



# Garswood Primary School

## Service Continuity Plan – January 2025



This document outlines the service continuity plan for IT services in case of loss of service through both major and minor events. It documents the IT services used in the school, the physical assets which make up these services and the data created and stored within these services. It also documents the key people involved in providing these services and their role in providing service continuity in the event of a loss of service.

IT plays an increasingly greater role in terms of the management and administration of the school and also in the delivery of the curriculum. The importance of the schools IT systems is not undervalued and as a result of this we have undertaken a support and maintenance contract with St Helens Council Schools ICT Support Services, the school's approved IT contractor, in order to safeguard these systems and to maximise their use.

The document is in 3 main parts. The Asset Register details the physical IT equipment which makes up the schools IT systems. Service Continuity Management looks at services and key aspects and deals with the risks to these and the measure required to protect them and to recover in the event of a failure. The Team section provides details of the people who have a responsibility within service continuity management.

This document is a constant work in progress and will need to be amended whenever IT assets and services are added, modified or removed. It should also be reviewed annually to ensure its relevance and kept up to date.

# Asset Register

Item	Make / Model	Asset ID	Warranty expiration	Description	Location / who
Server	PowerEdge T330	5BPFXP2	24x7x4 4 Hour Critical Cover – expires 31/7/23	Server	ICT Suite
MAN Switch	HP 2530-24G		Lifetime warranty	Main Switch connected to Virgin Media WAN link	Caretakers office
Switch 1	Aruba 48 port Switch		Lifetime warranty	Main network switch for computers, printers, etc	Caretakers office
Switch 2	HP ProCurve 24 port PoE Switch		No warranty	Main network switch for Wireless Access Points and telephones	Caretakers office

**See separate Asset Register for details of all other equipment.**

# Service Continuity Management

## School Systems - Countermeasures & Contingency

Service	Components	Availability	Impact of Asset Loss	Threat and Likelihood	Recovery Time	Counter Measures	Contingency	Staff Responsibility
<b>Technical Infrastructure</b>								
Whole System	Everything	Always	Very High	Low – Fire/ Flood	1 – 3 days	Check Backup storage Off site backup via LA	Move to temporary site Obtain loan server Restore data from backup	Headteacher Business Manager SHC Schools IT Support
MAN Connectivity (Internet / Email etc)	MAN Switch VM Router Fibre link	Always	High	Low- Hardware Failure or Line Failure	1 day	Review SLA with LA	Contact SHC Schools IT Support	Business Manager SHC Schools IT Support
Cabling – Power	Wire and power sockets	Always	High	Low	1 days	Review SLA with property services Purchased UPS to protect servers from power failure	Contact Building Services	Business Manager
Cabling – Data	Wire and data points	Always	High	Low	1 – 5 days	Review SLA with property services	Contact Building Services	Business Manager SHC Schools IT Support
Connectivity	Switches	Always	Medium – High (depending on switch location)	Low	½ day	Spare switch for standby held by SHC Schools ICT Support	Replace with standby switch	SHC Schools IT Support
Connectivity	Wireless	Always	High	Low – Hardware Failure	1-3 days	Spare AP's for standby held by SHC Schools ICT Support	Replace with standby AP	SHC Schools IT Support

Service	Components	Availability	Impact of Asset Loss	Threat and Likelihood	Recovery Time	Counter Measures	Contingency	Staff Responsibility
Server 1 (Curriculum)	PowerEdge T330	Always	High	Medium – Hardware Failure Operating System corruption	1 - 2 days	Check warranty details Check Backup procedure	Restore from backup Contact Vendor	Business Manager SHC Schools IT Support
Server2	PowerEdge T330	Always	Low	Medium – Hardware Failure Operating System corruption	1 - 2 days	Check warranty details Check Backup procedure	Restore from backup Contact Vendor	Business Manager SHC Schools IT Support
Telephony	Telephone Handsets Network Switches	Always	High	Medium – Hardware Failure Internet Access Lost	1-2 days	Check Support Contract Details	Divert to mobile phones	Business Manager St Helens IT
Office PCs		Always	Medium	Medium – Hardware Failure Operating System corruption	1 – 5 days	Check warranty details	Repair / Replace PC. Use laptop in meantime Reinstall software	Business Manager SHC Schools IT Support
Staff Laptops		Always	Medium	Medium – Hardware Failure Operating System corruption Theft / damage	1 – 5 days	Procedures in place for ensuring data is backed up to server and laptops are kept secure at all times. Check warranties	Repair / Replace laptop Restore from backup	SHC Schools IT Support
Curriculum PCs/Laptops		Always	Medium	Medium – Hardware Failure Operating System corruption	1 – 5 days	Images saved on server Check warranty	Repair / Replace PC Restore from images	SHC Schools IT Support
Interactive Displays / Projectors		Always	Medium	Medium – Hardware failure Lamp life exceeded	1 -5 days	Check warranties Procured spare projectors Stock lamps	Contact vendor Replace equipment	SHC Schools IT Support

Service	Components	Availability	Impact of Asset Loss	Threat and Likelihood	Recovery Time	Counter Measures	Contingency	Staff Responsibility
<b>Management Information Systems</b>								
Data & Documents	Staff data and documents Office PC's Server	Always	High	Medium - Human Error Virus Hardware Failure	1 – 3 days	Check Backups System Maintenance Keep Anti-Virus up to date Anti-virus installed on home pc's	Restore from backup	Business Manager SHC Schools IT Support
MIS Data (SIMs, FMS etc)	SIMS and FMS databases Office PC's Server	Always	High	Medium - Software Corruption Human Error Virus Hardware Failure	1 day	Check Backups System Maintenance Remote access for IT support	Restore from backup	Business Manager SHC Schools IT Support
Remote Access	MAN connectivity Admin and Curriculum Servers	Always	Medium	Firewall problems, Anti-virus software Man connectivity	1 – 3 days	SLA with LEA service providers	Contact IT provider	SHC Schools IT Support
<b>Curriculum</b>								
Data (Server)	Pupils data and SIMS documents	Always	High	Medium - Software Corruption Human Error Virus. Hardware Failure	1 – 5 days	Check backups System Maintenance Hard copies of work	Restore from backup	SHC Schools IT Support
Data (Cloud)	Staff Data	Always	High	Medium – Human Error, Loss of internet, Virus	1-5 days	Sync essential files to local devices	Restore from backup/versions Connect to internet via 4G	SHC Schools IT Support
Application Software	Installation discs Application files. Server	Always	Medium	Low	1 – 3 days	Check backups System Maintenance Keep software installation discs secure Centralise software ordering and storage	Restore from backup Re-install software	IT Technician SHC Schools IT Support

## School Systems – Team

<b>Recovery Team Details</b>	<b>Name</b>	<b>Position</b>	<b>Contact Details</b>	<b>Responsibility</b>
	St Helens Council Schools IT Support	Contractor	01744 678525 (Opt 2)	IT Support and Maintenance
	Pamela Potter	Head Teacher	07921085361 (Opt 1)	Service Continuity Plan
	Marie Chadwick	Business Manager	07842477282	MIS Systems, Asset Register
	Lesley Moon	Computing Lead	07984637180	Curriculum Data / Systems
<b>Invocation Personnel</b>	Business Manager, Head Teacher, and SHC Schools IT Support (depending on responsibilities)			
<b>Contingency plan</b>	Head Teacher, Business Manager, SHC Schools IT Support			
<b>Communication plan</b>	Head Teacher, Business Manager, SHC Schools IT Support			
<b>Recovery steps</b>	Contact SHC Schools IT Support service desk in 1 <sup>st</sup> instance			
<b>Distribution</b>	To all with a responsibility for any element of the plan			
<b>Service Continuity Documents</b>	Responsibility for keeping all documents up to date: Head Teacher, Business Manager			

## Recommendations

- Migrate services to Cloud providers for improved resiliency and security.
- Reviewing IT equipment warranty details and consider replacing any items out of warranty, particularly key components such as servers, switches and key PCs and laptops.
- Replace server or renew warranty.
- Backups are managed By SHC Schools IT Support And the off sight back up program

**Lee Pearson, Les Moon, Lewis Bolton – January 2025**