of the incident, the level of demand and priorities determined at the time.

In all cases where there is a need to obtain urgent IT support, the initial point of contact should be the 24/7 IT Helpdesk (**0370 240 0469**)

Note: the *Windows 7 Package* includes GLAA's standard desktop build, including: Windows, Adobe Acrobat Reader, Internet Explorer Browser, Microsoft Office (Word, Excel, Outlook/email, PowerPoint and anti-virus software), as well as local and shared drives.

Accommodation

The GLAA is located at Apex Court, City Link, Nottingham.

During any incident affecting the accommodation that the GLAA occupies, the BCRT will give regard to any information or instruction provided by the landlord or facilities team. The decision to evacuate or shut the building rests with the landlord unless advised by the emergency services. The BCRT will be provided with a copy of the Business continuity arrangements for the building.

For a large scale incident causing mass evacuation from the building:

- The BCRT will consider recovery solutions for less critical staff.

There is no alternative DEFRA/HO office accommodation available at this time.

For a lesser incident affecting a single system:

- Business areas will confirm, via the Team Leader for each group, the number of staff requiring alternative accommodation;

The Disaster Recovery Management Team will identify suitable recovery solutions, which may include invoking the Relocation Plan.

2. Initial Response

The agreed objectives immediately following an incident are outlined in the table below. Against each objective are the actions to be followed to ensure the objective is met, together with the person responsible and a tick box to record when actions are completed.

Incident Notification – During Office Hours

You will be notified of an incident and advised of any action required

Following an evacuation, report to the Incident Control Officer:

- Any missing staff
- Any immediate staff welfare issues
- Communicate with staff evacuated from the building
- Keep staff informed at assembly points until it is confirmed if the building is likely to be accessible soon
- If advised to do so, send staff home and tell them to await instructions. Remind them of the GLAA Emergency Helpline and Website for information updates (see **Appendix B**)

Incident Notification – Outside of Office Hours

The BCRT Leader will notify relevant BCRT Team Leaders of the nature of the incident.

Affected staff will be contacted by BCRT Leader / Team Leaders or other senior managers, using their business area cascades, and advised of action to take.

Notification will include advice about how and when future updates will be given.

All incidents

Objective	Action	Assigned to	✓
Convene the GLAA Business Continuity Response Team (BCRT)	<p>The Leader of the BCRT should decide whether to convene the GLAA BCRT</p> <p>Contact all members of the GLAA BCRT and instruct them to meet at a suitable venue.</p> <p>See Appendix A.2 for contact details</p>	BCRT Leader	
Establish contact with all the teams	<p>Contact relevant BCRT Team Leaders to establish the current operational situation for the GLAA. Consider:</p> <ul style="list-style-type: none"> • People issues, Business issues, Accommodation and other resourced requirements • Confirm contact details for BCRT Team Leaders and agree how updates / progress will be reviewed and communicated. 	BCRT Leader	
Await contact from the BCRT Team Leader	<p>The BCRT Leader will be responsible for providing tactical direction and guidance during the incident.</p> <p>The BCRT Team Leader will contact the GLAA BRCT Team Leaders to establish recovery requirements.</p> <p>Team leaders will advise the BCRT Leader of resource requirements and any business or people issues that need to be escalated (where additional support is required, for example)</p> <p>Confirm the contact details for the GLAA with the BCRT Team Leader and agree how updates / progress will be reviewed and communicated.</p>	BCRT Leader BCRT Leader BCRT Team Leaders BCRT Leader/Team Leaders	
Move to Recovery phase	<p>If the BCRT decides to invoke business recovery arrangements, follow the Business Recovery actions in Section 3 below.</p>	BCRT	

3 Business Recovery

The agreed objectives for the Business Recovery phase are outlined in the tables below. Against each objective are the actions to be followed to ensure the objective is met, together with a box for recording the person responsible and a tick box to record when actions are completed.

3.1 Actions to take if the Building is no longer able to be used

Objective	Action	Assigned to	✓
Agree business activities to be completed before alternative accommodation is available	See Appendix D for a list of business activities which may have to be carried out before alternative accommodation becomes available and what actions have to be undertaken.	BCRT	
	Check and revise the criticality of business activities according to seasonality	BCRT Team Leaders	
	Arrange for the retrieval of any vital records stored off-site	BCRT	
	Carry actions according to revised criticality, as appropriate		
	Discuss IT system requirements with the IBM Emergencies Team	ICT Manager	

Objective	Action	Assigned to	✓
Ensure effective on-going communication with staff	<p>Ensure all members of the GLAA BCRT are clear as to the message to be given to GLAA staff.</p> <p>Read the contact procedures in Appendix B.2</p> <p>Manage the contact of the GLAA staff using the Staff Contact List(s) as described in Appendix A.4</p> <p>Report any staff welfare issues to the Director Of People & Licensing Tel 0115 959 7065 (Primary) 07816 836093 (Secondary). The GLAA intends to set up an emergency communications system</p>	BCRT Leader	
Ensure effective ongoing communication with other GLAA staff	<p>Review dependencies in Appendix A.5</p> <p>Identify which other GLAA members of staff need to be contacted (contact details are included within Appendix A.5). Delegate to other GLAA members, where possible</p> <p>Ensure all members of the GLAA BCRT are clear about messages to be given to staff</p> <p>Confirm who will act as points of contact for the GLAA Contact and update other GLAA members of staff, as necessary</p>		
Ensure effective ongoing communication with external organisations, as necessary	<p>Review dependencies in Appendix A.5</p> <p>Identify which external organisations need to be contacted – contact details are provided in Appendix A.5. Delegate to other GLAA members, where possible</p> <p>Ensure all members of the GLAA BCRT are clear about messages to be given to external organisations.</p> <p>Confirm who will act as points of contact for each external organisation.</p> <p>Contact and update external organisations, as necessary.</p>		

Objective	Action	Assigned to	✓
Arrange for critical staff to relocate to alternative accommodation	<p>The BCRT Leader will give notification when business areas can relocate to alternative accommodation</p> <p>Confirm who will move to alternative accommodation. Details of the number of positions allocated to the GLAA and who is expected to occupy them are included in Appendix C.1</p> <p>Contact the appropriate staff members and give them instruction on when and how they should proceed to the alternative accommodation.</p>		

3.2 Actions on arrival at alternative accommodation

Designated staff will be instructed to relocate to alternative accommodation. Other staff will be instructed to stay at home.

Objective	Action	Assigned to	✓
Confirm desks and other resources required for GLAA staff	<p>Confirm the number and location of desks required at the alternative accommodation</p> <p>Review the other resources required (see Appendix C.3) and confirm how and when they will be supplied</p>		
Liaise with the IBM Emergencies Team on site to confirm IT system availability	<p>Confirm systems and equipment are operating normally. A list of the critical systems required is provided in Appendix C.3</p> <p>Check data integrity, particularly recent transactions that may not have been restored</p> <p>Where possible update systems with the details of any manual transactions that have been made since the incident</p>		

Objective	Action	Assigned to	✓
Agree and implement business activities	<p>Review Appendix D – business activities for a list of those activities where manual workarounds may have been actioned as an interim measure</p> <p>Confirm what actions need to be taken now there is access to alternative accommodation and IT systems</p>		
Continue regular communication with staff	<p>Make sure all the GLAA staff are regularly contacted and given an update on the situation</p> <p>Report any staff welfare issues to the Director Of People & Licensing Tel 0115 959 7065 (Primary) 07816 836093 (Secondary).</p>		
Continue regular communication with external organisations, as necessary	<p>Ensure external organisations always have an up to date contact number for the GLAA</p> <p>Regularly update external organisations, as necessary</p>		

Actions to be taken if the IT systems are not available:

Objective	Action	Assigned to	✓
<p>Agree and implement business activities to be completed without IT systems being available</p>	<p>See Appendix D –for a list of activities which may have to be carried out if IT Systems are unavailable and what actions have to be undertaken</p> <p>Select the actions to complete business activities according to the availability of IT systems, including manual workarounds, as necessary</p>		
<p>Continue regular communication with staff</p>	<p>Make sure all the GLAA staff are regularly contacted and given an update on the situation</p> <p>Report any staff welfare issues to the Director Of People & Licensing Tel 0115 959 7065 (Primary) 07816 836093 (Secondary).</p>		
<p>Continue regular communication with external organisations, as necessary</p>	<p>Ensure external organisations always have an up to date contact number for the GLAA</p> <p>Regularly update external organisations, as necessary</p>		

Appendix A

Contact Information

Data Protection Act: Personal contact details may **only** be used at the time of an incident.

Incident Organisation Contacts

Business Function	Telephone Number
GLAA Staff Emergency Helpline	In development
GLAA Staff Emergency website	In development
IT (IBM) Helpdesk	0370 240 0469
GLAA Duty Officer	As Per Operational Rota
GLAA Customer Helpline Number	In development

GLAA Business Continuity Response Team (BCRT)

Name	BCRT Role	Office	Mobile	Home	Comments /Other
Paul Broadbent	Plan Owner - SRO	0115 959 7075	07825 797093		CEO
Darryl Dixon	Plan Developer – ALL	0115 959 7059	07825 797096		Director of Strategy
Nicola Ray	Plan Developer - ALL	0115 959 7065	07816 836093		Director of People & Licensing
Ian Waterfield	Plan Developer - ALL				Head of Operations
Justin Rumball	Plan Developer - Finance	0115 959 7076			Head of Business and Finance
Sneheni Danaher	Plan Developer - People				Head of HR
Martin Walker	Plan Developer -	0115 959 7035	0750 766 9015	01205 480612	IT Manager

Name	BCRT Role	Office	Mobile	Home	Comments /Other
	ICT				
Charlotte Woodliffe	Plan Developer – Licensing	0115 959 7062	07825 797095		Head of Licensing
Ian S Walker	Plan Developer - Intelligence	0115 959 7060	07818 596399		Head of Intelligence
Mark Heath	Plan Developer – Business Change & Development		07825 797107		Head Of Business Change & Development
Jane Riley	Team Member	0115 959 7077	07779644761		PA to CEO

Gangmasters & Labour Abuse Authority Staff Contact List

The Gangmasters Licensing & Labour Abuse Authority staff contact lists are separate hard copy documents held by all Plan Holders for this plan, giving personal contact details for each member of staff. All staff contact lists should be marked: ***'Protect Personal'***.

The list will be allocated monthly by HR.

Key External Contacts/Dependencies

At the time of a disruption, it is the responsibility of the business area to update internal and external contacts and dependencies.

Organisation/Name	Service / Reason	Contact Name	Contact Details	Other / Comments
IBM I2 Ibase	Intelligence Database Support	Paul Haskell – i2 European Service Manager	07788 141713	Service Portal: - http://www-947.ibm.com/support/entry/portal
Solutions for Accounting	Sage 200 MMS	Lee Pearsall – Project Manager	0115 840 5075	Service Email: - support@solutio

Organisation/Name	Service / Reason	Contact Name	Contact Details	Other / Comments
				nsforaccounting.co.uk
Sage	Sage 50 Payroll	David Seely – Technical Support Advisor	0845 111 5555	Support Email: - https://my.sage.co.uk/contact-us/home.aspx
Barclays Internet Banking	Internet Banking	Helpdesk	0845 605 2345	
Bacs - Tel	Internet Banking	Helpdesk	0845 605 2345	
Bacs - IP	Internet Banking	Helpdesk	0845 605 2345	
BT	BT Communications	Helpdesk	0800 800 150	
Lloyds / Unify	Hi path DX and Voice Mail System	Helpdesk		Support Portal: - http://www.unify.com/csp/
IBM	GLA LAWS Application	Mikey Baralic – Software Engineer	Office: 01252 55 88 18 Mobile: 07973 406 546	micbar1@uk.ibm.com
WPC Software	Crimson Case Management Application	Dave Kelley – Business Manager	0117 908 1484	d.kelly@wpcsoft.com Support Email: - CRIMSON@wpcsoft.com
Carval	Carval HR Application	Jeff Moses	01908 787700	Jeff.Moses@carval.co.uk Support Email: -

Organisation/Name	Service / Reason	Contact Name	Contact Details	Other / Comments
				hrsupport@carval.co.uk
Webexpenses	On Line Expense Processing Application			

Communication with Staff

The GLAA is intending to set up an emergency website or information line to be used when the building is inaccessible. In the interim the existing communication tree will be used to contact staff.

B1 - GLAA Emergency Information Line and Website

GLAA has an Emergency Information Line and website that will be updated throughout any incident, providing GLAA staff with up-to-date information on the status of the incident.

GLA Staff Emergency Helpline: ??? (Primary) ??? (Secondary)

GLA Staff Emergency Website: ???

B2 - Contact Procedures

These procedures should be followed when notifying team members and other GLAA personnel of an incident. Before making any calls, decide what you want to say and what you want the person being called to do.

	Action
Before you call	<p>Decide who you need to contact - make a list</p> <p>Decide what you need to tell each person or group of people, and what do you want them to do. Write down key bullet points</p> <p>If you have a large number of people to call, consider whether anyone else can help with making the calls</p> <p>Use the Telephone Log (Appendix B.3)</p>
When calling	<p>Stay calm and give a brief report of the current situation</p> <p>Check that the person you are calling is fit and able to work</p> <p>Advise what recovery arrangements are being invoked (if known at this stage)</p> <p>Ask the person to await further instructions, work from home or go to a specified recovery site as required</p> <p>If the person is directed to a specific location:</p>

Confirm arrangements and timescales

Advise them what they need to take with them (such as their security pass, mobile telephone and charger, business continuity plan)

Tell employees not to discuss the situation with anyone else (unless you ask them specifically to do so)

- Check that they understand key points
- At the end of the call, update the Telephone Log

Employees unavailable

- If the phone is engaged or there is no reply, call again later or try another contact number
- If someone else answers or you reach an answering machine, leave a message asking the person to call you as soon as possible, or try another contact number. **Do not discuss the situation with the person answering the telephone or give any information that might cause alarm**

C2 - IT Systems

The IT systems listed here should have been considered to support critical business activities.

Team	Business Activities	IT Systems required	Who supports
Finance	Processing Licence Fees	Sage 200	GLAA/Solutions for Accounting
Finance	Processing Cleared Funds	Bacs - IP	GLAA/Barclays
Finance	Processing Purchase Invoices	Import from LAWS to Sage	GLAA/IBM/Solutions for Accounting
Finance	Processing Purchase Invoices	LAWS	GLAA/IBM
Finance	Processing Travel & Subsistence Claims	Barclays Business Master Online	GLAA/Barclays
Finance	Processing Payroll - External	Web expenses	Webexpenses
Finance	Processing Payroll	Sage 50 Payroll	Sage
Finance	Online Banking	Online link to HMRC via Sage Payroll	GLAA/Sage
Finance	Producing Annual Report and Accounts	Publishing Software yet to be confirmed	
Finance	Producing Annual Report and Accounts	Phone	Unify
Finance	Liaising with Internal Audit	Fax	GLAA/IBM
Finance	Payment of Funds to CF	Business Objects	GLAA/IBM
Finance	Payment of Funds to CF	Internet for Gateway access to HMRC	GLAA/Sage
Finance	Pension Administration and Payments	BACS - IP	GLAA/IBM

Team	Business Activities	IT Systems required	Who supports
Finance	Pension Administration and Payments	As Above	GLAA/Solutions for Accounting
Finance	HMRC Annual Returns	As Above	GLAA/IBM
Finance	Budget/Forecasting	As Above	GLAA/IBM
Finance	Budget/Forecasting	As Above	GLAA/IBM
Finance	Budget/Forecasting	As Above	GLAA/IBM
Finance	Application for Grant In Aid	As Above	GLAA/IBM
Finance	Secretariat to Audit and Risk Committee	As Above	GLAA/IBM
Finance	Processing of Fixed and Desirable Assets	As Above	GLAA/IBM
Finance	Income Recognition	As Above	GLAA/IBM
Finance	Weekly Reconciliation to LAWS	As Above	GLAA/IBM
Intelligence	Processing Intelligence	IMS - iBase	GLAA/i2
Intelligence	Processing Intelligence	i2 Analyst Notebook	GLAA/i2
Intelligence	Remote User Access	Intellishare	GLAA/i2
Intelligence	iBase Administration	I2 iBase Designer	GLAA/i2
Intelligence	iBase Audit Management	iBase Audit Viewer	GLAA/i2
Intelligence	Support to Licensing	LAWS	GLAA/IBM
Intelligence	Tasking & Co-ordination	Shared Drive	GLAA/IBM
Intelligence	Support to Operations	Scanning Facility	GLAA/IBM
Licensing	Licensing	LAWS	IBM
Licensing	Helpdesk	LAWS	IBM

Team	Business Activities	IT Systems required	Who supports
Licensing	Appeals	LAWS	IBM
Licensing	Active check	LAWS	IBM
Policy and Communications	Website	Web Server	Bit10/GLAA
HR	Risk Assessments	Carval HR	GLAA/Carval
HR	Recruitment and Equal opps monitoring	Carval	GLAA/Carval
HR	Pensions/Inductions	Carval	GLAA/Carval
HR	Requests for HR advice	Carval	GLAA/Carval
HR	Risk Assessments	Carval	GLAA/Carval
Directorate	Travel/Accommodation	Internet access	IBM
Directorate	Booking Interpreters	Internet Access	IBM

C3 - Other Resources Required

Team	Resource Details	Timescale Required	Who will provide
Corporate Services	Admin Support	Throughout the recovery period.	Corporate Services

Note: Include any requirements for staff with special needs, such as braille readers or adapted telephones.

C4 - Key Staff

Team	Function	Name and office location	Deputies
Paul Broadbent	CEO	GLAA - Nottingham	
Jane Riley	PA To CEO	GLAA - Nottingham	
Darryl Dixon	Strategy	GLAA - Nottingham	
Nicola Ray	People & Licensing	GLAA - Nottingham	
Sneheni Danaher	HR	GLAA - Nottingham	
Justin Rumball	Finance	GLAA - Nottingham	
Martin Walker	ICT	GLAA - Nottingham	
Charlotte Woodliffe	Licensing	GLAA – Nottingham	
Ian Walker	Intelligence	GLAA - Nottingham	
Ian Waterfield	Operations	GLAA - Nottingham	
Mark Heath	Business Change & Development	Home Based	

Analysis of Business Activities

Business Activity	Base Criticality Rating (H/M/L)	Seasonality *	Revised Criticality Rating (H/M/L)	Actions to be carried out...	
				Before accommodation is available	Before IT systems are available
Processing Licence Fees	Low	Daily		Use 3G/broadband laptop from home. Excel and Sage 200.	Request use of another person's IT who is not affected; Call to advise both internally and externally there is a delay with the process; Initiate manual workaround (IMA) by collating information on excel spreadsheet if available, or by manual spreadsheet with o/s actions listed.
Processing Cleared Funds	Med	Daily		Use 3G/broadband laptop from home. Sage 200. Internet Access	Request use of another person's IT who is not affected; Contact bank by phone if internet down. Initiate manual workaround (IMA) by collating information on excel spreadsheet if available, or by manual spreadsheet with o/s actions listed.

Business Activity	Base Criticality Rating (H/M/L)	Seasonality *	Revised Criticality Rating (H/M/L)	Actions to be carried out...	
				Before accommodation is available	Before IT systems are available
Processing Purchase Invoices	Med	Daily		Use 3G/broadband laptop from home. Sage 200.	Request use of another person's IT who is not affected; Call to advise externally there is a delay with the process; Make payments via phone/fax if internet down. Initiate manual workaround (IMA) by collating information on excel spreadsheet if available, or by manual spreadsheet with o/s actions listed.
Processing Travel & Subsistence Claims	Med	None		Use 3G/broadband laptop from home. Sage 200. Barclays Internet Banking. Webexpenses	Request use of another person's IT who is not affected; Advise internally that there is a delay with the process; Make payments via phone/fax with bank if internet down. Initiate manual workaround (IMA) by collating information on excel spreadsheet if available, or by manual spreadsheet with o/s

Business Activity	Base Criticality Rating (H/M/L)	Seasonality *	Revised Criticality Rating (H/M/L)	Actions to be carried out...	
				Before accommodation is available	Before IT systems are available
					actions listed.
Processing Payroll - External	Med	3 rd week in month		Use 3G/broadband laptop from home. Sage 200.	
Processing Payroll	Low	3 rd week in month		Use 3G/broadband laptop from home. Sage 200. Sage Payroll.	Request use of another person's IT who is not affected; Advise internally that there is a delay with the process; Make payments via phone/fax with bank if internet down. Initiate manual workaround (IMA) by collating information on excel spreadsheet if available, or by manual spreadsheet with o/s actions listed.
Online Banking	Low	Daily		Use 3G/broadband laptop from home. Barclays Internet	Request use of another person's IT who is not affected; Advise internally that there is a delay with

Business Activity	Base Criticality Rating (H/M/L)	Seasonality *	Revised Criticality Rating (H/M/L)	Actions to be carried out...	
				Before accommodation is available	Before IT systems are available
				Banking.	the process; Make payments via phone/fax with bank if internet down. Initiate manual workaround (IMA) by collating information on excel spreadsheet if available, or by manual spreadsheet with o/s actions listed.
Producing Annual Report and Accounts	Med	Nov - June		Use 3G/broadband laptop from home. Sage 200. Sage Payroll.	Request use of another person's IT who is not affected; Advise internally & Externally that there is a delay with the process; Initiate manual workaround (IMA) by collating information on excel spreadsheet if available, or by manual spreadsheet with o/s actions listed.
Liaising with Internal Audit	Low	Adhoc		Use 3G/broadband laptop from home.	Request use of another person's IT who is not affected; Advise internally that

Business Activity	Base Criticality Rating (H/M/L)	Seasonality *	Revised Criticality Rating (H/M/L)	Actions to be carried out...	
				Before accommodation is available	Before IT systems are available
					there is a delay with the process; Liaise by letter/phone.
Liaising with External Audit	Low	Nov - June		Use 3G/broadband laptop from home.	Request use of another person's IT who is not affected; Advise internally that there is a delay with the process; Liaise by letter/phone.
Payment of Funds to CF	Low	Last week in month		Use 3G/broadband laptop from home. Sage 200	Request use of another person's IT who is not affected; Advise internally & Externally that there is a delay with the process; Initiate manual workaround (IMA) by collating information on excel spreadsheet if available, or by manual spreadsheet with o/s actions listed. Make payments with bank by phone/fax.
Pension	Low	Monthly		Use 3G/broadband	Request use of another

Business Activity	Base Criticality Rating (H/M/L)	Seasonality *	Revised Criticality Rating (H/M/L)	Actions to be carried out...	
				Before accommodation is available	Before IT systems are available
Administration and Payments				<p>Use laptop from home.</p> <p>Sage Payroll.</p>	<p>person's IT who is not affected;</p> <p>Advise internally & Externally that there is a delay with the process;</p> <p>Initiate manual workaround (IMA) by collating information on excel spreadsheet if available, or by manual spreadsheet with o/s actions listed.</p> <p>Make payments with bank by phone/fax.</p>
HMRC Annual Returns	Low	April, May, June		<p>Use 3G/broadband laptop from home.</p> <p>Sage Payroll</p> <p>Sage 200</p> <p>Internet access</p>	<p>Request use of another person's IT who is not affected;</p> <p>Advise internally & Externally that there is a delay with the process;</p> <p>Initiate manual workaround (IMA) by collating information on excel spreadsheet if available, or by manual spreadsheet with o/s actions listed.</p> <p>Make payments with bank by phone/fax.</p>

Business Activity	Base Criticality Rating (H/M/L)	Seasonality *	Revised Criticality Rating (H/M/L)	Actions to be carried out...	
				Before accommodation is available	Before IT systems are available
Budget/Forecasting	Low	None		Use 3G/broadband laptop from home. Excel. Sage 200.	Request use of another person's IT who is not affected; Advise internally and externally that there is a delay with the process; Initiate manual workaround (IMA) by collating information on excel spreadsheet if available, or by manual spreadsheet with o/s actions listed.
Budget/Forecasting	Low	None		Use 3G/broadband laptop from home.	
Budget/Forecasting	Med	None		Use 3G/broadband laptop from home.	
Application for Grant In Aid	Low	1 st week in month		Use 3G/broadband laptop from home. Excel. Sage 200.	Request use of another person's IT who is not affected; Advise internally & Externally that there is a delay with the process; Initiate manual workaround (IMA) by collating information on excel spreadsheet if

Business Activity	Base Criticality Rating (H/M/L)	Seasonality *	Revised Criticality Rating (H/M/L)	Actions to be carried out...	
				Before accommodation is available	Before IT systems are available
					available, or by manual spreadsheet with o/s actions listed.
Secretariat to Audit and Risk Committee	Low	Quarterly		Use 3G/broadband laptop from home. Word	Request use of another person's IT who is not affected; Advise internally & Externally that there is a delay with the process; Liaise by phone/fax.
Processing of Fixed and Desirable Assets	Low	Bi Yearly		Use 3G/broadband laptop from home. Snowdrop. Excel. Sage 200.	Request use of another person's IT who is not affected; Advise internally that there is a delay with the process; Initiate manual workaround (IMA) by collating information on excel spreadsheet if available, or by manual spreadsheet with o/s actions listed.
Income Recognition	Low	1 st week in month		Use 3G/broadband laptop from home. Excel.	Request use of another person's IT who is not affected; Advise internally that there is a delay with

Business Activity	Base Criticality Rating (H/M/L)	Seasonality *	Revised Criticality Rating (H/M/L)	Actions to be carried out...	
				Before accommodation is available	Before IT systems are available
				LAWS. Sage 200.	the process;
Weekly Reconciliation to LAWS	Med	Weekly		Use 3G/broadband laptop from home. LAWS. Sage 200.	Request use of another person's IT who is not affected; Advise internally that there is a delay with the process;
Inspection/ Investigation	Med	Daily		Can perform all activities remotely	
Inspection/ Investigation	Med	Daily		Can perform all activities remotely	
Inspection/ Investigation	Med	Daily		Can perform all activities remotely	
Inspection/ Investigation	Med	Daily		Can perform all activities remotely	
Support to Licensing	Med	Daily		Can perform all activities remotely	Use Word on local PC
Support to Intelligence	Med	Daily		Can perform all activities remotely	Use Word on local PC

Business Activity	Base Criticality Rating (H/M/L)	Seasonality *	Revised Criticality Rating (H/M/L)	Actions to be carried out...	
				Before accommodation is available	Before IT systems are available
Tasking and Co-ordination	Low	Daily		Can perform all activities remotely	Via mobile phones and spreadsheets.
Processing Intelligence	Med	Daily		Remote access via broadband E-mail Excel	Backup of i2 database on local laptop – restored from previous evenings backup.
Processing Intelligence	Med	Daily		Remote access via broadband E-mail Excel	Backup of i2 database on local laptop – restored from previous evenings backup.
Processing Intelligence	Med	Daily		Remote access via broadband E-mail Excel	Backup of i2 database on local laptop – restored from previous evenings backup.
Support to Licensing	Med	Daily		Remote access via broadband E-mail Excel	Backup of i2 database on local laptop – restored from previous evenings backup.
Tasking & Co-ordination	Low	Daily		Remote access via broadband E-mail Excel	Backup of i2 database on local laptop – restored from previous evenings backup.

Business Activity	Base Criticality Rating (H/M/L)	Seasonality *	Revised Criticality Rating (H/M/L)	Actions to be carried out...	
				Before accommodation is available	Before IT systems are available
Support to Operations	Med	Daily		Remote access via broadband E-mail Excel	Backup of i2 database on local laptop – restored from previous evenings backup.
Licensing	Med	March – June August – Nov	High	Use 3G laptop from home. At present nobody in licensing has this capability.	Request use of another person's IT who is not affected; Telecoms – call redirect?
Helpdesk	Med	March – June August – Nov	High	Use 3G laptop from home. At present nobody in licensing has this capability.	Request use of another person's IT who is not affected; Telecoms – call redirect?
Appeals	Low	Adhoc as and when required		Access S: Drive from home. At present nobody in licensing has this capability.	Request information from GLAA Appeals secretariat to ensure deadlines can still be achieved

Business Activity	Base Criticality Rating (H/M/L)	Seasonality *	Revised Criticality Rating (H/M/L)	Actions to be carried out...	
				Before accommodation is available	Before IT systems are available
Active check	High	Adhoc as and when required		Use 3G laptop from home. At present nobody in licensing has this capability.	Request use of another person's IT who is not affected;
Website	Med	All year	Low	Use of 3G or home computer	Home computer
Issuing press release	Med	All year	Med	Use of 3G	Not possible
Press liaison	Med	All year	Med	Use of 3G and phone	Phone
Policy advice to staff	Med	All year	Med	Use of 3G and phone	Phone
Policy advice externally	Med	All year	Low	Use of 3G and phone	Phone
Distributing communication material	Med	All year	Low	Not possible as material on site	May not be IT dependent
Risk Assessments	High	Completed as required. Not done		Would use 3G connection and the use	Can use H&S consultants

Business Activity	Base Criticality Rating (H/M/L)	Seasonality *	Revised Criticality Rating (H/M/L)	Actions to be carried out...	
				Before accommodation is available	Before IT systems are available
		on a scheduled basis		of H&S consultants	
Sick Absence Monitoring	Low	Completed on a monthly basis	High	Would use 3G connection	Would use phone and paper records
Maternity/ Paternity/ Adoption Advice	Low	Completed as required. Not done on a scheduled basis	High	Would use 3G connection	Would use phone and paper records
Writing and reviewing policies	Low	Completed as required. Not done on a scheduled basis		Would use 3G connection	Unlikely to be completed during this period
Managing the HR System	Low	Completed as required. Not done on a scheduled basis	High	Would use 3G connection	Unable to use – would refer to staff's individual files
Recruitment and Equal opps monitoring	Med	Completed as required. Not done	High	Would use 3G connection and	Would use phone and paper records

Business Activity	Base Criticality Rating (H/M/L)	Seasonality *	Revised Criticality Rating (H/M/L)	Actions to be carried out...	
				Before accommodation is available	Before IT systems are available
		on a scheduled basis		alternative accommodation for interviewing	
New Starter Process	Low	Completed as required. Not done on a scheduled basis	High	This would be postponed if office based staff	Would use phone and paper records
Pensions/ Inductions	Med	Completed as required. Not done on a scheduled basis	High	Would use 3G connection and alternative accommodation	Would use phone and paper records
Monitoring requests for leave	Low	Completed as required. Not done on a scheduled basis			
Process Leavers	Med	Completed as required. Not done on a scheduled basis			

Business Activity	Base Criticality Rating (H/M/L)	Seasonality *	Revised Criticality Rating (H/M/L)	Actions to be carried out...	
				Before accommodation is available	Before IT systems are available
Travel/Accommodation	High		High	Would use 3G connection and alternative accommodation	Would use home based PC with Internet access
Booking Interpreters	High		High	Would use 3G connection and alternative accommodation	Would use home based PC with Internet access

Appendix F

Vital Records

The table below highlights the location of vital records that are either stored at a GLAA office or off-site (controlled access to a disrupted building may be possible following an incident in order to retrieve important documents or other resources). All information assets identified for the GLAA should be included.

Where documents listed are needed to support critical business activities, it is essential that arrangements for retrieving documents, or obtaining alternative copies, are recorded in the table.

Vital Items	Media (paper, CD etc)	Location (Primary and Alternatives)	Person Responsible (Information Asset Owner)	Retrieval Instructions / Alternative Sources
Payroll Records	Hardcopy	Filing Cabinet	Finance Manager	Retrieve from office or phone HMRC or employees for tax code information.
Appeal folders	Hardcopy	Licensing storage units	Appeals Officer	S:\ Drive
Signed application forms	Hardcopy	Licensing storage units	Licensing Officer	S:\ Drive Laws
Legal Letters	Hardcopy	Licensing	Director Of Strategy	S:\ Drive Laws
Appeal results	Hardcopy	Licensing Storage Units	Appeals Officer	S:\ Drive
Standard operating procedures	Electronic	S:\ Drive	Director Of Strategy	None
Quick reference help documents, includes	Electronic	S:\ Drive	Director Of Strategy	None

GLAA brochures and library of e mails				
Process maps	Hardcopy	Licensing storage units	Director Of Strategy	S:\ Drive
Pre-appeal folders	Hardcopy	Licensing storage units	Appeals Officer	S:\ Drive
E mails enquiry and licensing	Electronic	Microsoft outlook	Licensing Officer	Archived
Inspectors exhibits folders, case notes for appeals	Hardcopy & Electronic	Licensing storage units S:\ Drive	Crime Operations Manager	S:\ Drive LAWS
Appeal folders	Hardcopy	Licensing storage units	Appeals Officer	S:\ Drive
Signed application forms	Hardcopy	Licensing storage units	Licensing Officer	S:\ Drive Laws
Legal Letters	Hardcopy	Licensing	Head Of Licensing	S:\ Drive Laws
Appeal results	Hardcopy	Licensing Storage Units	Director Of Strategy	S:\ Drive
Standard operating procedures	Electronic	S:\ Drive	Director Of Strategy	None
Quick reference help documents, includes GLAA brochures and library of e mails	Electronic	S:\ Drive	Director Of Strategy	None
Process maps	Hardcopy	Licensing storage units	Head Of Licensing	S:\ Drive
Pre-appeal folders	Hardcopy	Licensing storage units	Head Of Licensing	S:\ Drive

E mails enquiry and licensing	Electronic	Microsoft outlook	Head Of Licensing	Archived
Inspectors exhibits folders, case notes for appeals	Hardcopy & Electronic	Licensing storage units S:\ Drive	Crime Operations Manager	S:\ Drive LAWS
Individual Employee Files	Paper	Fire Proof Cabinet	Director Of People & Licensing	Would use either HRIS or paper files
Absence Records	Paper	Locked Cabinet	Director Of People & Licensing	Would use either HRIS or paper files
Appraisal Records	Paper	Locked Cabinet	Director Of People & Licensing	Would use either email or paper files
Maternity/Paternity records	Paper	Locked Cabinet	Director Of People & Licensing	Would use either HRIS or paper records
Policies and Procedures	Paper	S:\ Drive	Director Of People & Licensing	Would use the S Drive or paper copies
Application Forms	Paper	Locked Cabinet	Director Of People & Licensing	
Equal Opportunities Monitoring	Paper	Locked Cabinet	Director Of People & Licensing	Would use the S Drive
Care First Reports	Paper	Locked Cabinet	Director Of People & Licensing	Would use either email or paper files
Learning & Development Records	Paper	Locked Cabinet	Director Of People &	Would use either HRIS or paper files

			Licensing	
Previous policy advice	Electronic	S:\ drive and email	Head Of Licensing	Recover S:\ drive and email. No alternative sources
Press releases	Electronic	Website, s:\ drive	Communications Officer	Recover s:drive and website
Exhibits and Evidence for Court Proceedings	Paper	Secure Store room at GLAA Office	Crime Operations Manager	In some cases copy documents may be held with appropriate Solicitors or if enquiries are ongoing with the Investigating Officer(s). However most will be stored securely at GLAA Office, no alternative available.
Personnel and Staff contact details for out of hours and other emergencies	Computer and Paper	GLAA Office, Head of Operations (as appropriate).	Crime Operations Manager	Each Head and Enforcement Support hold copies
It is intended in the near future to hold documentary records for each Labour Provider to include copies of application and renewal forms	Paper	GLAA Office	TBC	Not practical to keep copies elsewhere however majority will be available for those applying on line (notwithstanding that signatures and evidence of ID will not be on line)
Address Book	Hardcopy	Office Desk	PA To CEO	None available

NRPSI Database	Excel sheet	S:\ drive	PA To CEO	Use NRPSI website
Bring forward folder	Hardcopy	Office Desk	PA To CEO	None available

Application / Utility	GLA Normal ICT Operation		1. GLA Application Server Failure		2. GLA File Server Failure		3. Apex Court WAN Failure		4. Apex Court LAN Failure	
Description of exact loss/failure	GLA ICT Systems Working Normally		Complete 'loss' of NOTPW0-GLA01 Server for whatever reason		Complete 'loss' of KIN323FS Server for whatever reason		Complete loss of IBM/DEFRA network link feeding into Apex Court		Complete loss of internal Apex Court computer LAN network but GLA Servers are still accessible via IBM/DEFRA WAN link	
Affected Staff	Office Staff	Home Staff	Office Staff	Home Staff	Office Staff	Home Staff	Office Staff	Home Staff	Office Staff	Home Staff
Email	Available	Via WiFi VPN	Available	Via WiFi VPN	Available	Via WiFi VPN	Via WiFi VPN	Via WiFi VPN	Via WiFi VPN	Via WiFi VPN
Network Access LAN	Available	Via WiFi VPN	Available	Via WiFi VPN	Available	Via WiFi VPN	Via WiFi VPN	Via WiFi VPN	Not Available	Via WiFi VPN
Network Access WiFi/VPN	Available	Via WiFi VPN	Available	Via WiFi VPN	Available	Via WiFi VPN	Available	Via WiFi VPN	Available	Via WiFi VPN
GLA Staff Personal 'G' Drive	Available	Via WiFi VPN	Available	Via WiFi VPN	Not Available	Via WiFi VPN	Available	Via WiFi VPN	Via WiFi VPN	Via WiFi VPN
Departmental Drives	Available	Via WiFi VPN	Available	Via WiFi VPN	Not Available	Not Available	Available	Not Available	Via WiFi VPN	Via WiFi VPN
Sage 50	Available	Via WiFi VPN	Not Available	Not Available	Available	Via WiFi VPN	Available	Not Available	Via WiFi VPN	Via WiFi VPN
Sage 200	Available	Via WiFi VPN	Not Available	Not Available	Available	Via WiFi VPN	Available	Not Available	Via WiFi VPN	Via WiFi VPN
CarvalHR	Available	Via WiFi VPN	Not Available	Not Available	Available	Via WiFi VPN	Available	Not Available	Via WiFi VPN	Via WiFi VPN
Crimson	Available	Via WiFi VPN	Not Available	Not Available	Available	Via WiFi VPN	Available	Not Available	Via WiFi VPN	Via WiFi VPN
iBase	Available	Via WiFi VPN	Not Available	Not Available	Available	Via WiFi VPN	Available	Not Available	Via WiFi VPN	Via WiFi VPN
Intellishare	Available	Via WiFi VPN	Not Available	Not Available	Available	Via WiFi VPN	Available	Not Available	Via WiFi VPN	Via WiFi VPN
LAWS	Available	Via WiFi VPN	Available	Via WiFi VPN	Available	Via WiFi VPN	Via WiFi VPN	Via WiFi VPN	Via WiFi VPN	Via WiFi VPN
GLA Intranet	Available	Via WiFi VPN	Not Available	Not Available	Available	Via WiFi VPN	Available	Not Available	Via WiFi VPN	Via WiFi VPN
GLA Website	Available	Via WiFi VPN	Available	Via WiFi VPN	Available	Via WiFi VPN	Via WiFi VPN	Via WiFi VPN	Via WiFi VPN	Via WiFi VPN
Internet Access (DEFRA)	Available	Via WiFi VPN	Available	Via WiFi VPN	Available	Via WiFi VPN	Not Available	Via WiFi VPN	Not Available	Via WiFi VPN
Internet Access (BT)	Available	N/A	Available	N/A	Available	N/A	Available	N/A	Available	N/A
Siemens Telephone System	Available	Available	Available	Available	Available	Available	Available	Available	Available	Unsure?
RedBox Recorder	Available	N/A	Available	N/A	Available	N/A	Available	N/A	Available	N/A

Application / Utility	5. Apex Court LAN Failure Complete loss of internal Apex Court computer LAN network but GLA Servers NOT accessible via IBM/DEFRA WAN link		6. GLA Remote Access VPN Failure Complete loss of VPN Remote Access functionality		7. No Physical Access To Apex Court All ICT Infrastructure Working Within Apex Court Server Room		8. No Physical Access To Apex Court All ICT Infrastructure <u>Not</u> Working Within Apex Court Server Room		9. Power Disruption To Apex Court Loss of electrical supply to Apex Court and/or surrounding area	
Description of exact loss/failure	Office Staff	Home Staff	Office Staff	Home Staff	Office Staff	Home Staff	Office Staff	Home Staff	Office Staff	Home Staff
Affected Staff										
Email	Via WiFi VPN	Via WiFi VPN	Available	Not Available	Via WiFi VPN	Via WiFi VPN	Via WiFi VPN	Via WiFi VPN	Via WiFi VPN	Via WiFi VPN
Network Access LAN	Not Available	Via WiFi VPN	Available	Not Available	Via WiFi VPN	Via WiFi VPN	Via WiFi VPN	Via WiFi VPN	Via WiFi VPN	Via WiFi VPN
Network Access WiFi/VPN	Available	Via WiFi VPN	Not Available	Not Available	Via WiFi VPN	Via WiFi VPN	Via WiFi VPN	Via WiFi VPN	Via WiFi VPN	Via WiFi VPN
GLA Staff Personal 'G' Drive	Not Available	Not Available	Available	Not Available	Via WiFi VPN	Via WiFi VPN	Not Available	Not Available	Not Available	Via WiFi VPN
Deptmental Drives	Not Available	Not Available	Available	Not Available	Via WiFi VPN	Via WiFi VPN	Not Available	Not Available	Not Available	Not Available
Sage 50	Not Available	Not Available	Available	Not Available	Via WiFi VPN	Via WiFi VPN	Not Available	Not Available	Not Available	Not Available
Sage 200	Not Available	Not Available	Available	Not Available	Via WiFi VPN	Via WiFi VPN	Not Available	Not Available	Not Available	Not Available
CarvalHR	Not Available	Not Available	Available	Not Available	Via WiFi VPN	Via WiFi VPN	Not Available	Not Available	Not Available	Not Available
Crimson	Not Available	Not Available	Available	Not Available	Via WiFi VPN	Via WiFi VPN	Not Available	Not Available	Not Available	Not Available
iBase	Not Available	Not Available	Available	Not Available	Via WiFi VPN	Via WiFi VPN	Not Available	Not Available	Not Available	Not Available
Intellishare	Not Available	Not Available	Available	Not Available	Via WiFi VPN	Via WiFi VPN	Not Available	Not Available	Not Available	Not Available
LAWS	Via WiFi VPN	Via WiFi VPN	Available	Not Available	Via WiFi VPN	Via WiFi VPN	Via WiFi VPN	Via WiFi VPN	Via WiFi VPN	Via WiFi VPN
GLA Intranet	Not Available	Not Available	Available	Not Available	Via WiFi VPN	Via WiFi VPN	Not Available	Not Available	Not Available	Not Available
GLA Website	Via WiFi VPN	Via WiFi VPN	Available	Via Internet	Via WiFi VPN	Via WiFi VPN	Via WiFi VPN	Via WiFi VPN	Via WiFi VPN	Via WiFi VPN
Internet Access (DEFRA)	Not Available	Via WiFi VPN	Available	Not Available	Via WiFi VPN	Via WiFi VPN	Via WiFi VPN	Via WiFi VPN	Via WiFi VPN	Via WiFi VPN
Internet Access (BT)	Available	N/A	Available	N/A	Via WiFi VPN	N/A	Not Available	N/A	Not Available	N/A
Siemens Telephone System	Unsure?	Unsure?	Available	Available	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available
RedBox Recorder	Available	N/A	Available	N/A	Not Available	N/A	Not Available	N/A	Not Available	N/A

Appendix H

Document Control

H1 - Plan Distribution

Plan Holder	Role
Paul Broadbent	CEO - BCRT Leader
Darryl Dixon	Director - Deputy Team Leader
Nicola Ray	Director - Deputy Team Leader
Ian Waterfield – Head of Operations	Director - Deputy Team Leader
Martin Walker – IT Manager	Team Member
Mark Heath	Team Member
Charlotte Woodliffe– Head Of Licensing	Team Member
Ian Walker – Head Of Intelligence	Team Member
Justin Rumball	Team member
Sneheni Danaher	Team Member
Jane Riley	Team Member

H2 - Change Control

Date Updated	Description of Changes
13 th February 2009	Initial Draft
04 th March 2009	Version 1
03 rd March 2014	Version 2 (GLA Revising Future ICT Provision – In Progress)
19 th June 2014	Version 3 (GLA Home Office Migration - In Progress)
4 th September 2014	Version 4 (GLA Staff Changes – Work In Progress)
16 th January 2017	Version 5 (GLAA Home Office Transition – Work In Progress)
14 June 2017	Version 6 (Redraft for Audit and Risk Committee)