

ITT 837 – Staffordshire & Stoke GP OOHs

Section 1.11.1

Disaster Recovery plan - Please provide your proposed Disaster Recovery plan for the service being delivered.

The Bidder has provided a comprehensive and appropriate Disaster Recovery Plan which is relevant to the service being delivered - Pass.

The Bidder has failed to provide a comprehensive and appropriate Disaster Recovery plan and / or it is not relevant to the service being delivered – Fail

Each base location will have individual BCP and DR plans tailored to their local arrangements. Each base will have multiple desktops / laptops ensuring there is hardware contingency. If network connectivity is lost 3G access points will be used to restore network connectivity. If a base was unavailable for a non-technical or technical reason, then we would work with the Directory of Service (DoS) leads to either close the profile or update it with the necessary explanation / sign posting to alternative services. At a server level the BCP and DR plan would be as per the attached documentation which is provided by Advanced for their hosted customers. The client and server DR plans would sit alongside a paper-based solution in conjunction with an Adastra Service Continuity Tracker (SCT laptop) with retrospective case entry.