

DCMS Business Continuity Planning for Sponsored Bodies – Workshop 2 – Example Exercise Answers

Example Answers for Exercise 1 - Completed Business Recovery Requirements Forms

Boulton Collection at Main Location

Name of Person Completing Form Tina Brown, Boulton Collection Manager		Business Area Boulton Collection				Location of Business Function 22 Star Street, London						
Contact Telephone Number(s) 0208x xxx xxxx		Business Function covered by Form Boulton Collection for public viewing				Number of Business Function Staff at Location (& if relevant notation as to whether the location is open to the public) 41 (open to public)						
Timescales for Recovery	Personnel Roles in Business Function	Minimum Resources Required - Personnel				Minimum Resources Required - IT		Minimum Resources Required – Voice (if relevant, also Mobile, Fax & Pager)		Minimum Resources Required – Other (Please specify)		
		Number who must be in Office/ Workplace Full-time	Number who must be in Office/ Workplace, but only Part-time	Number who must Work, but can do so from Home or be contactable	Number not Required to Work	Office/ Workplace	Home	Office/ Workplace	Home	Office/ Workplace	Home	
½ day	Collection personnel	3 (incl. manager)		2	6	2 PCs/ laptops, access to 'collection inventory and management database, external e-mail access		2 landlines/ mobiles	2 landlines / mobiles	Collection emergency equipment + Safe accommodation area (with required environmental conditions) + access to Conservation Support Limited for provision of temporary conservators and specialists		
	Exhibit Area personnel				30							
	Workshops (from storage location)	2		2	3			1 landline/ mobile	2 landlines/ mobiles			

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½ day (continued)	Personnel	1			2	1 PC/laptop, access to personnel system, external e-mail access		1 landline/mobile		If relevant access to specialist counselling service	
	Visitor Services (incl. ticket office & information area)	1			6	Share with personnel person		Share with personnel person			
	FM excl. security & engineering	1 (manager)			1	1 PC/laptop, external e-mail access		1 landline/mobile			
	Engineering	1			3	Share with FM person		1 mobile			
	Security	2			4	Share with FM person		1 mobile		Radios	
	IT			1 (manager)	8				1 landline/mobile		
	Press Office			1 (manager)	1				1 landline/mobile		
	Totals	11 (5 from function + 6 from others)		6 (4 from function + 2 from others)	36 + 3 + (25)	2 + 2		3 + 4	4 + 2		
1 day	Collection personnel	3 (incl. manager)	1 (half-time)	2	5	3 PCs/ laptops, access to collection inventory and management database, external e-mail access		3 landlines/mobiles, 1 fax machine	2 landlines / mobiles	Collection emergency equipment + Safe accommodation area (with required environmental conditions) + access to Conservation Support Limited for provision of temporary conservators and specialists	

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1 day (continued)	Exhibit Area personnel				30						
	Workshops (from storage location)	2		2	3			1 landline/ mobile	2 landlines/ mobiles		
	Personnel	2		1		2 PCs/ laptops, access to personnel system, external e- mail access		2 landlines/ mobiles, 1 fax machine	1 landline/ mobile	If relevant access to specialist counselling service	
	Visitor Services (incl. ticket office & information area)	1		1	5	Share with personnel persons		Share with personnel persons	1 landline/ mobile		
	IT	1			8	1 PC/ laptop, external e- mail access		1 landline/ mobile			
	Chief Executive + team	1			3	Share with personnel persons		1 landline/ mobile			
	Press Office	1 (manager)			1	1 PC/ laptop, external e- mail access		1 landline/ mobile, 1 fax machine			
	FM excl. security & engineering	1 (manager)		1		1 PC/ laptop, external e- mail access		1 landline/ mobile, share fax machine with Personnel	1 landline/ mobile		
	Engineering	1			3	Share with FM person		1 mobile			
	Security	3			3	Share with FM person		1 mobile		Radios	
	Corporate Services (ex. Personnel & FM)			1 (manager)	7				1 landline/ mobile		

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1 day continued	Finance			1 (manager)	2				1 landline/mobile		
	Totals	16 (3+2 from function + 11 from others)	1 (from function)	9 (2+2 from function + 5 from others)	35 + 3 + (32)	3 + 5		4 + 8	4 + 5		
1 week	Collection personnel	5 (incl. manager)	2 (half-time)	2	2	3 PCs/ laptops, access to collection inventory and management database, external e-mail access	2 PCs/ laptops, access to collection inventory and management database, external e-mail access	3 landlines / mobiles, 1 fax machine	2 landlines/ mobiles	Possibly still Collection emergency equipment. Safe accommodation area (with required environmental conditions) + access to Conservation Support Limited for provision of temporary conservators and specialists	
	Exhibit Area personnel				30						
	Workshops (from storage location)	3		2	2			1 landline/mobile	2 landlines/ mobiles		
	Personnel	3				2 PCs/ laptops, access to personnel system, external e-mail access		2 landlines / mobiles, 1 fax machine		If relevant access to specialist counselling service	
	Visitor Services (incl. ticket office & information area)	2		1	4	1 PC/laptop, external e-mail access		1 landline/mobile, share fax machine with Personnel	1 landline/mobile		

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1 week (continued)	IT	4 (manager, + 2 in- house team + 1 contracted team)			5	3 PCs/ laptops, external e- mail access		2 landlines / mobiles			
	Chief Executive + team	3 (CE + 2 from team)			1	2 PCs/laptops, external e-mail access		1 landline/mobile, share fax with Personnel			
	Press Office	2 (incl. manager)				1 PC/laptop, external e-mail access		2 landlines / mobiles			
	FM	2 (incl. manager)				2 PCs/laptops, external e-mail access		1 landline/mobile			
	Engineering	3			1	Share with FM persons		2 mobiles, share fax with Personnel			
	Security	6				Share with FM person		2 mobiles		Radios	
	Corporate Services (ex. Personnel & FM)	4 (manager + admin. manager, 2 cleaners)		1 (IA manager)	3	1 PC/laptop, external e-mail access	1 PC/laptop, external e-mail access	1 landline/mobile	1 landline/mobile		
	Finance	1 (manager)			2	1 PC/laptop, external e-mail access, + access to the financial accounting system and database		1 landline/mobile			

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1 week continued	Public Services (excl. Press Office and Visitor Services)	4 (manager, retail manager, shop manager, café manager)		2 (education manager, marketing manager)	15	2 PCs/laptops, external e-mail access, access to stock control system for the shop and café	2 PCs/laptops, external e-mail access, access to marketing support database	2 landlines / mobiles	2 landlines/ mobiles		
	Development			1 (manager)	2				1 landline/ mobile		
	Totals	42 (5+3 from function + 34 from others)	2 (from function)	9 (2+2 from function + 5 from others)	32 + 2 + (33)	3 + 15	2 + 3	4 + 17	4 + 6		
2 weeks	Collection personnel	8 (incl. manager)	3 (half-time)			5 PCs/laptops, access to 'collection inventory and management database, external e-mail access		5 landlines / mobiles, 1 fax machine		Possibly still safe accommodation area (with required environmental conditions) + access to Conservation Support Limited for provision of temporary conservators and specialists	
	Exhibit Area personnel	12			18	2 PCs/laptops, external e-mail access		4 landlines / mobiles			
	Workshops (from storage location)	3		2	2			1 landline/ mobile	2 landlines/ mobiles		

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2 weeks (continued)	Personnel	3				2 PCs/ laptops, access to personnel system, external e- mail access		2 landlines / mobiles, 1 fax machine		If relevant access to specialist counselling service	
	Visitor Services (incl. ticket office & information area)	2		1	4	1 PC/laptop, external e- mail access	1 PC/laptop, external e-mail access	1 landline/ mobile, 1 fax machine	1 landline/ mobile		
	IT	7 (manager, + 3 in- house team + 3 contracted team)			2	6 PCs/ laptops, external e- mail access		4 landlines / mobiles			
	Chief Executive + team	4 (CE + 3 from team)				3 PCs/ laptops, external e- mail access		3 landlines / mobiles, 1 fax machine			
	Press Office	2 (incl. manager)				1 PC/laptop, external e- mail access		2 landlines / mobiles, 1 fax machine			
	FM	2 (incl. manager)				2 PCs/ laptops, external e- mail access		1 landline/ mobile, share fax machine with Personnel			
	Engineering	4				1 PC/laptop, external e- mail access		4 mobiles			
	Security	6				Share with FM persons		2 mobiles		Radios	
	Corporate Services (ex. Personnel & FM)	5 (manager + admin. manager, 3 cleaners)		1 (IA manager)	2	2 PCs/ laptops, external e- mail access	1 PC/laptop, external e-mail access	2 landlines / mobiles	1 landline/ mobile		

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2 weeks continued	Finance	1 (manager)		1	1	1 PC/laptop, external e-mail access , + access to the financial accounting system and database	1 PC/laptop, external e-mail access , + access to the financial accounting system and database	1 landline/ mobile, share fax machine with Personnel	1 landline/ mobile		
	Public Services (excl. Press Office and Visitor Services)	6 (manager, marketing man'gr, retail man'gr + 1 of team, shop and , café managers)		3 (marketing team member, education manager + team member)	12	3 PCs/ laptops, external e-mail access, access to stock control system for the shop and café	2 PCs/laptops, external e-mail access, access to marketing support database	3 landlines / mobiles	3 landlines/ mobiles		
	Development	1 (manager)		2 (team)		1 PC/laptop, external e-mail access	2 PCs/laptops, external e-mail access	1 landline / mobile	2 landlines/ mobiles		
	Totals	66 (20+3 from function + 43 from others)	3 (from function)	11 (0+2 from function + 8 from others)	18 + 2 + (21)	7 + 23	0 + 7	10 + 26	2 + 8		
1 month +	Collection personnel	11 (incl. manager)				8 PCs/ laptops, access to 'collection inventory and management database, external e-mail access		8 landlines / mobiles, 2 fax machines		Possibly still safe accommodation area (with required environmental conditions) + access to Conservation Support Limited for provision of temporary conservators and specialists	
	Exhibit Area personnel	20-23			7-10	4 PCs/ laptops, external e-mail access		8 landlines / mobiles			

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1 month + continued	Workshops (from storage location)	[7 (probably back at home location)]				3 PCs/ laptops, external e-mail access]		[3 landlines/ mobiles]			
	Personnel	3				2 PCs/ laptops, access to personnel system, external e-mail access		2 landlines / mobiles, 1 fax machine		If relevant access to specialist counselling service	
	Visitor Services (incl. ticket office & information area)	7				4 PCs/ laptops, external e-mail access		4 landlines / mobiles, 1 fax machine			
	IT	9 (manager, + 3 in-house team + 5 contracted team)				9 PCs/ laptops, external e-mail access		7 landlines / mobiles, 1 fax machine			
	Chief Executive + team	4 (CE + 3 from team)				4 PCs/ laptops, external e-mail access		4 landlines / mobiles, 1 fax machine			
	Press Office	2 (incl. manager)				2 PCs/ laptops, external e-mail access		2 landlines / mobiles, 1 fax machine			
	FM	2 (incl. manager)				2 PCs/ laptops, external e-mail access		1 landline/ mobile, share fax machine with Personnel			
	Engineering	4				2 PCs/ laptops, external e-mail access		4 mobiles, 1 fax machine			

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1 month+ continued	Security	6				1 PC/ laptop, external e-mail access		2 mobiles		Radios	
	Corporate Services (ex. Personnel & FM)	8 (manager + admin. manager +1, IA manager +1, 3 cleaners)				5 PCs/ laptops, external e-mail access		4 landlines / mobiles, share fax machine with Personnel			
	Finance	3 (manager + 2)				3 PCs/ laptops, external e-mail access , + access to the financial accounting system and database		2 landlines / mobiles, 1 fax machine			
	Public Services (excl. Press Office and Visitor Services)	10 (manager, marketing manager + team member, education manager + 2 team members) retail manager + team member, shop manager, café manager)			11 (café & shop personnel , if not possible to conduct business operations)	8 PCs/ laptops, external e-mail access, access to stock control system for the shop and café		7 landlines / mobiles, share fax machine with Visitor Services			
	Development	3 (manager + 2)				3 PCs/laptops, external e-mail access		2 landlines/ mobiles, 1 fax machine			

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1 month continued	Totals	99-102 (31-34+7 from function + 61 from others)			7-10 from function	12 [+3] + 45		16 [+3] + 41			
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Note: the above assumes that the business continuity plan is available in electronic or paper form to those in office/workplace and at home – including such as contact details of internal and external conservators and specialists and for calling up such as lorries at short notice to move items, floor plans with an indication of the location of hazardous collection items and instructions on how such is to be handled and stored in alternative accommodation, the priority list of collection items to be re-located, and details of actions required for different materials.

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Boulton Collection at Storage Location

(Note: * = from main location)

Name of Person Completing Form Fred Smith, Deputy Boulton Collection Manager		Business Area Boulton Collection				Location of Business Function 44, Temple Road, London					
Contact Telephone Number(s) 0208x xxx xxxx		Business Function covered by Form Boulton Collection storage				Number of Business Function Staff at Location (& if relevant notation as to whether the location is open to the public) 17 including support personnel (not open to public)					
Timescales for Recovery	Personnel Roles in Business Function	Minimum Resources Required - Personnel				Minimum Resources Required - IT		Minimum Resources Required – Voice (if relevant, also Mobile, Fax & Pager)		Minimum Resources Required – Other (Please specify)	
		Number who must be in Office/ Workplace Full-time	Number who must be in Office/ Workplace but only Part-time	Number who must Work, but can do so from Home or be contactable	Number not Required to Work	Office/ Workplace	Home	Office/ Workplace	Home	Office/ Workplace	Home
½ day	Collection maintenance	1			3	1 PC/ laptop, access to 'collection inventory and management database, external e-mail access		1 landline/ mobile, 1 fax machine		Collection emergency equipment + Safe accommodation area (with required environmental conditions) + access to Conservation Support Limited - provision of temporary conservators and specialists	
	Workshop	2		2	3			1 landline/ mobile	2 landlines/ mobiles	See above	
	Engineering	1			1	1 PC/laptop, external e-mail access		1 mobile			

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½ day continued	Security	1 or 2			0 or 1	Share with FM person		1 mobile		Radios	
	Cleaners	0			2						
	Collection team *	1 (manager)				Share with collection maintenance		Share with collection maintenance or 1 mobile			
	Personnel *	1				1 PC/laptop, access to personnel system, external e-mail access		1 landline/mobile		If relevant access to specialist counselling service	
	FM *	1				1 PC/laptop, external e-mail access		1 landline/mobile			
	IT *			1 (manager)			1 PC/laptop, external e-mail access		1 landline/mobile		
	Totals	5 or 6 + 3 from other location		2 + 1 from other location	9 or 10	2 + 2	0 + 1	4 + 2	1 + 2		
1 day	Collection maintenance	1			3	1 PC/ laptop, access to 'collection inventory and management database, external e-mail access		1 landline/mobile, 1 fax machine		Collection emergency equipment + Safe accommodation area (with required environmental conditions) + access to Conservation Support Limited for provision of temporary conservators and specialists	

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1 day continued	Workshop	4			3			2 landlines/ mobiles, share fax collection maintenance		See above	
	Engineering	1			1	1 PC/laptop, external e- mail access		1 mobile, share fax collection maintenance			
	Security	1 or 2			0 or 1	Share with FM person		1 mobile		Radios	
	Cleaners	0			2						
	Collection team *	1 (manager)				Share with collection maintenance		Share with collection maintenance or 1 mobile			
	Personnel *	1				1 PC/laptop, access to personnel system, external e- mail access		1 landline/ mobile		If relevant access to specialist counselling service	
	FM *	1				1 PC/laptop, external e- mail access		1 landline/ mobile			
	IT *			1 (manager)			1 PC/laptop, external e- mail access		1 landline/ mobile		
	Totals	7 or 8 + 3 from other location		0 + 1 from other location	9 or 10	2 + 2	0 + 1	5 + 2	0 + 1		

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1 week	Collection maintenance	1			3	1 PC/ laptop, access to 'collection inventory and management database, external e-mail access		1 landline/ mobile, 1 fax machine		Possibly still collection emergency equipment. Safe accommodation area (with required environmental conditions) + access to Conservation Support Limited for provision of temporary conservators and specialists	
	Workshop	5			2			3 landlines/ mobiles, share fax coll'n mce.		See above	
	Engineering	2				1 PC/laptop, external e-mail access		1 mobile			
	Security	1 or 2			0 or 1	Share with FM person		1 mobile, 1 fax machine		Radios	
	Cleaners	0			2						
	Collection team *	1 (manager)				Share with collection m'ce		Share coll'n mce. or 1 mobile			
	Personnel *	1				1 PC/laptop, access to personnel system, external e-mail access		1 landline/ mobile		If relevant access to specialist counselling service	
	FM *	1				1 PC/laptop, external e-mail access		1 landline/ mobile			
	Press Office *	1 (manager)				1 PC/laptop, external e-mail access		1 landline/ mobile			

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1 week continued	Finance			1 (manager)			1 PC/laptop, external e-mail access		1 landline/mobile		
	IT *	1 (manager)				1 PC/laptop, external e-mail access		1 landline/mobile			
	Totals	9 or 10 + 5 from other location		0 + 1 from other location	7 or 8	2 + 4	0 + 1	6 + 4	0 + 1		
2 weeks	Collection maintenance	1			3	1 PC/ laptop, access to collection inventory and management database, external e-mail access		1 landline/mobile, 1 fax machine		Possibly still safe accommodation area (with required environmental conditions) + access to Conservation Support Limited for provision of temporary conservators and specialists	
	Workshop	5			2			3 landlines/mobiles, 1 fax machine		See above	
	Engineering	2				1 PC/laptop, external e-mail access		1 mobile, 1 fax machine			
	Security	1 or 2			0 or 1	Share with FM person		1 mobile		Radios	
	Cleaners	0			2						
	Collection team *	1 (manager)				Share with collection maintenance		Share with collection maintenance or 1 mobile \$			

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2 weeks continued	Personnel *	1				1 PC/laptop, access to personnel system, external e-mail access		1 landline/mobile \$		If relevant access to specialist counselling service	
	FM *	1				1 PC/laptop, external e-mail access		1 landline/mobile \$			
	Press Office *	1 (manager)				1 PC/laptop, external e-mail access		1 landline/mobile \$			
	Finance			1 (manager)			1 PC/laptop, external e-mail access		1 landline/mobile		
	IT *	1 (manager)				1 PC/laptop, external e-mail access		1 landline/mobile \$			
	Totals	9 or 10 + 5 from other location		0 + 1 from other location	7 or 8	2 + 4	0 + 1	6 + 4	0 + 1		

(\$ share fax machines with others shown.)

1 month +	Collection maintenance	4				3PCs/ laptops, access to collection inventory and management database, external e-mail access		3 landlines/ mobiles, 1 fax machine		Possibly still safe accommodation area (with required environmental conditions) + access to Conservation Support Limited for provision of temporary conservators and specialists	
	Workshop	7				4PCs/ laptops, external e-mail access		6 landlines/ mobiles, 1 fax machine		See above	

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1 month + continued	Engineering	2				1 PC/laptop, external e-mail access		2 landlines/ mobiles, 1 fax machine			
	Security	2				1 PC/laptop, external e-mail access		2 landlines/ mobiles		Radios	
	Cleaners	2									
	Collection team *	1 (manager)				Share with collection maintenance		Share with coll'n mce, or 1 mobile \$			
	Personnel *	1				1 PC/laptop, access to personnel system, external e-mail access		1 landline/ mobile \$		If relevant access to specialist counselling service	
	FM *	1				1 PC/laptop, external e-mail access		1 landline/ mobile \$			
	Press Office *	1 (manager)				1 PC/laptop, external e-mail access		1 landline/ mobile \$			
	Finance			1 (manager)			1 PC/laptop, external e-mail access		1 landline/ mobile		
	IT *	1 (manager)				1 PC/laptop, external e-mail access		1 landline/ mobile \$			
	Totals	17 + 5 from other location		0 + 1 from other location		9 + 4	0 + 1	13 + 4	0 + 1		

(\$ share fax machines with others shown.)

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Chief Executive Office

Name of Person Completing Form Mrs. T. Long, Chief Executive Team leader		Business Area Chief Executive Office				Location of Business Function 22 Star Street London					
Contact Telephone Number(s) 0208x xxx xxxx		Business Function covered by Form Chief Executive and his support team.				Number of Business Function Staff at Location (& if relevant notation as to whether the location is open to the public) 4 (open to public)					
Timescales for Recovery	Personnel Roles in Business Function	Minimum Resources Required - Personnel				Minimum Resources Required - IT		Minimum Resources Required – Voice (if relevant, also Mobile, Fax & Pager)		Minimum Resources Required – Other (Please specify)	
		Number who must be in Office/Workplace Full-time	Number who must be in Office/Workplace, but only Part-time	Number who must Work, but can do so from Home	Number not Required to Work	Office/Workplace	Home	Office/Workplace	Home	Office/Workplace	Home
½ day					4						
1 day		1			3	1 PC/laptop external e-mail access		1 landline/ mobile			
1 week		3			1	2 PCs/laptops external e-mail access		3 landlines/ mobiles, 1 fax machine			
2 weeks		4			0	4PCs/laptops external e-mail access		4 landlines/ mobiles, 1 fax machine			
1 month+		4			0	4PCs/laptops external e-mail access		4 landlines/ mobiles, 1 fax machine			

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Corporate Services - Personnel & Pay

(Note: * if disaster significantly affected museum.)

Name of Person Completing Form Mrs. V. Brown, Personnel Manager		Business Area Personnel & Pay				Location of Business Function 22 Star Street London					
Contact Telephone Number(s) 0208x xxx xxxx		Business Function covered by Form Personnel & Pay				Number of Business Function Staff at Location (& if relevant notation as to whether the location is open to the public) 3 (open to public)					
Timescales for Recovery	Personnel Roles in Business Function	Minimum Resources Required - Personnel				Minimum Resources Required - IT		Minimum Resources Required – Voice (if relevant, also Mobile, Fax & Pager)		Minimum Resources Required – Other (Please specify)	
		Number who must be in Office/ Workplace Full-time	Number who must be in Office/ Workplace, but only Part-time	Number who must Work, but can do so from Home	Number not Required to Work	Office/ Workplace	Home	Office/ Workplace	Home	Office/ Workplace	Home
½ day		* 1 (or 0)			* 2 (or 3)	* 1 PC/laptop, access to personnel systems, external e-mail access (or 0)		* 1 landline/mobile, possibly 1 fax machine (or 0)		* If relevant, access to specialist counselling service	
1 day		* 2 (or 0)		1	* 1 (or 2)	* 1 PC/laptop, access to personnel systems, external e-mail access (or 0)	1 PC/laptop, access to personnel systems, external e-mail access	* 1 landline/mobile, possibly 1 fax machine (or 0)	1 landline/mobile	* If relevant, access to specialist counselling service	

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1 week		* 3 (or 1 or 2)		1	* 0 (or 0 or 1)	*2 PCs/laptops, access to personnel systems, external e-mail access (or 1 PC/laptop, etc.)	1 PC/laptop, access to personnel systems, external e-mail access	*3 landlines/mobiles, 1 fax machine	1 landline/mobile	* If relevant, access to specialist counselling service	
2 weeks		* 3 (or 2)		1	* 0 (or 0)	*3 PCs/laptops, access to personnel systems, external e-mail access (or 2 PCs/laptops, etc.)	1 PC/laptop, access to personnel systems, external e-mail access	* 3 landlines/mobiles, 1 fax machine	1 landline/mobile	* If relevant, access to specialist counselling service	
1 month+		* 3 (or 3)			* 0 (or 0)	*3 PCs/laptops, access to personnel systems, external e-mail access (or 3 PCs/laptops etc.)		* 3 landlines/mobiles, 1 fax machine (or 3 etc.)		* If relevant, access to specialist counselling service	

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Corporate Services - IT and Communications

(Note: * if disaster significantly affected museum.)

Name of Person Completing Form Mr. M. Millbrook, IT Manager		Business Area IT & Communications				Location of Business Function 22 Star Street London					
Contact Telephone Number(s) 0208x xxx xxxx		Business Function covered by Form IT & Communications				Number of Business Function Staff at Location (& if relevant notation as to whether the location is open to the public) 9 (including 5 contractors – outsourced team (open to public))					
Timescales for Recovery	Personnel Roles in Business Function	Minimum Resources Required - Personnel				Minimum Resources Required - IT		Minimum Resources Required – Voice (if relevant, also Mobile, Fax & Pager)		Minimum Resources Required – Other (Please specify)	
		Number who must be in Office/ Workplace Full-time	Number who must be in Office/ Workplace, but only Part-time	Number who must Work, but can do so from Home	Number not Required to Work	Office/ Workplace	Home	Office/ Workplace	Home	Office/ Workplace	Home
½ day		*\$ 1 (or 1)		*\$ possibly the 1 at home etc.	* 8 (or 8)	*\$ 1 PC/ laptop, external e-mail access (or 1 PC/ laptop, etc.)	* \$possibly the 1 at home - 1 PC/laptop, external e-mail access	*\$ 1 landline/ mobile, possibly 1 fax machine (or 0)	* \$ possibly the 1 at home - 1 landline/ mobile		
1 day		* 1 (or 2)			* 8 (or 7)	* 1 PC/ laptop, external e-mail access (or 2 PCs/ laptops, etc.)		* 1 landline/ mobile, possibly 1 fax machine (or 2 'phones, possibly + 1 fax machine			
1 week		* 4 (or 4)			* 5 (or 5)	*4PCs/ laptops, external e-mail access (or 4 PCs/ laptops, etc.)		*4landlines/ mobiles, 1 fax machine (or same)			

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2 weeks		* 7 (or 9)			* 2 (or 0)	*6 PCs/laptops, external e-mail access (or 9 PCs/laptops, etc.)		* 5 landlines/ mobiles, 1 fax machine (or 9 +1)			
1 month+		* 9 (or 9)			* 0 (or 0)	*9 PCs/laptops, external e-mail access (or 9 PCs/laptops etc.)		* 9 landlines/ mobiles, 1 fax machine (or same)			

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Corporate Services - FM (including engineering and security)

(Note: * if disaster significantly affected museum.)

Name of Person Completing Form Mr. U. Two, FM Manager		Business Area FM (including security & engineering)				Location of Business Function 22 Star Street London					
Contact Telephone Number(s) 0208x xxx xxxx		Business Function covered by Form FM (including security & engineering)				Number of Business Function Staff at Location (& if relevant notation as to whether the location is open to the public) 12 (open to public) (also 4 at storage location)					
Timescales for Recovery	Personnel Roles in Business Function	Minimum Resources Required - Personnel				Minimum Resources Required - IT		Minimum Resources Required – Voice (if relevant, also Mobile, Fax & Pager)		Minimum Resources Required – Other (Please specify)	
		Number who must be in Office/ Workplace Full-time	Number who must be in Office/ Workplace but only Part-time	Number who must Work, but can do so from Home	Number not Required to Work	Office/ Workplace	Home	Office/ Workplace	Home	Office/ Workplace	Home
½ day		* 4 (FM Manager, 1 engineer, 2 security persons) (or 2 – security persons)			* 8 (or 10)	* 1 PC/ laptop, external e-mail access (or 0)		* 2 landlines/ mobiles, possibly 1 fax machine (or 1 landline/mobile)			
1 day		* 5 (FM Manager, 1 engineer, 3 security persons) (or 3 – FM Manager & 2 security persons)		* 1 (deputy FM Manager) (or 1 – engineer)	* 6 (or 8)	* 2 PCs/laptops, external e-mail access (or 1 PC/laptop, etc.)	* 1 PC/laptop, external e-mail access (or 1 PC/laptop, etc.)	* 3 landlines/ mobiles, (or 2 'phones)	* 1 landline /mobile (or 1)		

DCMS Business Continuity Planning for Sponsored Bodies – Workshop 2 – Example Exercise Answers

1 week		* 11 (FM Manager + deputy, 3 engineers, 6 security persons) (or 5 – FM Manager + deputy, 2 engineers & 3 security persons)		* 0 (or 2 – deputy FM Manager + 1 engineer)	* 1 (or 5)	*4 PCs/laptops, external e-mail access (or 3 PCs/laptops, etc.)	2 PCs/laptops, external e-mail access	* 4 landlines/mobiles, 1 fax machine (or 3 + 1)	2 landlines/mobiles		
2 weeks		* all 12 (or 7 – FM Manager +deputy, 2 engineers, 3 security persons)		* 0 (or 2 – engineers)	* 0 (or 3)	*5 PCs/laptops, access to personnel systems, external e-mail access (or 9 PCs/laptops, etc.)	2 PCs/laptops, external e-mail access	* 5 landlines/mobiles, 1 fax machine (or 4 +1)	2 landlines/mobiles		
1 month+		* 12 (or 12)			* 0 (or 0)	* 6 PCs/laptops, access to personnel systems, external e-mail access (or 9 PCs/laptops etc.)		* 6 landlines/mobiles, 1 fax machine (or same)			

DCMS Business Continuity Planning for Sponsored Bodies – Workshop 2 – Example Exercise Answers

Finance

(Note: * if disaster significantly affected museum.)

Name of Person Completing Form Ms. A. Matthews, Finance Manager		Business Area Finance				Location of Business Function 22 Star Street London					
Contact Telephone Number(s) 0208x xxx xxxx		Business Function covered by Form Finance				Number of Business Function Staff at Location (& if relevant notation as to whether the location is open to the public) 3 (open to public)					
Timescales for Recovery	Personnel Roles in Business Function	Minimum Resources Required - Personnel				Minimum Resources Required - IT		Minimum Resources Required – Voice (if relevant, also Mobile, Fax & Pager)		Minimum Resources Required – Other (Please specify)	
		Number who must be in Office/ Workplace Full-time	Number who must be in Office/ Workplace but only Part-time	Number who must Work, but can do so from Home	Number not Required to Work	Office/ Workplace	Home	Office/ Workplace	Home	Office/ Workplace	Home
½ day					3						
1 day				* 1 (or 0)	* 2 (or 3)		* 1 PC/ laptop, access to financial accounting system and database, external e-mail access (or 0)		* 1 landline/ mobile (or 0)		
1 week		* 1 (or 1)		* 0 (or 1)	* 2 (or 1)	* 1 PC/ laptop, access to financial accounting system and database, external e-mail access (or 1)	* 0 (or 1 PC/laptop, access to financial accounting system and database, external e-mail access)	* 1 landline/ mobile + fax machine (or same)	* 0 (or 1 landline/ mobile)		

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2 weeks		* 1 (or 1)		* 1 (or 1)	* 1 (or 1)	* 1 PC/ laptop, access to financial accounting system and database, external e- mail access (or 1)	* 1 PC/ laptop, access to financial accounting system and database, external e- mail access (or same)	* 1 landline/ mobile + fax machine (or same)	* 1 landline/ mobile (or same)		
1 month+		* 3 (or 3)			* 0 (or 0)	* 3 PCs/ laptops, access to financial accounting system and database, external e- mail access (or same)		* 3 landlines/ mobiles, 1 fax machine (or same)			

DCMS Business Continuity Planning for Sponsored Bodies – Workshop 2 – Example Exercise Answers

Development (fund raising)

Name of Person Completing Form Mr. A. Tatlow, Development Manager		Business Area Development (fund raising)				Location of Business Function 22 Star Street London					
Contact Telephone Number(s) 0208x xxx xxxx		Business Function covered by Form Development (fund raising)				Number of Business Function Staff at Location (& if relevant notation as to whether the location is open to the public) 3 (open to public)					
Timescales for Recovery	Personnel Roles in Business Function	Minimum Resources Required - Personnel				Minimum Resources Required - IT		Minimum Resources Required – Voice (if relevant, also Mobile, Fax & Pager)		Minimum Resources Required – Other (Please specify)	
		Number who must be in Office/ Workplace Full-time	Number who must be in Office/ Workplace but only Part-time	Number who must Work, but can do so from Home	Number not Required to Work	Office/ Workplace	Home	Office/ Workplace	Home	Office/ Workplace	Home
½ day					3						
1 day					3						
1 week				1	2		1 PC/laptop external e-mail access		1 landline/mobile		
2 weeks		1		2	0	1 PC/ laptop external e-mail access	2 PCs/ laptops external e-mail access	1 landline/mobile	2 landlines/mobiles		
1 month+		3			0	3PCs/laptops external e-mail access		3 landlines/mobiles, 1 fax machine			

DCMS Business Continuity Planning for Sponsored Bodies – Workshop 2 – Example Exercise Answers

Public Services (including Manager + Education, Marketing, Press services, Visitor services (including ticket office & information desk), Retail services (shop and café))

(Note: * if disaster significantly affected museum.)

Name of Person Completing Form Mr. R. Moss, Public Services manager		Business Area Public Services (including retail – café & shop, Press Office, Visitor services, Education, Marketing).				Location of Business Function 22 Star Street London					
Contact Telephone Number(s) 0208x xxx xxxx		Business Function covered by Form Public Services (including retail – café & shop, Press Office, Visitor services, Education, Marketing).				Number of Business Function Staff at Location (& if relevant notation as to whether the location is open to the public) 30 (open to public)					
Timescales for Recovery	Personnel Roles in Business Function	Minimum Resources Required - Personnel				Minimum Resources Required - IT		Minimum Resources Required – Voice (if relevant, also Mobile, Fax & Pager)		Minimum Resources Required – Other (Please specify)	
		Number who must be in Office/ Workplace Full-time	Number who must be in Office/ Workplace but only Part-time	Number who must Work, but can do so from Home	Number not Required to Work	Office/ Workplace	Home	Office/ Workplace	Home	Office/ Workplace	Home
½ day		* 1 – visitor services (or 0)		* 1 - Press Office Manager (or 0)	* 28 (or 30)	* 1 PC/ laptop, external e-mail access (or 0)	* 1 PC/ laptop, external e-mail access (or 0)	* 1 landline/ mobile (or 0)	* 1 landline/ mobile (or 0)		
1 day		* 2 – visitor services & Press Office Manager (or 0)		* 1 – visitor services (or 0)	* 27 (or 30)	* 2 PCs/ laptops, external e-mail access (or 0)	* 1 PC/ laptop, external e-mail access (or 0)	* 2 landlines/ mobiles (or 0)	* 1 landline/ mobile (or 0)		

DCMS Business Continuity Planning for Sponsored Bodies – Workshop 2 – Example Exercise Answers

1 week		* 8 - Public Services Manager, 2 visitor services persons, Press Office Manager + 1 of team, Retail Manager, Shop & Café Managers (or 6 - Public Services Manager, 2 visitor services persons, Retail Manager, Shop & Café Managers)		* 3 - Education Manager, Marketing Manager & 1 visitor services person (or 4 - Press Office Manager + 1 of team, Education Manager, Marketing Manager)	* 19 (or 20)	* 5 PCs/laptops, access to stock control system for shop and café, external e-mail access (or 4 PCs/laptops, etc.)	* 3 PCs/laptops, external e-mail access, access to marketing support database (or 4)	* 5 landlines / mobiles, 1 fax machine (or 4)	* 3 landlines/ mobiles (or 4)		
2 weeks		* 9 - Public Services Manager, 2 visitor services persons, Press Office Manager + 1 of team, Marketing Manager, Retail Manager, Shop Manager, & Café Manager (or 8 - Public Services Manager, 2 visitor services persons, Press Office Manager, Marketing Manager, Retail Manager, Shop Manager, & Café Manager)		* 4 - Education Manager + 1 of team, 1 from Marketing team,, & 1 visitor services (or 2 - 1 of Press Office team, & Education Manager)	* 17 (or 20)	* 6 PCs/laptops, access to stock control system for shop and café & marketing support database, external e-mail access (or 5 PCs/laptops, etc.)	* 4 PCs/laptops, access to marketing support database, external e-mail access (or 2)	* 6 landlines/ mobiles, 1 fax machine (or 5 +1)	* 4 landlines/ mobiles (or 2)		

DCMS Business Continuity Planning for Sponsored Bodies – Workshop 2 – Example Exercise Answers

1 month+		* 17 (all except 2 ticket/information personnel, 3 shop & 8 café personnel – unless possible to conduct business operations) (or 17 - 30)			* 13 (or 0 - 13)	* 14-16 PCs/laptops, access to stock control system for shop and café & marketing support database, external e-mail access (or same)		* 15 - 17 landlines/mobiles, 2 fax machines (or same)			

DCMS Business Continuity Planning for Sponsored Bodies – Workshop 2 – Example Exercise Answers

Other Corporate Services (Manager + administration (including cleaning) and internal audit)

(Note: * if disaster significantly affected museum.)

Name of Person Completing Form Mr. C. Wilson, Corporate Services manager		Business Area Other Corporate Services				Location of Business Function 22 Star Street London					
Contact Telephone Number(s) 0208x xxx xxxx		Business Function covered by Form Other Corporate Services				Number of Business Function Staff at Location (& if relevant notation as to whether the location is open to the public) 8 +2 at storage location (admin & cleaners, plus internal audit)					
Timescales for Recovery	Personnel Roles in Business Function	Minimum Resources Required - Personnel				Minimum Resources Required - IT		Minimum Resources Required – Voice (if relevant, also Mobile, Fax & Pager)		Minimum Resources Required – Other (Please specify)	
		Number who must be in Office/ Workplace Full-time	Number who must be in Office/ Workplace, but only Part-time	Number who must Work, but can do so from Home	Number not Required to Work	Office/ Workplace	Home	Office/ Workplace	Home	Office/ Workplace	Home
½ day					8						
1 day		* 0 (or 2 - cleaners)		* 1 - Corporate Services Manager (or 0)	* 7 (or 6)		* 1 PC/ laptop external e-mail access (or 0)		* 1 landline/ mobile (or 0)		
1 week		* 3 - Corporate Services Manager + 2 cleaners (or same)		* 1 – Internal Audit Manager (or same)	4 (or 4)	* 1 PC/ laptop external e-mail access (or same)	* 1 PC/ laptop external e-mail access (or same)	* 1 landline/ mobile (or same)	* 1 landline/ mobile (or same)		
2 weeks		* 5 - Corporate Services Manager, Administration Manager & 3 cleaners (or same)		* 1 – Internal Audit Manager (or same)	2 (or 2)	* 2 PCs/laptops, external e-mail access (or same)	* 1 PC/ laptop external e-mail access (or same)	* 2 landlines/ mobiles + fax machine (or same)	* 1 landline/ mobile (or same)		

DCMS Business Continuity Planning for Sponsored Bodies – Workshop 2 – Example Exercise Answers

1 month+		* 8 (all in) (or same)			0 (or 0)	* 5 PCs/ laptops, external e-mail access (or same)		* 5 landlines/ mobiles + fax machine (or same)			