

# BUSINESS CONTINUITY AND DISASTER RECOVERY PLAN

GENERAL INFORMATION	
Business name	EASY WI-FI LIMITED
Business address	20-22 Wenlock Rd, London, N1 7GU, England
Date	01 October 2020
Prepared by	Paul Devins

## SCOPE AND OBJECTIVES

The purpose of this Business Continuity Plan is to have an executable plan for EASY WI-FI LIMITED in case of an emergency.

This Business Continuity Plan will be triggered in the event of:

- A technology issue including but not limited to a data breach or cybersecurity attack or system failure

## BUSINESS FUNCTION PRIORITIES IN EVENT OF A TECHNOLOGY ISSUE

A technology issue would impact business functions in the following ways:

### Service delivery

**Impact on function:** Users unable to sign up for; or access WiFi internet services.

- **Recovery procedure:** Technician to bypass affected services remotely. Technician and developer to determine cause or attack source and neutralize. Rebuild or recovery of failed service and staged test and migration back to live service for customers.
- **Resource requirements:** Lead developer, Technician, Laptop, Internet connection (4G acceptable). Commercial lead to provide updates and recovery plans to customer contacts.

### Supply chain

**Impact on function:** N/A

- **Recovery procedure:**
- **Resource requirements:**

### Staff

**Impact on function:** N/A

- **Recovery procedure:**
- **Resource requirements:**

## RECOVERY PLAN

### 1) Response personnel

The recovery team is responsible for maintaining business continuity and acting upon this Business Continuity Plan to ensure minimal business disruption.

#### Team leader

Paul Devins

- Email address: paul@easy-wifi.co.uk
- Role: Managing Director
- Responsibilities: System designer

#### Team members

The following are the current team members on the recovery team:

Kim Devins

- Email address: kim@easy-wifi.co.uk
- Role: Commercial Director
- Responsibilities: Customer Liaison

Thomas Devins

- Email address: thomas@easy-wifi.co.uk
- Role: Technician
- Responsibilities: Maintenance of systems

### 2) Relocation strategy

#### A. Teams to be relocated

- ALL - Working remotely, the business has been designed for full remote working as standard to ensure location-based events never interrupt business operations.

#### B. Details of alternate business site

- Home working

### 3) Communications

#### A. Internal communications

The staff member in charge of internal communications on the current state of recovery is:

Name	Email address	Role
Paul Devins	paul@easy-wifi.co.uk	Managing Director

## B. External communications

The staff member in charge of customer communications on the current state of recovery is:

Name	Email address	Role
Kim Devins	kim@easy-wifi.co.uk	Commercial Director

## C. Suppliers

Paul Devins is responsible for contacting suppliers to keep them up to date on the business' status. Paul Devins is the Managing Director at EASY WI-FI LIMITED. To reach Paul Devins, you can email them at paul@easy-wifi.co.uk.

Please see below for a list of the business' suppliers and their contact information:

**Supplier:** AWS

- **Contact at supplier:** Support Team
- **Email address:** NA (Access to ticketing through dashboard access)

## REVIEW AND TESTING

This Business Continuity Plan will be reviewed every 12 Months. This Business Continuity Plan will be tested every 12 Months.