



## **Business Continuity Strategy**

**May 2018**

## Overview

The purpose of this document is to explain the Business Continuity Strategy for Law Firm Services Limited regarding our online portal services.

## Preventive Measures

To minimise the likelihood of any incident impacting the online services for any length of time, measures have been implemented.

LFS platform and equipment measures include :-

- Offsite backup with recovery to alternative VM locations
- Servers located in a Tier 4 Data Centre
- Redundant power and data.

Where Microsoft Azure is used to host services :-

- the service implementation will include built in redundancy provided by the Azure Platform to reduce the impact of any outage.

Human Resources :-

- All staff can work from home in the event of being able to access the office space.

## Strategy

In the event of any incident, once the potential length of the impact has been determined:-

- If the impact is greater than 4 hours then an all hands meeting, via Phone or in Person or Both will be arranged. During which plans will be discussed and organised to bring the services back online. This would also include informing appropriate customers of the timescale for service restoral.
- If the impact is determined to be less than 4 hours then the Responsible Persons named below will resolve and subsequently inform clients of any impact on the business and services provided.

## Responsible People

The impact is assessed by BCS Level 1 as per the table below and the incident would then involve all the individuals mentioned below in the event of an all hands meeting.

BCS Level	Responsibility	Name	Title	Email
1	Management	Mark Hemmings	Operations Director	<a href="mailto:mark.h@lawfirmervices.co.uk">mark.h@lawfirmervices.co.uk</a>
1	IT	Gareth Jones	Senior Technology Consultant	<a href="mailto:Gareth.j@lawfirmervices.co.uk">Gareth.j@lawfirmervices.co.uk</a>
1	Sales	Richard Mathias	Sales and Marketing Director	<a href="mailto:Richard.m@lawfirmervices.co.uk">Richard.m@lawfirmervices.co.uk</a>
2	Software	Richard Annison David Green Nicholas Aikin	Software Consultants	<a href="mailto:Richard.a@lawfirmervices.co.uk">Richard.a@lawfirmervices.co.uk</a> <a href="mailto:david.g@lawfirmervices.co.uk">david.g@lawfirmervices.co.uk</a> <a href="mailto:nic.a@lawfirmervices.co.uk">nic.a@lawfirmervices.co.uk</a>
2	Client	Jacqui Benson	Senior Product Specialist	<a href="mailto:Jacqui.b@lawfirmervices.co.uk">Jacqui.b@lawfirmervices.co.uk</a>