

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). Esri UK and Esri Ireland employs around 340 people with approximately 140 based at the Aylesbury Head Office, and the rest working from home or other office locations.

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 a separate IT Disaster Recovery (DR) plan, and this is reviewed on an on-going basis and tested annually. Like the BCP, any actions from the DR plan are fed into a process of continuous improvement.

Recovery Strategies

Loss of Office Accommodation

In the event of an office being unavailable, all staff can work securely from home and access critical IT systems. If the loss of office accommodation is likely to be long term, alternative office space will be rented at a suitable nearby location.

Loss of IT Systems

The majority of Esri UK and Esri Ireland internal business systems are Software as a Service (SaaS) applications provided with appropriate Service Level Agreements (SLAs). The small number of critical on-premise internal business systems still in use are replicated in near real-time to an off-site DR location. There are currently two independently provided and routed network links in place at Aylesbury. All other Esri UK and Esri Ireland sites have a single primary network link but are also provided with ADSL backup capability.

BCP Full Plan Elements

The full BCP is broken down into the following sections:

Background to the BCP

- What is the Crisis Management Team?
- 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