



Esri UK and Esri Ireland Business Continuity Plan - Executive Summary

Introduction

This document serves as an overview of the approach Esri UK and Esri Ireland take to business continuity. The full Business Continuity Plan (BCP) is considered company confidential, whereas this is a releasable summary for consumption outside of Esri UK and Esri Ireland.

Purpose of the BCP

The full BCP collates relevant information to help minimize the disruption to Esri UK and Esri Ireland customers in the event of a major incident. The plan provides guidelines on how to respond to a major event and, to the greatest extent possible based on the disruption, maintain a high-quality service to our customers and to meet any relevant statutory and/or regulatory requirements.

Scope of the BCP

The scope of the BCP includes Esri UK and Esri Ireland and all office locations: Aylesbury, Edinburgh, Cambridge, Dublin and Holywood (Belfast).

Ownership of the BCP and Continuous Improvement

The BCP is owned by the Chief Information Officer (CIO) and reviewed annually by the Operations Management Team (OMT). The BCP is formally tested once a year and any lessons learnt are used as a basis of continuous improvement. The BCP is underpinned by appropriate controls, processes and procedures which are audited through our ISO27001 and Cyber Essentials Plus certification process.

Recovery Strategies

Loss of Office Accommodation

In the event of an office being unavailable, all staff can work from home and access critical IT systems.

Loss of IT Systems

Esri UK has invested heavily in migrating all business systems from on-premise to the Cloud to enable the business to benefit from the inherent scalability, redundancy, security and flexibility of SaaS applications that are backed up with appropriate Service Level Agreements (SLAs).

BCP Full Plan Elements

The full BCP is broken down into the following sections:

- Background to the BCP
 - What is the Crisis Management Team (CMT) ?
 - When does the CMT need to be initiated ?
 - How do I prepare for the BCP ?
- Running the BCP
 - CMT – Dealing with a serious incident
 - Business Recovery Teams
 - IT Systems
 - Crisis Communication Plan
- Additional Information
 - How will staff continue to work ?
 - Accessing O365 from non-work devices
 - Accessing O365 from work iPhone
 - Useful Contacts

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