

UNIT4 Business Continuity Policy

“To ensure that we are well prepared to meet customer needs and resume regular business operations in a timely manner in the event of a significant business disruption under the guidelines of BS 25999”

UNIT4's Commitment and Policy

UNIT4 is a company which is committed to ensuring its ability to plan for and respond to incidents and business disruptions in order to continue business operations at an acceptable predefined level. We have identified threats to our organisation and the potential impacts those threats may cause to our operations. We have used this information to

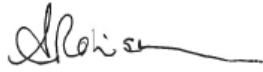
- Prioritize the immediate safety of our employees
- Mitigate risks to business continuity
- Preserve the firm's property and the property of our customers and
- Enable as quick a recovery as possible in order to meet the business needs of our customers.

We have developed effective responses to potential incidents and disruptions which cannot be entirely eliminated, which safeguards the interest of our stakeholders, reputation, brand and value-creating activities.

We are committed to ensuring that we are well prepared to meet customer needs and resume regular business operations in a timely manner in the event of a significant business disruption

To help us achieve our aim, we have created a business continuity management system which satisfies the requirements of BS 25999.

Approved by Managing Director:



Date 08/03/2010

Scope of Business Continuity Management System

The Scope of our Business Continuity Management System is defined as -

“The Design, Development, Sales, Marketing, Client Management, Customer Support, Training, Installation, ICT and Core Functions of UNIT4 Ltd”

Implementing and Operating Our BCMS

Exercising is the process of validating our plans; in order to ensure strategies are capable of providing response and recovery results within the timeframes agreed to by our management. On an ongoing basis we will carry out We will continue to implement the following exercises documented in the table below

Exercise Type	Use	Benefit
Plan Walkthrough – reviewing the layout & contents of a plan.	To introduce staff to concept of a recovery plan & recovery strategy	Easiest and least time consuming.
Table Top – using a scenario, discussing what actions & decisions would be made through the use of a documented plan.	To validate the contents of a plan, ensuring accuracy and completeness.	Easy to prepare, provides a good initial validation of a plan.
Process or Plan Simulation – using a scenario to guide the acting or carrying out of an activity or process recovery plan (typically using recovery locations and resources.)	To validate the contents of a plan or the process recovery strategy, ensuring it is actionable and verifying the time allocations.	Provides a more “Real-Life” actionable test.
Full (end-to-end) Simulation – using a scenario to enable participants to carry out the response and recovery activities for an entire organisation.	To validate the interaction between groups during a recovery effort, as well as validate the overall recovery time objectives.	Best test of Strategies and plans.

UNIT4 communicates this policy and the obligations/responsibilities required by the Business Continuity Management system to all its employees on their induction into the organisation. It has displayed its Policy on internal notice boards and has developed an area on its intranet dedicated to its Business Continuity Management System.

The responsibility of the upkeep of the Business Continuity system lies with:

Standards Compliance Director – Angie Marlow—Ultimate responsibility for strategic direction, objectives and goals.

Standards Compliance Manager – Joanne Higginson—Responsibility for ensuring the requirements of the standard are implemented and maintained.

To re-enforce our commitment we have nominated Recovery Teams across our organisation whose skills and capabilities would be called upon in the event of a business incident.

Emergency Management Team (EMT) - Responsible for overall coordination of the disaster recovery effort, evaluation and determining disaster declaration, and communications with senior management.

Location Response Coordinator (LRC) - Responsible for overall coordination of the disaster recovery effort for their region, establishment of the command center, and communications with Emergency Management Team

Restoration Team (RT) - The Restoration Team (RT) is formed to deploy to the disaster location when a disaster is declared.

UNIT4 Business Continuity Management Objectives & Targets

In order for us as a company and our staff to identify and monitor if we are successfully meeting our Business Continuity Management Policy, we have set Business Continuity Objectives and Targets across our organisation. This allows our performance to be regularly monitored and measured for success. Our Business Continuity and Targets are shown below:

Development

- To create a skills matrix identifying gaps in knowledge in the Development and Testing teams by the end of Jan 2010

Personnel, Finance and Admin

- To merge the Swansea payroll onto the same system as Bristol Payroll by the end of March 2010
- To ensure payments and bank transfers can be made remotely by end of March 2010 .

Sales Admin

- To identify required contents and to provide members of Sales Admin with a Home Tender Kit by the end of 2009.

Pre-Sales

- To ensure we continuously hold a spare pre-sales laptop in case of a breakdown.
- To create a skills matrix identifying gaps in knowledge in the pre-sales team by the end of Feb 2010
- To discuss and agree actions in relation to the possibility of mixed roles between pre and post sales by Feb 2010

Professional Services

- Improve forecasting capability through use of ABW planner integrated with CRM. System Design to be signed off by End of Nov 09 . Testing to be completed by end of Dec 09 and go live planned for Feb 2010.
- Introduction of fast track approach implementations by end of 2010
- Identify 3rd party providers of service packages by end of 2009, develop service packages by end of June 2010 and include packages in the quote model by end of 2010
- Increase knowledge of 3rd Party products internally by the end of June 2010
- Create ITT response database for pre-defined ITT services responses by end of 2009

ICT

- To include carrying out backups across locations via SAN disks to remove the use of tapes in the 2010 budget.
- To discuss with suppliers the possibility of providing laptop users with the ability to backup in the cloud by the end of Jan 2010.
- To ensure all licence details are accessible on a server not just in hard copy by the end of Jan 2010.

3rd Parties

- To request copies of third party BCDR plans by the end of 2009.

ISO 9001 (Quality Management) and BS 25999 (Business Continuity Management)

Our Business Continuity System has been designed to fully integrate with our Quality Management System based on the requirements of ISO 9001 : 2000. As such all our procedures for environmental management are held within our Quality Management System all of which are stored centrally under:

<http://44mossagruk/quality/Business%20Procedures/Forms/AllItems.aspx>

In addition we have created an area on our intranet site which is dedicated to our Business Continuity Management System:

<http://44mossagruk/quality/BCM/default.aspx>

This area is available to all staff and holds all our Business Continuity records and information.

BS 25999 (Business Continuity Management)

The table below demonstrates how we meet the requirements of BS25999

	3. Planning the Business Continuity System				4. Implementing and Operating the BCMS				5. Monitoring and Reviewing the BCM		6. Maintaining & Improving the BCMS	
	3.1	3.2	3.3	3.4	4.1	4.2	4.3	4.4	5.1	5.2	6.1	6.2
Business Continuity Policy	✓	✓	✓	✓								✓
Business Continuity Plan				✓			✓					
Business Impact Analysis		✓		✓	✓							
Competency / Training Record		✓		✓					✓			
The Risk Assessment		✓			✓							
The Business Continuity Strategy				✓		✓						
Incident Response Process		✓		✓			✓					
Business Continuity & Incident Management Plans							✓					
BCM exercise Procedure				✓				✓				✓
Internal Audit Procedure				✓				✓	✓			✓
Management Review Procedure				✓				✓		✓		✓
Improvement Notice Procedure				✓				✓			✓	✓
BCM Roles and Responsibilities		✓	✓	✓			✓					
Induction Process			✓									
Quality Work Process				✓							✓	

Business Continuity Management Requirements

3.1 General

3.2 Establishing and Managing the BCMS

3.2.1 Scope and Objectives of the BCMS

3.2.2 BCM Policy

3.2.3 Provision of Resources

3.2.4 Competency of BCM Personnel

3.3 Embedding BCM in the organisation's culture

3.4 BCMS documentation and records

3.4.1 General

3.4.2 Control of BCMS records

3.4.3 Control of BCMS documentation

4.1 Understanding the organisation

4.1.1 Business impact analysis

4.1.2 Risk assessment

4.1.3 Determining choices

4.2 Determining business continuity strategy

4.3 Developing and implementing a BCM response

4.3.1 General

4.3.2 Incident response structure

4.3.3 Business continuity plans and incident management plans

4.4 Exercising, maintaining and reviewing BCM arrangements

4.4.1 General

4.4.2 BCM Exercising

4.4.3 Maintaining and reviewing BCM arrangements

5.1 Internal audit

5.2 Management Review of the BCMS

5.2.1 General

5.2.2 Review input

5.2.3 Review output

6.1 Preventative and corrective actions

6.1.1 General

6.1.2 Preventative action

6.1.3 Corrective action

6.2 Continual Improvement