



Tumut Shire  
COUNCIL

**Tumut Shire Council  
IT Disaster Recovery  
and  
Continuity Plan**

Reciprocal arrangement between

Tumut Shire Council  
and  
Snowy Works and Services

**POLICY PREPARED BY: Tony Edwards**

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**MANAGER AUTHORISATION TO IMPLEMENT POLICY:**

**Manager of Corporate Services**

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(Review must occur within 4 years if no other date is specified.)

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## Overview

This reciprocal agreement has been established due to the similar systems adopted by the two organisations and their close working and business relationship.

Tumut Shire Council and Snowy Works and Services operate the same systems and both sites are maintained by the same IT Support Unit.

It is identified that a disaster occurring at one location is highly unlikely to affect the other except in the case of a natural disaster.

### 1a. General principles

**Tumut Shire Council** has agreed with **Snowy Works and Services** to have a reciprocal arrangement for disaster recovery. No Agreement fees will be paid in respect of this agreement.

In essence, the plan allows for the following:

- Provision of office facilities for up to **11** staff for a **28 days** period.
- Provision of access to Office applications and PC facilities for **9** staff.
- Periodic testing and checking of the plan.
- Access to facilities in each location.

It is understood that:

- Neither firm should make a profit or a loss from this arrangement.
- Both parties will agree to confidentiality of data, clients, and business practices.
- Neither party will seek compensation from the other should any problems or difficulties arise from the service provided.
- This plan will be shown to Tumut Shire Council's supplier and, although their approval of such will not be sought, their comments, the subject of the agreement of **Tumut Shire Council** and Snowy Works and Services, will be incorporated into the plan. Refer to Appendix F for Trilogy CSA agreement to the Plan.
- Each organisation will ensure that all items to be used in these plans will be maintained and kept in good working order.
- This agreement can only be amended or terminated with at least 90 days written notice unless otherwise mutually agreed.
- There will be no limit on the number of times the service can be used by either party, providing that adequate cause is shown.
- The agreement will run for unlimited if both parties agree.
- The insurers of each company will be made aware of these plans.
- The client will endeavor to have its own office facilities available at the earliest opportunity.
- The host may need to provide facilities over weekends and holidays.
- The client will advise all relevant parties of these temporary arrangements (i.e., business clients, etc.) including the new address, phone number(s) and fax number(s) and will also advise reversion when the service terminates.
- Any data tapes, letter-headed stationery, or other items at the reciprocal parties office will be stored in a secure, lockable place.
- The plan will be capable of being implemented within 1 hour of a requirement arising within normal office hours. All effort will be made to ensure rapid assistance out of normal office hours.

## **1b. Definition of a disaster**

As a result of fire, water, or other hazard (physical or otherwise) there is damage or shutdown that results in the company being unable to have either access to its computer services or premises for the immediate future.

## **1c. Period of service**

As a service from the initial date of the disaster will be provided by the host free of charge.

At this stage agreed charges will be levied as:

- Cost of materials and other facilities used by the client.

The agreement will be renewable each year if both parties agree, at a date no later than expiry of the current contract.

## **Prerequisites**

In order for disaster recovery to be effective it is agreed that:

- An adequate backup of data should be lodged off-site. This will include all system state data and electronic data normally stored on Tumut Shire Council's server network. Including Practical, GIS Electronic records, Infovision, Road Design etc. as well as SnowyWS Server data.
- Sufficient free space will be set aside on computer systems to handle any loaded data.
- Insurers for both companies will be made fully aware of these arrangements.
- A supply of up-to-date stationery will be stored at each other's site for printing.
- A list of main staff contacts will be distributed, including home numbers and addresses.
- The host will only provide services if its own office is not subject to disruption at the same time as the client's. This is intended purely to cover both parties in the instance where one or more events disrupt both offices simultaneously.

## **Alignment**

### **3a. Office System Applications**

It is vital that the both networks are kept aligned in order that each system is transferable. It is recognised that total alignment is not always possible, so the plan specifies maximum misalignment timescales. Both parties agree to adhere to these timescales and to inform the other of any planned upgrades.

Bearing in mind that networks have many options available within it and that the programs will be used from a common source, there may be some discrepancies on options used by the participants. It is not therefore guaranteed that a fully equivalent system can be provided at the host site.

Provisions will be made but not limited for:

- Accounts processing
- Quote processing
- Risk Processing
- Reporting
- Office Administration Document processing
- Document Archiving if disk space permits

All system administration will be performed by IT Support. However, it should be recognised that administration duties by the client may be limited by the overriding need to resurrect a fully working site of its own.

It is the responsibility of the IT Support to ensure that the correct data backup is restored to the host's Windows Network. It is the responsibility of IT Support to perform the restore.

Notwithstanding the above, it is agreed that: Releases of the all practicable software will be aligned so that no more than seven days elapse between installation of like releases at each site.

If misalignment of software does occur, it is agreed that the oldest release will be upgraded to the newer release, whether this relates to the client or the host.

### **3b. Specific data and applications**

The supply of PC's on the internal LAN will be required with basic office administration software. These PCs will require printing facilities. These measures will be require in the interim until a temporary LAN, servers and the system can be restored to a useable system.

However, it is agreed that each site will use the following products (for initial and temporary use)

- Microsoft Word
- Microsoft Excel
- Microsoft Access
- Microsoft Outlook

### **3c. Backup facilities**

It is agreed that the following will be kept in alignment:

- Veritas Executive Backup Software
- DDS4 Backup Tape Units

## Provisions

The plan provides for provision of a service by the host to the client within two hours of notification that such is required by the client. Obviously not all facilities may be in place within this timeframe.

The service will only be provided if the office of the client is not capable of being used to provide an equivalent service. In reality this means that the client's office is considered closed by flood, fire, or substantial damage of some nature, whether to the office itself or to the nearby buildings, thus denying access to the office. In addition, the service will be provided if the client's office or surrounding area is closed by the authorities.

### 4a. Office space (Immediate to 28 days)

Access to the office space will be arranged by the hosting organisation. The names of the staff requiring access will be agreed upon beforehand, and security staff will be informed of such by the host.

If any passes or keys or access codes to disable security alarms are required these will be arranged by the host.

Unless otherwise agreed, the host will ensure access to the service facilities within normal office hours 8.30am to 5.00pm on normal working days. Access at weekends, holidays and other days can be agreed on an "as-needed" basis.

It is important to note that the service provision allows office space for **11** staff. However, various other staff will need general access to the following areas in order to carry out normal business. The client will endeavor to ensure that access is limited to necessary visits and the host will endeavor to provide access.

#### 4a-a. Work space

Workspace will be made available for up to 11 people. This is deemed to be 11 concurrent attendees. It should be assumed that 11 attendees will be in the office at any one time, so 11 desks and associated facilities will be made available. If more space is available, then this may be offered. Office space assigned will be set aside solely for this use during the required period.

Therefore the following will be made available:

- Minimum of 11 dedicated desks
- Minimum of 9 workstations
- Minimum of 9 dedicated chairs

These will be located, if at all possible, in the Boardrooms of both **Riverina Highlands Building** and **Snowy Works and Services** although it is accepted that this may not always be possible.

#### 4a-b. Meeting space

No room or space for meetings will be made available other than at the desks provided. However, if a room can be made available, it will be.

#### 4a-c. Storage space

Cabinets will be made available for storage of folders, papers, equipment, or whatever is required. The keys to this will be passed to the client at the outset and returned on conclusion of these services.

As part of the plan, stationery and possibly other items will be stored at the partner's office. It is agreed that any such items will be stored in a secure location.

#### 4a-d. Safe

Facilities for storing cash, checkbooks, or other valuable items will be made available to the client as available.



## **4b. Office equipment**

It is essential that the host provide facilities to enable the client to perform its normal business as much as is possible. Therefore it is agreed to provide:

3 dedicated telephones and one fax machines.

### **4b-a. Telephone**

If possible, the phones assigned should have a the client organisations general phone number redirected to the hosts facilities utilising some of the hosts lines. The client will reimburse the host for phone call costs until this can be achieved.

### **4b-b. Fax**

Fax facilities will be shared.

### **4b-c. E-mail**

Email facilities will be temporarily redirected to a dial-up or broadband connection until temporary email system can be installed

### **4b-d. Mail, courier, and messenger services**

The necessary services will be provided notified of the change of business location.

### **4b-e. Stationery, photocopying, and other facilities**

The host will provide (at cost) sufficient paper, pens, copying facilities, etc. to the client to enable it to carry out its business. Any unused items should be returned once the service terminates. Refreshment and restroom facilities will be indicated to the client, as will fire drill requirements.

## **4c. Computer equipment**

All computer equipment will be maintained by the IT Support. It is the responsibility of the host to ensure that computer equipment is made immediately available to the client.

### **4c-a. PC**

9 PCs capable of running the applications defined herein will be provided. These will be set up by IT Support. The specification of the PC is immaterial providing it is considered usable by the client. Access to the host's LAN will be provided, and the client will be assigned logons and passwords by IT Support. All data stored by the client on the PC or LAN will be located in a folder specifically assigned for the client by IT Support. This simplifies reversion once the client returns to its own site.

### **4c-b. Printer**

At least one printer will be made available on a shared basis. This will be at least one multi-function/laser printer.

There will be no provision for production of client's stationery. Therefore it is imperative that the client has sufficient preprinted stationery available, such as statements. It is likely that all printers on the LAN will be available for use, but the client should restrict its use to the allocated printer. One local printer will be made available for confidential printing.

#### **4c-c. Backups (initial data load)**

IT Support will provide the data backups to be loaded. It is the responsibility of IT Support to ensure that adequate backups are made in case of a disaster. DDS 4 backup tape will be supplied and Veritas Executive Backup Software will be required to restore the backups to hard drives.

If required, slips, cover notes, and other Word produced documents may then be restored to the host's LAN in an area set aside to receive such. It is agreed which documents will be restored; rather, just those that are required within the period of the service. Therefore such documents should be downloaded on an as-required basis until temporary servers have been added to the LAN.

#### **4c-d. Backups (within service provision)**

It is the responsibility of IT Support to ensure that daily backups (separate or combined with the host's) of the client's Windows-based data occur.

No specific backup of PC-related items will occur, although this should occur under the normal daily LAN backup. If required, the client should back up such items to diskette and provide the diskettes themselves.

When the client is able to return to its own office, IT Support will provide the client with:

- A backup of any data stored on the LAN
- A backup of any data stored on PCs.

It is agreed that the following backup facilities will be used:

- Veritas Executive Backup Software
- DDS4 Backup Tape Units

#### **4c-e. Specify platform from which data should be backed up**

It is the responsibility of IT Support to set up and assign logons for the client's staff requiring access to the Windows Domain.

It is the responsibility of IT Support to ensure that the correct data has been loaded and that such is usable. The IT Support agrees to ensure that the system is made usable.

Should any software-related costs be incurred, they will be borne by the client.

#### **4c-f. Periodic processing**

The client can decide if end-days should not be run against its data, if required. The precise time when end-day is run is at the discretion of IT Support.

No month-ends will be run on the client's data unless specifically agreed at the time. This includes year-ends. This is in order to avoid long processing and print runs, as well as potential system downtime in the event of month-end failure.

#### **4c-g. Broking system GUI applications**

The host may only be able to make available to the client those processing facilities which the host has available themselves.

### **4d. Specialist requirements**

#### **4d-a. Non-standard items**

There will be no provision within the plan to provide access to specialist items/software such as, but not restricted to, the following:

- For CLIENT 1: TBA
- For CLIENT 2: TBA

It is the responsibility of each company to ensure cover for any items not forming part of the plan.

**4d-b. Slips, cover notes, and other documents**

It is the responsibility of each company to ensure that slips, cover notes, and other important documents are adequately stored and retrievable in the event of a disaster. This may involve data backups or paper copies. If data backups are available, the host will offer LAN space for restoring documents as and when such are required. It is important to note that not all documents will be restored until temporary server have been place on the LAN

New slips, cover notes, and other documents can be produced as part of the service provision.

Restored documents can, of course, be amended as required.

**4e. Restrictions**

If it is considered that the client is hindering the host's own processing or office procedures in any way, the client must change or stop such actions immediately, if requested to do so.

## **Termination Procedure**

### **5a. Of hosting service**

Once the client has restored normal or adequate office facilities, it will be the responsibility of IT Support to revoke all or any of the system and office changes implemented. IT Support will warrant that the client's data will be removed from both LAN/PCs not more than one week after the client residence ends, unless otherwise advised by the client.

IT Support will remove all files and other items from the host's site within 24 hours of its use of the office facilities terminating.

The host will advise the client of any expenses incurred within one month of the service being terminated. All costs incurred should be identified and each party should be advised of these costs as they occur to ensure that no unexpected costs arise after the event.

### **5b. Of the agreement**

This agreement can only be cancelled by one of the following:

- 30 days written notice being given by one company to the other.
- At annual renewal, in which case one month's notice should still be provided.
- If agreed between the two companies at any stage.

## Responsibilities

Responsibilities for the entirety of this plan rest with the following:

Client 2: \_\_\_\_\_

Client 1: \_\_\_\_\_

The Directors concerned are as follows:

Client 2: \_\_\_\_\_

Client 1: \_\_\_\_\_

## Testing the Plan

The plan will be tested, at most, once a year and at least once every 2 years. Dates will be agreed to no less than two weeks before the test date.

Testing will be restricted to the following:

- Loading of data to each other's system
- Ensuring that access to the system is possible for the client via LAN and Windows platform logons
- Loading of some sample documents
- Testing that these documents are accessible

It is not anticipated that testing of the following will occur, although the facilities will be checked for availability on an ad hoc basis, at most, once a year and at least once every 2 years:

- Telephones
- Fax
- Office space (including desks, chairs, etc)
- PC- or LAN-related items
- Printing



## **APPENDIX A**

### **Agreement to Disaster Recovery Plan**





AGREEMENT TO  
**DISASTER RECOVERY PLAN**

Between

**Tumut Shire Council**

And

**Snowy Works and Services**

For **Tumut Shire Council**

Name: \_\_\_\_\_

Signed: \_\_\_\_\_

Title: \_\_\_\_\_

Dated: \_\_\_\_\_

For **Snowy Works and Services**

Name: \_\_\_\_\_

Signed: \_\_\_\_\_

Title: \_\_\_\_\_

Dated: \_\_\_\_\_



## **APPENDIX B**

### **Service Contacts**



**Disaster Recovery Plan**

**SERVICE CONTACTS**

**Tumut Shire Council**  
**Phone: 02 6941 2555**

Name	Title	Phone Number(s)	Address
Tony Edwards	IT Support Officer	02 6941 2508	76 Capper Street
Allan Tonkin	Manager of Financial Services	02 6941 2512	
Christopher Adams	General Manager	02 6941 2567	

**Snowy Works and Services**  
**Phone: 02 6941400**

Name	Title	Phone Number(s)	Address
Tony Edwards	IT Support Officers	02 6941 2508	76 Capper Street
??	Technical Administrator		
Ben Lawson	CEO	02 6941 2402	



## **APPENDIX C**

**Staff to be resident**





**Disaster Recovery Plan**

**STAFF TO BE RESIDENT**

**Tumut Shire Council**

**Phone: 02 6941 2555**

Name	Title	Phone Number(s)	Address

**Snowy Works and Services**

**Phone: 02 6941 2400**

Name	Title	Phone Number(s)	Address

Note: The names provided above are subject to change.



## **APPENDIX D**

**Staff needing to visit other site**



**Disaster Recovery Plan**

**STAFF NEEDING TO VISIT OTHER SITE**

**Tumut Shire Council**

**Phone: 02 6941 2555**

Name	Title	Phone Number(s)	Address

**Snowy Works and Services**

**Phone: 02 6941 2400**

Name	Title	Phone Number(s)	Address



## **APPENDIX E**

### **Allocation of resources**





## Disaster Recovery Plan

### Allocation of resources at Tumut Shire Council

Item	Description	Comments
Desks		
Phones		
Fax		
PCs		
Printers		
LAN Logon		
Other platform Logons		



## **APPENDIX F**

### **Software Acceptance**



## **APPENDIX G**

### **Items Stored 'Off-Site'**





