



Business Continuity Plan



December 2015

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INTRODUCTION

This business continuity plan establishes the procedures necessary to ensure the emergency response, resumption and recovery, restoration and recovery of the City of Cockburn operations and business activities during a business interruption event. This business continuity plan provides guidance for the resumption and recovery of the City of Cockburn critical business functions and activities in accordance with pre-established timeframes, and ensures compliance with the City of Cockburn Business Continuity Management Policy and Framework 2014.

Emergency and Risk Strategy

We will mitigate risk and plan for Emergencies and Community recovery by implementing measures to reduce the causes and effects of emergencies.

The business continuity plan incorporates best practice standards in accordance with **ISO22301:2012 (ISO22301) Business Continuity Management Systems (BCSMS) – Requirements**.

BUSINESS CONTINUITY DEFINITIONS

Business Continuity Management (BCM) – Holistic management process that identifies potential threats to an organisation and the impacts to business operations those threats, if realised might cause, and which provide a framework for building organisational resilience with the capability of an effective response that safeguards the interests of its stakeholders, reputation, brand and values creating activities.

Business Continuity – Capability of the organisation to continue delivery of services at acceptable predefined levels.

Business Continuity Policy – Intentions and directions of an organisation as formally expressed by management.

Business Continuity Management System (Framework) – Part of the overall management system that establishes, implements, operates, monitors, reviews, maintains and improves business continuity.

Business Continuity Plan (BCP) – Documented procedures that guide organisations to respond, recover, resume and restore to predefined levels of operations following disruptions.

ISO22301:2012 (ISO22301) Business Continuity Management Systems (BCSMS) – Requirements. – International standard for Business Continuity.

Business Continuity Crisis Internal Support Team - This team is responsible for assisting the Business Continuity Crisis Management Team with the assessment and escalation of incidents as they occur and for the recovery and restoration of normal business operations.

Business Continuity Crisis Management Team (BCT) - This team is responsible for assisting with the assessment and escalation of incidents as they occur and for the recovery and restoration of normal business operations.

Maximum Acceptable Outage (MAO) - The maximum period of time that the City of Cockburn can tolerate the loss of a process or function before a serious impact on operations or service delivery.

Recovery Time Objective (RTO) - This represents the period of time following an incident within which the product, service or activity must be resumed or recovered.

Recovery Point Objectives (RPO) – Point to which information (data) used by activity must be restored to enable the activity to operate on resumption.

Critical Business Functions (CBF) - The critical operational and/or business support functions that could not be interrupted or unavailable for more than a mandated or predetermined timeframe without significantly jeopardising or impacting the organisation.

Minimum Resource Requirements Over Time – What are the minimum amount of resources that are required over time to resume the process.

Business Impact Analysis (BIA) Process of analysing activities and the effect that a business disruption might have upon them.

Risk Assessment (RA) – The RA identifies, evaluates and records critical continuity related vulnerabilities of each of the businesses critical activities and resources, including potential disruption scenarios.

Information Technology Disaster Recovery Plan (ITDRP): Refers to the 'Information Technology Disaster Recovery Plan' that is designed and managed by Councils IS Department.

1. Document Control

Document № – BCP-0001: City of Cockburn Business Continuity Plan

Version	Date Revised	Revised By	Changes Made
0.1	September 2014	Green Cap	Initial Draft for Executive consideration
0.2	October 2014	Governance	Administrative
0.3	December 2014	Governance	Aligning of Terminologies prior to DAPPS meeting
1.0	December 2014	Governance	Council Adoption
1.1	June 2015	Governance	Incorporating recommendations from BCP Test May 2015
1.2	June 2015	Governance	Formatting & Corrections post BCP exercise Debrief
2.0	October 2015	Governance	Final draft version for AUDIT meeting

2. Distribution & Plan Holders

The following Business Continuity Plan (BCP) members are required to keep a controlled copy of this document in the following formats:

- Soft copy available on the City of Cockburn IT System.
- Hard copy at Council Office Governance & Risk Management Coordinator (and nominated recovery centres in the BCP emergency kit).
- IPad for Team members.
- Soft copy available with the Governance & Risk Management Coordinator (stored on a USB)

Crisis Management Team

Name	Position	Contact	Alternative	Contact
Stephen Cain	Chief Executive Officer	0418515889	Acting Director	N/A
Don Green	Director Governance & Community Services	0409109844	Gail Bowman	0419946450
Daniel Arndt	Director Planning & Development	0438998810	Nick Jones	0417955830
Stuart Downing	Director Finance & Corporate Services	0437411498	Margot Tobin	0477758967
Charles Sullivan	Director Engineering & Works	0439607039	Anton Lees	0417970201

Crisis Internal Support Team

Name	Position	Contact	Alternative	Contact
Cliff McKinley	Manager Human Resources	0477758967	Biljana Gaspar	94113566
Keith Fitzpatrick	Manager Information Services	0417940527	Matt Sapsworth	94113561
Samantha Seymour -Eyles	Manager Corporate Communications	0429556083	Colleen Miller	0417170875
Doug Vickery	Manager Infrastructure Services	0447946429	Ben Roser	0428968755
Stephen Smith	Safety & Injury Management Coordinator	0419924813	Geoffrey Amos	94113575
Michael Emery	Emergency Management & Project Coordinator	0409687404	Bruce Mentz	94113745
Nelson Mauricio	Manager Financial Services	0403009254	Sinta Ng	94113462

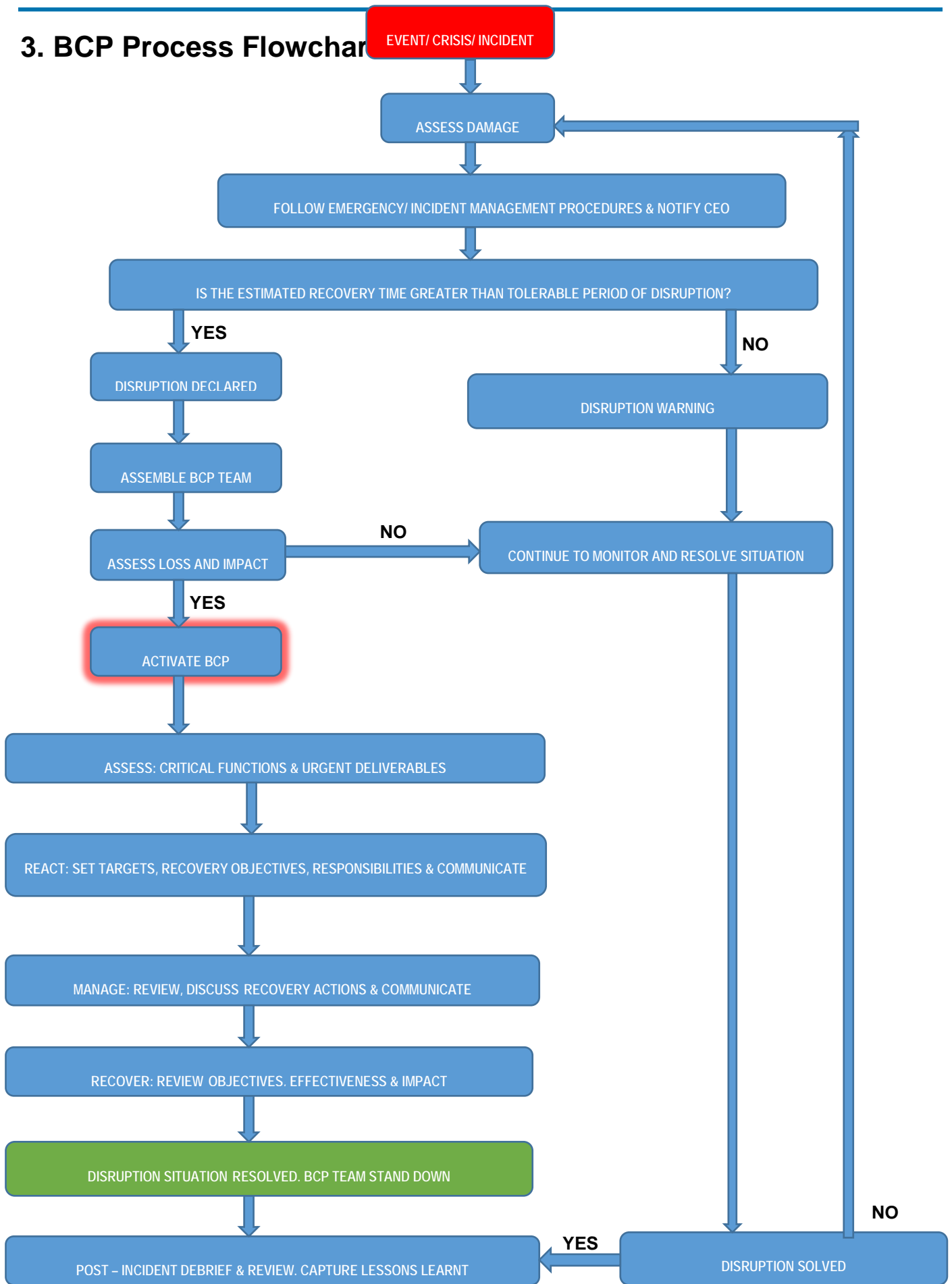
Admin Support Team – Log Keeper

Name	Position	Alternative
Bernadette Pinto	Personal Assistant – Directors – Fin. & Corp. Serv./Gov. & Comm. Serv. (94113520)	Melody Waerea (PA to CEO) - 94113401

Business Continuity Support

Name	Position	Contact
James Ngoroyemoto	Governance & Risk Management Coordinator (Business Continuity Coordinator)	0417079829

3. BCP Process Flowchart



4. BCP Team Recovery Locations

1. Internal Meeting Place

City Offices and Council Chambers

Phone (08) 9411 3444

Fax: 08 9411 3333

Email: customer@cockburn.wa.gov.au

2. External Meeting Place if City Offices and Council Chambers is unavailable

Youth Centre

25 Wentworth Parade, Success

Phone (08) 9411 3888

Fax: 08 9411 3333

Email: youth@cockburn.wa.gov.au

3. In the event the Youth Center is unavailable, use below facility or check availability of other Council owned facilities

City of Cockburn, Seniors Center, 9 Coleville Crescent, Spearwood

Phone: (08) 9411 3877

Fax: (08) 9411 3333

Email: csc@cockburn.wa.gov.au

5. City of Cockburn Tolerable Business Disruption levels

The activation of the Business Continuity Plan (BCP) will be as a result of a disruption to any City of Cockburn Division critical Business function.

The Team Leader of the City of Cockburn Business Continuity Management Team (or their alternate) will determine the level of impact being experienced by the business, and is responsible for the City of Cockburn business wide continuity and recovery strategies. The triggers for activation of the Business Continuity Plan and associated notifications are:

- Loss of access to a key facility.
- Loss of Information Technology that supports critical business processes.
- Loss of telecommunications;
- Loss of vital records;
- Loss of critical equipment and / or.
- Non availability of key resources (including personnel and suppliers / providers).

5.1 Assessment for Activation

This determination must be undertaken by the Chair of the City of Cockburn Business Continuity Management Team or Alternate.

Insignificant / Minor Disruption	<p>There is inconvenience & delays to individual stakeholders however no noticeable regulatory impact.</p> <p>Maximum Acceptable Outage (MAO) not been exceeded; and service delivery can be maintained with minimal efforts.</p>	<u>DO NOT ACTIVATE</u> BUSINESS CONTINUITY PLAN
Moderate Disruption	<p>There are moderate impacts on individual stakeholders but no noticeable impact on overall service delivery with minor and temporary non-compliance to regulatory requirements.</p> <p>Maximum Acceptable Outage (MAO) has been reached for a single Critical Business Function.</p>	<u>CONSIDER ACTIVATION OF</u> CITY OF COCKBURN BUSINESS CONTINUITY PLAN
Significant / High Disruption	<p>There are significant impacts on high numbers of individual stakeholders, resulting in a noticeable impact to overall service delivery with significant noncompliance to essential regulatory requirements.</p> <p>Maximum Acceptable Outage (MAO) has been breached for one or more Critical Business Functions.</p>	<u>ACTIVATE</u> CITY OF COCKBURN BUSINESS CONTINUITY PLAN

6. BCP Team Recovery Location Procedure

Location: Youth Centre Pod, 25 Wentworth Parade, Success

Transportation

- First protocol is to drive work/personal vehicles subject to clearance from Traffic Management Team (Engineering)
- If some of the BCP team members have no access to cars, they are to carpool with other members (advise your arrangements to Business Continuity Coordinator)
- If unable to use cars, Business Continuity Coordinator to contact Plant and Facilities Team to arrange Bus from Operations Centre for transportation (15 seater minimum)

Access

- Business Continuity Coordinator to contact Youth Centre Coordinator on Mobile to confirm availability and safety of the alternate site
- Business Continuity Coordinator to contact Manager Infrastructure Services and Manager Building Services to arrange access, and check suitability of alternate site
- Contact Plant and Facilities Team to activate swipe cards
- Plant and facilities team liaise with Ross (Satellite Security) to activate the swipe cards
- Manager Infrastructure Services & Manager Information Services have master alarm codes

Setup

- The following equipment is required to be set up at the Alternate site in the Pod, BCP Log Keeper to coordinate with Youth Centre Coordinator:
 1. 15 Desktop computers (already setup in the Youth Centre pod)
 2. 1 White board
 3. 4 square tables (already setup in the Youth Centre pod)
 4. 15 chairs (already setup in the Youth Centre pod)
 5. Portable Projector (already set up upstairs at Youth Centre)
 6. 5 landline phones (kept in the BCP emergency kit)
 7. Copy of the BCP (kept in emergency kit)
 8. Video conferencing capability available
 9. Kitchen available in the Pod
 10. Security Guard to be organised, if event is prolonged
- A BCP emergency kit is kept at the Youth Centre upstairs in the IT server room, and contains (15 copies of the BCP, copy of the Crisis Communications Plan, copy of the Local Emergency Management Plan, 5 landlines phones, BCP team alternate recovery location procedure, copy of Local Emergency Management Arrangements - including the Recovery Plan,

Community Emergency Risk Management Plan, and Bushfire Risk Management Plan)

Relocation

In the event that the alternate site is not available or cannot be accessed, contact the following centre or other Council facilities to determine best recovery option: **City of Cockburn, Seniors Center, 9 Coleville Crescent, Spearwood**
Phone: (08) 9411 3877

- Contact Plant and Facilities team to arrange transportation, and Retrieve the BCP emergency kit if possible

7. Plan Activation Procedures

Action	Who	Done
Respond to audible and telecommunication alarms.	<i>Onsite Staff</i>	
Evacuate Building if required to do so, in accordance to Evacuation Procedure.	<i>Wardens</i>	
Implement Emergency Management Procedures.	<i>Onsite Staff</i>	
Secure impacted sites where safe to do so.	<i>Wardens</i>	
Receive information from relevant sources (Internal, DFES, Police, and Stakeholders).	<i>Wardens</i>	
Account for and verify staff welfare and safety.		
Contain the problem where safe to do so / or relevant.		
Depending on nature of incident, decision taken to either first convene the Crisis Management Team (Directors) to review the situation or immediately declare a crisis.		
Agree location for convening Business Management Continuity Team and arrange access and /or teleconferencing facilities, if necessary.		
Call upon the Business Continuity Coordinator to assemble the BCP Crisis Management Team, Internal Support Team & Admin Support Team (BCP Team)		
Assess the level of impact and determine loss and extend of disruption.		
Invoke the Business Continuity Plan (this document) if business interruption is greater than tolerable period of disruption.		
Depending on nature of incident, agree reassignment of responsibilities to other senior staff, where appropriate.		

Notes:

8. Assessment

Involves the assessment and impact on a loss of any of these areas:

- Loss of access to a key facility;
- Loss of Information Technology that supports critical business processes & or telecommunications;
- Loss of vital records
- Loss of critical equipment and / or
- Non availability of key resources (including personnel and suppliers / providers).

Task	Who	Done
CEO to arrange responsibilities for tasks & designate target times:-		
Recording of all decisions, actions and issues.	<i>Support Team</i>	
Ongoing welfare requirements (potential claims).		
Assess the situation and confirm the extent of the interruption. <ul style="list-style-type: none">• Which areas are, or may become, impacted?• What is the geographic scope of the incident?• What action has been taken so far?• What is the potential timelines is urgent action required?		
Current Time Critical Applications.		
<ul style="list-style-type: none">▪ Identify all current deliverables and take a risk based approach to determining priority and effort. Including but not limited to;<ul style="list-style-type: none">○ Critical Activities on page 20 - 23.○ Key Project milestones or deliverables that may be impacted now or in the near future.○ Any WIP that has specific statutory timeframes to abide by (e.g. FOI requests, large scale planning and / or assessment works).		
<ul style="list-style-type: none">▪ Ensure regular updates / allocate responsibility.		

Notes:

Assess – Scenario Specific Checklists

Loss of(or access to) buildings/Infrastructure	Who	Status	Comments	Follow - Up	Time
<p>Detail Strategy for relocation; consider:</p> <ul style="list-style-type: none"> • Recovery Site Arrangements • People & Equipment Requirements. • Salvage or restoration activities. • Establish workstations for staff relocating to other sites. • Establish workstations & communications for staff working from home. • Contact Information Services to arrange any System Requirements. • Familiarise staff with new arrangements and determine communication protocols. • Arrange ongoing security access controls for affected building & • Manage OHS/Welfare. 					

Assess – Scenario Specific Checklists

Loss of IT or Communications	Who	Status	Comments	Follow - Up	Time
<p>Contact Information Services to identify:</p> <ul style="list-style-type: none"> • Extent of system / application outage. • Extent of any data loss. • Restoration target timeframes. • Potential cause(s). • Detail strategy to recover / reconstruct lost data where possible. • Detail approach to IT, refer to ITDRP. • Deliverables due today or in the near future. • Manual procedures or workarounds to complete Critical Activities. • System Requirements. • Other productive activities or sending staff home. Ensure ongoing interaction with appropriate IT Incident Management updates 					

Assess – Scenario Specific Checklists

Loss of People	Who	Status	Comments	Follow - Up	Time
<p>Detail Resourcing Strategy for Critical Activities, consider:</p> <ul style="list-style-type: none"> • Deliverables due today or in the near future. • Numbers of staff away and expected return dates. • Minimum number of staff required for Critical Activities. • Single person dependencies. • Re-allocating of duties amongst staff. • Ceasing non critical activities (deferred activities). • Escalation to Health Department or Worksafe etc. Temporary replacements (LGAs, Volunteers, Contractors, Recruitment Agencies). <p>Refer to Crisis Communication Plan for Councillors, Media, Regulators other Stakeholders and Staff as required.</p> <p>Identify & notify Key Contacts of working arrangements.</p>					

Assess – Scenario Specific Checklists

Loss of Supplier	Who	Status	Comments	Follow - Up	Time
<p>Contact the Supplier (where possible) and determine:</p> <ul style="list-style-type: none"> • The nature and extent of the incident. • Have operations ceased entirely, or is it limited. • Restoration timeframes and clearance of backlogs (if applicable). • Provision of any services / goods currently in transit. <p>Considerations:</p> <ul style="list-style-type: none"> • Critical Activities that rely on this Supplier. • Length of time before these Activities are impacted. • Alternative Procedures. • Community Communication Updates. • Assign someone to monitor the situation with the Supplier. • Legal / Risk Implications. • Identify & notify Key Contacts of working arrangements. 					

Current Time Critical Deliverables & Critical Functions Affected – Log Sheet

Current time critical deliverables (Determine priority and effort)	Who	1 Day Recovery Time Objective	3 Days Recovery Time Objective	5 Days Recovery Time Objective	10 Days Recovery Time Objective	20 Days Recovery Time Objective
Critical Business Functions Affected	Who	1 Day Recovery Time Objective	3 Days Recovery Time Objective	5 Days Recovery Time Objective	10 Days Recovery Time Objective	20 Days Recovery Time Objective

9. Reaction - Checklist

Task	Who	Done
CEO to Assemble BCP Crisis Team & arrange responsibilities for tasks & designating target times:-		
Recording of all decisions, actions and issues.		
Ongoing welfare requirements.		
If relevant, ensure Police are involved in management of problem.		
Refer Scenario Specific Checklists.		
Consider and agree the following key actions:		
• Agree upon what is considered to be the recovery objective(s).		
• Instructions/targets for recovery.		
• Special delegations.		
• Assignment of operational responsibilities.		
• Assignment of salvage and / or restoration responsibilities.		
• Approval of expenditure.		
• Allocating alternate actions for staff or sending home.		
• Time/Date of next meeting.		
Refer to the Crisis Communication Plan for Councillors, Media, Regulators other Stakeholders and Staff as required.		
Provide full brief to Senior Staff closest to situation.		
Determine a meeting venue & call a staff meeting. Advise:-		
▪ Appraisal of the situation & the scope of the incident.		
▪ Inform them of the actions already decided upon.		
▪ Agree on reporting arrangements.		
▪ Remind them of the <u>Media Policy</u> .		
▪ Allocation of duties.		
▪ Review of equipment/consumables needs for continuity of services.		
▪ When the next communication can be expected.		
If available update Web-site with relevant details of Interruption, in accordance with Crisis Communications Plan.		

10. Management – Log sheet

Task/Action	Who	Status	Comments	Time
Review effectiveness of recovery actions to date.				
Reassess resource requirements and capabilities.				
Review Critical Activities (Achievement of RTO's)				
Conduct site visit if deemed appropriate.				
Release any external communications, & provide update to staff.				
Assess any Insurance implications				
Set next meeting and venue				
Identify and notify key contacts of working arrangements				
Review & monitor status of disaster and scale down disaster recovery a situation & problem management dictates				

11. Recovery – Log sheet

Task/Action	Who	Status	Comments	Time
Action items have been completed				
Recovery objectives have been met.				
Plans are in place to deal with any backlogs.				
Communication to staff to recognise efforts.				
Target date for completion of post incident review.				
Provide copies of logs and decisions made to Admin Support Team				
Undertake post incident review of incident response				
Impact of disaster on City's reputation.				

12. Business Continuity Plan Summary

Each Business unit has dedicated recovery Plan in *Section 15- 18* of this document.

Recovery over Time Summary and Staff Numbers – City of Cockburn

Timeframe	Minimum staff numbers required per Division over time				
	Planning & Development (5 critical functions)	Governance and Community Services (6 critical functions)	Engineering & Works Services (9 critical functions)	Finance & Corporate Services (7 critical functions)	Business Continuity Team
Within 24 Hours	10	26	11	17	14
Within 2-7 Days	+12	+17	+30	+19	-
Within 8-14 Days	+8	+7	+16	+3	-
Within 15-30 Days	+1	+7	-	+3	-
Total Staff Required	31 Staff	57 Staff	57 Staff	42 Staff	14 Staff







Total = 201 Staff Members Required During the First 30 Days.

13. Overall Logistics Summary – City of Cockburn










Division	Recovery locations	Minimum Computers / Desks Required	Photocopier, Scanner and Printer and Fax (all in one)	Mobiles / Landline	Software (other than Standard Council Microsoft Office suite)
Finance & Corporate Services	IS, HR - Seniors Centre (37) Procurement - work from Home (5)	18	5	16 Landlines 8 Mobiles	ITDRP, VMware vCentre, VMware View, Veeam Backup & Replication, Dell server & Storage admin tools, Anterasy's networking admin tools, Tech 1 - HRP, Internet, Property Data Base, Fines enforcements registry, VM Ware, Tender link, E-Quotes, Notes, NAB Connect, Accelerate IT (Kofax), Ads Plus
Planning & Development	All staff - Seniors Centre (31)	23	3	21 Landlines 26 Mobiles	GIS, Drainage Mapping, Tech1, Property & Rating ECM, Councils Online, Cambron.
Governance and Community Services	CS - Seniors Centre (7) Childcare - Coolbellup Hub (7) CoC Care - Jean Willis Centre (23) Rangers - Operations Depot (18)	28	4 (multiple locations)	23 Landlines 35 Mobiles 20 Personal mobiles	Open, Online, Banking Systems, NAB, ABA File, Harmony Software, Contacts, Alchemy SMS Database Technology 1 – Finance, Property System, Customer Request System, Receipting Summary Data Base, GIS, Communications System, Telephone Systems. Smart fees Software for Outside School Hours Care, Council Info Summary Sheets
Engineering & Works Services	Transport – Seniors Centre (1) Works and Roads – depot (12) Infrastructure – Depot (12) Waste – Henderson (32)	19	4	17 Mobiles 11 Landlines	GIS, Customer Service Request System, Online form to request works, Telephone system, Tech 1 m Councils on Line, Cambron, Big Mate System, Weighbridge Arch, Trans host, BP online.
Business Continuity Team	Youth Centre (Pod)	14	1	14 Mobiles 5 Landlines	Nil other than Microsoft Office








A total number of 76 staff members require relocation in the event that the Administration building is not accessible. Seniors Centre is the preferred first choice recovery option. In the event that Seniors Centre building is unavailable, the Youth Centre is the preferred alternate recovery site.

14. Summary of City of Cockburn Business Functions and Maximum Acceptable Outage (MAO) – Threshold to Activate

Business Unit	Critical Business Function	≤ 24 Hours	2-7 Days	8-14 Days	15 -30 Days	Page Number
Director	Governance and Community Services Division					
Community Services	Emergency Service & Response – Respond to a significant civil emergency.	 1 Hr				Page 34
Community Services	Incident Response to Dangerous Dogs Attack.	 2 Hrs				Page 37
Corporate Communications	Customer Service includes phone calls, customer requests, receipting and receiving applications etc.	 4 Hrs				Page 30
Corporate Communications	Providing Information to keep Community informed & manage brand reputation	 2 Hrs				Page 32
Community Care	Cockburn Community Care includes – Personal care, Medication, Transport, Respite and Shopping Assistance.	 24 Hrs				Page 24
Childcare Services	Commonwealth Parent Child Care Benefit subsidy fortnightly payments to 90 – 100 Educators (Family Day Care and in Home Child Care)	 8 Hrs				Page 27

Business Unit	Critical Business Function	≤ 24 Hours	2-7 Days	8-14 Days	15 -30 Days	Page Number
Director	Planning & Development Division					
Environmental Health	Complaint based on Incident e.g. Food Outbreak Legionnaires, Asbestos, Chemical spill, Public health risk, Sewerage etc.	✓ 2 Hrs.				Page 39
Statutory Planning/ Building Services	Compliance in an emergency situation e.g. Dangerous Buildings & Serious Amenity Issues	✓ 4 Hrs.				Page 41
Statutory Planning	Zoning Certificates – settling Agents for both commercial and residential, Caveats and rezoning expected.			✓ 10 Day		Page 43
Strategic Planning	Land Transfer Documentation – formal documentation for signing, granting / Sealing, lodgement and execution.				✓ 15 Day	Page 45
Building Services	Building - Issuing Permits, Demolition, Occupancy, Strata Title, Building Approval Certificates, Customer Service and phone calls, Swimming pool inspections.		✓ 5 Day			Page 47

Business Unit	Critical Business Function	≤ 24 Hours	2-7 Days	8-14 Days	15 -30 Days	Page Number
Director	Engineering & Works Services Division					
Engineering Services	Drainage Maintenance in the response to severe weather events.	 8 Hrs				Page 51
Infrastructure Services	Facilities Management – includes Building Maintenance, Cleaning, Fire control, Lights, Disability Act Compliance Liaison with Events & Building Security Access.		 48 Hrs			Page 55
Infrastructure Services	Fuel Management – Includes providing Fuel for City Vehicles and maintenance of the vehicles			 10 Days		Page 57
Engineering Services	Road Patching.		 5 Days			Page 49
Engineering Services	Emergency Traffic Management	 4 Hrs				Page 53
Waste Collection	Landfill for Domestic & Commercial.		 4 Days			Page 61
Waste Collection	Methane Plant		 2 Days			Page 63
Waste Collection	Kerbside organic (MSW) Municipal Solid Waste		 3 Days			Page 59
Parks & Environment Services	Emergency Maintenance and response e.g. trees across roads etc.	 2 Hrs.				Page 65

Business Unit	Critical Business Function	≤ 24 Hours	2-7 Days	8-14 Days	15 -30 Days	Page Number
Director	Finance & Corporate Services Division					
Information Services	IS includes – helpdesk and management of recovery site. Information and Technology provider for the City of Cockburn in the restoration of applications, management of the Helpdesk and Recovery site. <i>Dependant on situation.</i>	 4 Hrs				Page 67
Financial Services	Rating and Revenue collection, banking, rating transaction, “Infringements processing and Pensioner Rebates etc.”		 5 Days			Page 70
Financial Services	Procurement e.g. contacts, suppliers the process of procurement, contract management.		 5 Days			Page 72
Financial Services	Credit Cards (50) and Petty Cash for expenses.		 7 Days			Page 74
Financial Services	Accounts Payable (Family Day Carers and Suppliers).			 10 Days		Page 76
Human Resources	Payroll. (Worst time).	 4 Hrs				Page 80
Human Resources	Worksafe & LGIS Notification.		 7 Days			Page 78

15. Critical Business Function Information - Governance and Community Services Division

Business Unit	Manager	Internal Dependencies	External Dependencies	Required IT Applications (other than Microsoft Office)		Critical Business Function
Community Care	Paul Hogan	Customer Service IS Finance Human Resources	Customers Preferred Suppliers Temping agency	Alchemy SMS Database Technology 1 Finance		Cockburn Community Care includes – Personal care, Medication, Transport, Respite and Shopping Assistance
Normal Location		Recovery Location		Critical Business Timings		
Jean Willis Centre – Corner of Ingram Street and Healy Road Hamilton Hill		City of Cockburn, Seniors Centre 9 Coleville Crescent, Spearwood		Maximum Acceptable Outage (MAO) = 24 Hours	Recovery Time Objective (RTO) = 4 Hours	Recovery Point Objective (RPO) = 24 Hours
Peak Periods		Monday-Sunday				
Resource Type	Business as usual	Minimum Resource Requirements Over Time				
		1-24 Hours	2-7 Days	8-14 Days	15-30 Days	
Roles and Headcount	50 6 Full Time includes, 1 Manager, 3 Coordinators, Senior Administration Officer, Client Liaison Officer, Part-time Finance Officer, Receptionist 42 Part Time Activities Officers and Support Workers	1 Manager 1 Coordinator 1 Senior Administration Officer (or another Coordinator) Receptionist 5 Support Workers	+5 Support Workers	+5 Support Workers	5 Support Workers	
Telephones / Mobile	10 landlines 9 work mobiles 45 Personal Mobiles	4 work mobile phones 6 Personal Mobiles	+2 Landlines +5 work mobiles +20 Personal	+5 work mobiles	5 work mobiles	
Desk & Computer hardware	9	2	+2	-	-	

Special Requirements e.g. Printers	2 Printer/Fax/Scanners	-	1 Printer Internet access	-	-
Vital Records	Staff Details Support Plans Case Records Roster Timesheets WA Assessment Framework Instrument (WAAFI) - maintained by Dept. Health	Staff Details	Staff Details Support Plans Case Records Roster Timesheets WA Assessment Framework Instrument (WAAFI) - maintained by Dept. Health	-	-
Critical Equipment	PPE Equipment Personal vehicles and fuel	PPE Equipment Personal vehicles and fuel	-	-	-

Recovery Strategy for Loss of:

(1) Key staff	<p>1.1 Determine availability of staff. Ensure skill sets can be met e.g. Certificate 3 in Aged Care and prioritise cases.</p> <p>1.2 Determine duration of staff loss.</p> <p>1.3 Utilise backup of other internal staff.</p> <p>1.4 Contact Temporary Agency.</p> <p>1.5 Contract Silver Chain Perth Home Care.</p>
(2&3) IT & Voice Communications	<p>IT</p> <p>2.1 Await ITDRP</p> <p>2.2 Business unit needs to consider additional controls including;</p> <p>2.3 Utilise hard copy records (including home files).</p> <p>2.4 Hard copy record of rosters. (Would be difficult).</p> <p>Voice Communications</p> <p>3.1 Phone diversions will be handled by information services utilising available infrastructure.</p> <p>3.2 Contact clients direct.</p> <p>3.3 Utilise mobiles until restored and increase home visits if staff concerned as they are unable to contact client.</p>
(4) Building /	4.1 City of Cockburn, Seniors Centre 9 Coleville Crescent, Spearwood

Precinct	
(5) Vital Records	5.1 Case Records - Consider iPads to include case notes. 5.2 Rosters – Hard copy's and Timesheets – Complete manually.
(6) Suppliers	6.1 Temporary agency. Ensure skill sets can be met e.g. Certificate 3 in Aged Care and prioritise cases. 6.2 PPE supplier (easy to supply e.g. Big W). 6.3 An alternative agency e.g. Melville Cares, might be able to pick up Day Centre activities.
(7) Alternate Critical Equipment Source	7.1 Nil – Ample PPE equipment available. Supplier arrangements already listed. 7.2 Vehicles.

Business Unit	Manager	Internal Dependencies	External Dependencies	Required IT Applications (other than Microsoft Office)		Critical Business Function
Childcare Services	Sandra Taylor	Finance (Amy) IS	Educators Parents Commonwealth Government	Online Banking Systems NAB Harmony Family Day Care Software incl. ABA file Smartfees Software for Outside School Hours Care		Commonwealth Parent Child Care Benefit subsidy fortnightly payments to 90 – 100 Educators (Family Day Care and in Home Child Care)
Normal Location		Recovery Location		Critical Business Timings		
Coolbellup Community Hub, 90 Cordelia Ave, Coolbellup		City of Cockburn, Seniors Centre 9 Coleville Crescent, Spearwood		Maximum Acceptable Outage (MAO) = 8 Hours	Recovery Time Objective (RTO) = 4 Hours	Recovery Point Objective (RPO) = 4 Hours
Peak Periods		Thursday each Commonwealth payment fortnight (Finance) Service – Friday to Thursday each fortnight in line with COC staff pays				
Resource Type	Business as usual	Minimum Resource Requirements Over Time				
		1-24 Hours	2-7 Days	8-14 Days	15-30 Days	
Roles and Headcount	7 Staff 3 Full Time includes:- 1 Manager, 1 CCS Finance Officer, 1 FDC ESO; 4 Part-time includes: 1 in care home service coordinator, 1 FDC ESO, 1 in care home ESO, 1 Finance Officer	1 Manager 1 CCS Finance Officer 1 Coordinator (IHC) 1 FDC staff	+3 Part-time includes: 1 Finance Officer, 1 ESO in care Home, 1 FDC	-	-	
Telephones / Mobile	3 mobiles 7 landlines	4 Work Mobile Phones 2 Landlines		-	-	
Desk & Computer hardware	7	1	+2	+4	-	

Special Requirements e.g. Printers	1 Printer/fax	Yes	Yes	-	-
Vital Records	Files from the Commonwealth - as Approved Operator of 2 Childcare Services includes Parents and Children's enrolment and attendance details Educator details including Banking Details, etc. on Harmony.	Yes	Yes	-	-
Critical Equipment	Nil	-	-	-	-

Recovery Strategy for Loss of:

(1) Key staff	<p>1.1 Determine availability of staff.</p> <p>1.2 Seek Assistance from Kwinana Family day Care in Home Care (they use same system)</p> <p>1.3 Procedures are documented.</p> <p>1.4 Human Services Manager can provide support if required.</p> <p>1.5 Seek extension from Commonwealth</p>
(2&3) IT & Voice Communications	<p>IT</p> <p>2.1 Await ITDRP.</p> <p>2.2 Management to investigate the potential of going to another council who also use Harmony and logging in for details. Finance would then be able to provide advice on how they would make the payment e.g. IPhone or physically transferring the file by other means to make payments.</p> <p>2.3 Harmony going to Web based module by end of 2015-16.</p> <p>2.4 If information is not received by the Thursday (as the Commonwealth IT is sometimes unavailable) contact Educators by Email and Commonwealth directly and advise regular updates.</p> <p>Voice Communications</p> <p>3.1 Phone diversions will be handled by information services utilising available infrastructure.</p> <p>3.2 Utilise mobiles if required.</p>
(4) Building / Precinct	<p>4.1 City of Cockburn, Seniors Centre 9 Coleville Crescent, Spearwood</p>
(5) Vital Records	<p>5.1 Hard copy files available.</p>

(6) Suppliers	6.1 Harmony – No work around.
(7) Alternate Critical Equipment Source	7.1 Nil.

[Type text]

Business Unit	Manager	Internal Dependencies	External Dependencies	Required IT Applications (other than Microsoft Office)		Critical Business Function
Corporate Communications	Sam Seymour-Eyles	Whole of council IS Building Statutory Planning Engineering Finance	Community Insight After Hours Answering Services Communications Australia	Open Property System- Tech1, CRM, Receipting Council Info Summary Sheets		Customer Service includes phone calls, Customer requests, receipting and receiving applications etc.
Normal Location		Recovery Location		Critical Business Timings		
City of Cockburn 9 Coleville Crescent, Spearwood		City of Cockburn, Seniors Centre 9 Coleville Crescent, Spearwood		Maximum Acceptable Outage (MAO) = 4 Hours	Recovery Time Objective (RTO) = 2Hours	Recovery Point Objective (RPO) = 2 Hours
Peak Periods		Monday to Friday.				
Resource Type	Business as usual	Minimum Resource Requirements Over Time				
		1-24 Hours	2-7 Days	8-14 Days	15-30 Days	
Roles and Headcount	7 2 Front Counter 4-5 Contact Centre	2 Contact Centre 1 Front Counter	+1 Front Counter +3 Contact Centre	-	-	
Telephones / Mobile	6 Landlines	2	+4	-	-	
Desk & Computer hardware	7	3	+4	-	-	
Special Requirements e.g. Printers	1 Photocopier/Scanner	1	-	-	-	
Vital Records	List of Fees Dogs Registration Planning Forms Building Forms Key contacts in an emergency	Yes	-	-	-	
Critical Equipment	Head Sets Chargers	Yes	Yes	-	-	

	EFPOS Machines Float				
Recovery Strategy for Loss of:					
(1) Key staff	1.1 Determine availability of staff. 1.2 Determine duration of staff loss. 1.3 Back fill as required. 1.4 Contact internal former staff to seek assistance. (Customer service to create a list) 1.5 Utilise other excess staff within Council. 1.6 Seek assistance from other Councils				
(2&3) IT & Voice Communications	IT 2.1 Await ITDRP. 2.2 Capacity to complete Manual receipting. 2.3 Encourage to pay on line. 2.4 Cash only capability. 2.5 Refer to the BCP customer service kit with relevant forms. Voice Communications 3.1 Phone diversions to afterhours will be handled by information services utilising available infrastructure. 3.2 Advise clients/stake holders regarding change of numbers via local media, & Use staff mobiles.				
(4) Building / Precinct	4.1 City of Cockburn, Seniors Centre 9 Coleville Crescent, Spearwood				
(5) Vital Records	5.1 List of Fees. 5.2 Dogs Registration. 5.3 Planning Forms. 5.4 Building Forms. 5.5 Key contacts in an emergency.				
(6) Suppliers	6.1 Communications Australia.				
(7) Alternate Critical Equipment Source	7.1 Headsets, EFTPOS machines. (Check other areas within council – Senior and Youth Centre, Rangers, Southlake Leisure Centre, Henderson Waste etc. and or contact NAB).				

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Business Unit	Manager	Internal Dependencies	External Dependencies	Required IT Applications (other than Microsoft Office)		Critical Business Function
Corporate Communications	Sam Seymour-Eyles	Mayor CEO	Media Community Government agencies	Nil		Provide Information to keep Community Informed and manage brand reputation
Normal Location		Recovery Location		Critical Business Timings		
City of Cockburn, Communications Building, 9 Coleville Crescent, Spearwood		City of Cockburn, Seniors Centre 9 Coleville Crescent, Spearwood		Maximum Acceptable Outage (MAO) = 2 Hours	Recovery Time Objective (RTO) = 1 Hour	Recovery Point Objective (RPO) = 1 Hour
Peak Periods		Seasonal.				
Resource Type	Business as usual	Minimum Resource Requirements Over Time				
		1-24 Hours	2-7 Days	8-14 Days	15-30 Days	
Roles and Headcount	4 in total 1 Manager 2 Media Officers 1 Assistant	2 Media Officers	+ 1 Media Officer	-	-	
Telephones / Mobile	6 Landlines	2	+1	-	-	
Desk & Computer hardware	7	-	-	-	-	
Special Requirements e.g. Printers	1 Photocopier/Scanner	-	-	-	-	
Vital Records	Contact List Crisis Communications Plan	Yes	Yes	-	-	
Critical Equipment	Camera	Yes	Yes	-	-	
Recovery Strategy for Loss of:						

(1) Key staff	<p>1.1 Determine availability of staff.</p> <p>1.2 Determine duration of staff loss.</p> <p>1.3 Reciprocal arrangements with adjoining councils for rangers.</p> <p>1.4 Community Emergency Services Manager can be seconded.</p> <p>1.5 Local Emergency Management Plan with committee to contact and utilise.</p> <p>1.6 2 Area Police support.</p>
(2&3) IT & Voice Communications	<p>IT</p> <p>2.1 Await ITDRP.</p> <p>2.2 Hardcopy of plan available.</p> <p>2.3 Ipad as an option.</p> <p>Voice Communications</p> <p>3.1 Phone diversions will be handled by information services utilising available infrastructure.</p> <p>3.2 Advise clients/stake holders regarding change of numbers via local media.</p> <p>3.3 Mobiles.</p> <p>3.4 Two Way Radios, or Use CoSafe Lines.</p>
(4) Building / Precinct	<p>4.1 Cockburn Volunteer Emergency Services - Polletti Road.</p>
(5) Vital Records	<p>5.1 Hardcopy of plans available.</p>
(6) Suppliers	<p>6.1 Nil.</p>
(7) Alternate Critical Equipment Source	<p>7.1 Other Councils, Department of Fire Emergency. Other fleet vehicles.</p>

Business Unit	Manager	Internal Dependencies	External Dependencies	Required IT Applications (other than Microsoft Office)		Critical Business Function
Community Services	Rob Avard	Operations – council response Emergency Management Coordinator Procurement Human Services Communications Environmental Health Operations Centre IS Finance Rangers	Emergency Services Volunteers Department of Fire Emergency Services Department of Child Protection & Family Support Local Emergency Committee e.g. Police Fuel BP CoSafe Property Owners	GIS Communications System		Emergency Service & Response – Respond to a significant civil emergency.
Normal Location		Recovery Location		Critical Business Timings		
Operations Centre		City of Cockburn Volunteer Emergency Services - Polletti Road		Maximum Acceptable Outage (MAO) = 1 Hour in an Emergency	Recovery Time Objective (RTO) = 30 Minutes	Recovery Point Objective (RPO) = 30 Minutes
Peak Periods		Any time but particularly seasonal events				
Resource Type	Business as usual	Minimum Resource Requirements Over Time				
		1-24 Hours	2-7 Days	8-14 Days	15-30 Days	
Roles and Headcount	18 Total 2 Emergency Services Coordinators 8 Rangers 2 Administration 3 Coordinators 2 CCTV / CoSafe 1 Parking Officer	2 Emergency Services Coordinators 3 Rangers 1 Administration	+1 Administration +2 Rangers +1 CCTV / CoSafe +1 Coordinators	+2 Rangers + 1 Coordinator	+1 CCTV/Cosafe +1 Parking Officer	
Telephones / Mobile	10 Landlines 10 Mobiles	2 Landlines 5 Mobiles	5 Mobiles 8 Landlines	-	-	

Desk & Computer hardware	10	5	+5	-	-
Special Requirements e.g. Printers	1 Printer / Scanner	1	-	-	-
Vital Records	Emergency Plan Local Emergency Management Plan	Yes	Yes	Yes	Yes
Critical Equipment	8 Ranger vehicles with communications Emergency Services 6 volunteer bushfire vehicles Communications vehicle Water Tanker Polleti Road – State Emergency 5 Services Vehicles	Yes	Yes	Yes	yes

Recovery Strategy for Loss of:

(1) Key staff	<p>1.1 Determine availability of staff.</p> <p>1.2 Determine duration of staff loss.</p> <p>1.3 Reciprocal arrangements with adjoining councils for rangers.</p> <p>1.4 Community Emergency Services Manager can be seconded.</p> <p>1.5 Local Emergency Management Plan with committee to contact and utilise.</p> <p>1.6 2 Area Police support.</p>
(2&3) IT & Voice Communications	<p>IT</p> <p>2.1 Await ITDRP.</p> <p>2.2 Hardcopy of plan available.</p> <p>2.3 IPad as an option.</p> <p>Voice Communications</p> <p>3.1 Phone diversions will be handled by information services utilising available infrastructure.</p> <p>3.2 Advise clients/stake holders regarding change of numbers via local media.</p> <p>3.3 Mobiles.</p> <p>3.4 Two Way Radios, or Use CoSafe Lines.</p>

(4) Building / Precinct	4.1 Cockburn Volunteer Emergency Services - Polletti Road.
(5) Vital Records	5.1 Hardcopy of plans available.

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Business Unit	Manager	Internal Dependencies	External Dependencies	Required IT Applications (other than Microsoft Office)		Critical Business Function
Community Services	Rob Avard	Dog Pound Customer Service Communications Rangers	Police Ambulance Dog Owners	Nil		Incident response to Dangerous Dogs Attack
Normal Location		Recovery Location		Critical Business Timings		
Operations Centre – Wellard Street		In the field and use other Councils Animal care facilities		Maximum Acceptable Outage (MAO) = 2 Hour (in an emergency)	Recovery Time Objective (RTO) = 30 Minutes	Recovery Point Objective (RPO) = 24 Hours
Peak Periods		7 Days				
Resource Type	Business as usual	Minimum Resource Requirements Over Time				
		1-24 Hours	2-7 Days	8-14 Days	15-30 Days	
Roles and Headcount	8 Rangers	2		-	-	
Telephones / Mobile	8 Mobiles	2		-	-	
Desk & Computer hardware	5	-		-	-	
Special Requirements e.g. Printers	-	-	-	-	-	
Vital Records	List of registered dog owners	Yes		-	-	
Critical Equipment	Dog Van Poles Gloves 2 way radio	Yes		-	-	
IT Applications and Drives	Nil	-	-	-	-	

Recovery Strategy for Loss of:

(1) Key staff	<p>1.1 Determine availability of staff.</p> <p>1.2 Determine duration of staff loss.</p> <p>1.3 Reciprocal arrangements with adjoining councils for rangers</p> <p>1.4 LOGO appointments.</p>
(2&3) IT & Voice Communications	<p>IT</p> <p>2.1 Await ITDRP.</p> <p>Voice Communications</p> <p>3.1 Phone diversions will be handled by information services utilising available infrastructure.</p> <p>3.2 Advise clients/stake holders regarding change of numbers via local media.</p> <p>3.3 2 Way radios</p>
(4) Building / Precinct	<p>4.1 Work in Field</p> <p>4.2 Another Council.</p> <p>4.3 Lost Dogs home.</p>
(5) Vital Records	<p>5.1 Not essential as Dogs can be impounded for a period of time.</p>
(6) Suppliers	<p>6.1 Nil.</p>
(7) Alternate Critical Equipment Source	<p>7.1 See another council for support.</p>

16. Critical Business Function Information - Planning & Development Division

Business Unit	Manager	Internal Dependencies	External Dependencies	Required IT Applications (other than Microsoft Office)		Critical Business Function
Environmental Health	Nick Jones	Customer Service IS	Community Emergency Services e.g. Fire brigade, Police Health Department Perth	GIS Drainage Mapping		Complaint based on Incident e.g. Food Outbreak Legionnaires, Asbestos, Chemical spill, Public health risk, Sewerage etc.
Normal Location		Recovery Location		Critical Business Timings		
City of Cockburn 9 Coleville Crescent, Spearwood		Seniors Centre		Maximum Acceptable Outage (MAO) = 2 Hours	Recovery Time Objective (RTO) = 2 Hours	Recovery Point Objective (RPO) = 24
Peak Periods		Incident based				
Resource Type	Business as usual	Minimum Resource Requirements Over Time				
		1-24 Hours	2-7 Days	8-14 Days	15-30 Days	
Roles and Headcount	10 Fulltime Environmental Health Officer	3 plus Manager	+2	+4	-	
Telephones / Mobile	10 Mobiles	4	+2	+4	-	
Desk & Computer hardware	10	nil	Nil	+4	-	
Special Requirements e.g. Printers	1 Printer / Scanner	-	-	-	-	
Vital Records	Drainage maps	Yes	Yes	Yes	-	
Critical Equipment	Sampling Equipment PPE Gear Vehicles	Yes	Yes	Yes	-	

Recovery Strategy for Loss of:

<p>(1) Key staff</p>	<p>1.1 Determine availability of staff. Multiple staff available. 1.2 Determine duration of staff loss 1.3 Can obtain staff from other councils or contract in. 1.4 Identify and prioritise issues based on criticality. 1.5 Advise key stakeholders as required. 1.6 Record all critical information.</p>
<p>(2&3) IT & Voice Communications</p>	<p>IT 2.1 Await ITDRP. 2.2 As on site, manually record incidents and outcomes and enter into IT system at a later date. Voice Communications 3.1 Phone diversions will be handled by information services utilising available infrastructure. 3.2 Advise clients/stake holders regarding change of numbers via local media. 3.3 Utilise mobiles and or two way radios.</p>
<p>(4) Building / Precinct</p>	<p>4.1 Seniors Centre</p>
<p>(5) Vital Records</p>	<p>5.1 Drainage maps</p>
<p>(6) Suppliers</p>	<p>6.1 Nil.</p>
<p>(7) Alternate Critical Equipment Source</p>	<p>7.1 Readily available but cars are essential in the case of a significant response. Sampling Equipment</p>

[Type text]

Business Unit	Manager	Internal Dependencies	External Dependencies	Required IT Applications (other than Microsoft Office)		Critical Business Function
Statutory Planning/ Building Services	Andrew Lefort/ John West	Customer Service IS Senior Management Team Building	Community Emergency Services Environment Department of regulation Department of Parks and Wildlife	Tech1 Property GIS		Compliance in an emergency situation e.g. Dangerous Buildings & Serious Amenity Issues
Normal Location		Recovery Location		Critical Business Timings		
City of Cockburn 9 Coleville Crescent, Spearwood		Seniors Centre		Maximum Acceptable Outage (MAO) = 4 Hours	Recovery Time Objective (RTO) = 2 Hours	Recovery Point Objective (RPO) = 24 Hours
Peak Periods		As per event and or Monday to Friday.				
Resource Type	Business as usual	Minimum Resource Requirements Over Time				
		1-24 Hours	2-7 Days	8-14 Days	15-30 Days	
Roles and Headcount	3Total 1 – Planning Compliance 2 Building Compliance	1 Compliance 1 Building		-	-	
Telephones / Mobile	3 Landlines 3 Mobile	2 Mobile 1 landline	-	-	-	
Desk & Computer hardware	3	1	-	-	-	
Special Requirements e.g. Printers	1 Printer / Scanner		Yes	-	-	
Vital Records	Records from the Management System Planning approvals	Yes	-	-	-	
Critical Equipment	Camera	Yes	-	-	-	

Recovery Strategy for Loss of:

(1) Key staff	<p>1.1 Determine availability of staff.</p> <p>1.2 Determine duration of staff loss</p> <p>1.3 Planning and Building Officers can be utilised in an emergency, but requires authorisation</p> <p>1.4 Utilise assistance from another council. (Limited Access</p>
(2&3) IT & Voice Communications	<p>IT</p> <p>2.1 Await ITDRP.</p> <p>2.2 No other work-around except take hand written notes, make safe and enter data at a later stage.</p> <p>2.3 Consider accessing GIS from another council.</p> <p>Voice Communications</p> <p>3.1 Phone diversions will be handled by information services utilising available infrastructure.</p> <p>3.2 Advise clients/stake holders regarding change of numbers via local media.</p> <p>3.3 Utilise mobiles.</p>
(4) Building / Precinct	<p>4.1 Seniors Centre</p> <p>4.2 Work from Home</p>
(5) Vital Records	<p>5.1 No work-around.</p>
(6) Suppliers	<p>6.1 Nil.</p>
(7) Alternate Critical Equipment Source	<p>7.1 Cameras can be readily bought utilising Petty Cash and or corporate credit card.</p>

[Type text]

Business Unit	Manager	Internal Dependencies	External Dependencies	Required IT Applications (other than Microsoft Office)		Critical Business Function
Statutory Planning	Andrew Lefort	Customer Service IS Building Health Planning	Customers Settling Agents Solicitors	Tech 1 - Property & Rating ECM		Zoning Certificates – settling Agents for both commercial and residential,
Normal Location		Recovery Location		Critical Business Timings		
City of Cockburn 9 Coleville Crescent, Spearwood		Seniors Centre		Maximum Acceptable Outage (MAO) = 10 days	Recovery Time Objective (RTO) = 3 Days	Recovery Point Objective (RPO) = 3 Days
Peak Periods		All year round				
Resource Type	Business as usual	Minimum Resource Requirements Over Time				
		1-24 Hours	2-7 Days	8-14 Days	15-30 Days	
Roles and Headcount	1 Planning administration officer	-	1	-	-	
Telephones / Mobile	1 Landline	-	1	-	-	
Desk & Computer hardware	1	-	1	-	-	
Special Requirements e.g. Printers	Nil	-	-	-	-	
Vital Records	Zoning Certificates	-	Yes	-	-	
Critical Equipment	Nil	-	Yes	-	-	
Recovery Strategy for Loss of:						
(1) Key staff	1.1 Determine availability of staff. 1.2 Determine duration of staff loss					

	<p>1.3 Three internal backup administration officers</p> <p>1.4 Casual Pool available at short notice. Management to advise where list is kept.</p>
(2&3) IT & Voice Communications	<p>IT</p> <p>2.1 Await ITDRP.</p> <p>2.2 Process could be completed manually by priority both at the office and or any location.</p> <p>2.3 Written procedures available (Zoning Certificate Procedure Manual).</p> <p>Voice Communications</p> <p>3.1 Phone diversions will be handled by information services utilising available infrastructure.</p> <p>3.2 Advise clients/stake holders regarding change of numbers.</p> <p>3.3 Use mobiles (if personal reimburse post disruption).</p>
(4) Building / Precinct	<p>4.1 Seniors Centre.</p>
(5) Vital Records	<p>5.1 Zoning Certificates can be completed manually and approved.</p>
(6) Suppliers	<p>6.1 Nil.</p>
(7) Alternate Critical Equipment Source	<p>7.1 Nil.</p>

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Business Unit	Manager	Internal Dependencies	External Dependencies	Required IT Applications (other than Microsoft Office)		Critical Business Function
Strategic Planning	Andrew Trosic	Mayor CEO Senior Management Team	Lawyers McLeod's Barrister & Solicitors Land Gate State Government	Property & Rating		Land Transfer Documentation – formal documentation for signing, granting / Sealing, lodgement and execution.
Normal Location		Recovery Location		Critical Business Timings		
City of Cockburn 9 Coleville Crescent, Spearwood		Senior Centre		Maximum Acceptable Outage (MAO) = 15 Days	Recovery Time Objective (RTO) = 2 Days	Recovery Point Objective (RPO) = 2 days
Peak Periods		All year round				
Resource Type	Business as usual	Minimum Resource Requirements Over Time				
		1-24 Hours	2-7 Days	8-14 Days	15-30 Days	
Roles and Headcount	2.5 Land Officers	-	-	1	+1	
Telephones / Mobile	3 Landlines 1 Mobile	-	-	1	+1	
Desk & Computer hardware	3	-	-	1	+1	
Special Requirements e.g. Printers	1 Scanner / Printer	-	-	1	-	
Vital Records	Land Titles Caveats Associated deeds of agreements	-	-	Yes	Yes	
Critical Equipment	Nil	-	-	-	-	
Recovery Strategy for Loss of:						

(1) Key staff	<p>1.1 Determine availability of staff.</p> <p>1.2 Determine duration of staff loss. Internal staff can cover</p> <p>.</p> <p>1.3 CEO and or Directors can delegate.</p>
(2&3) IT & Voice Communications	<p>IT</p> <p>2.1 Await ITDRP</p> <p>2.2 Hard copy can be delivered and signed</p> <p>Voice Communications</p> <p>3.1 Phone diversions will be handled by information services utilising available infrastructure.</p> <p>3.2 Advise clients/stake holders regarding change of numbers.</p> <p>3.3 Use mobiles.</p>
(4) Building / Precinct	<p>4.1 Senior Centre</p>
(5) Vital Records	<p>5.1 Hard copies available.</p> <p>5.2 Seek new copies from customer.</p> <p>5.3 Land gate refer to State.</p>
(6) Suppliers	<p>6.1 Any property and land lawyer can be bought in.</p>
(7) Alternate Critical Equipment Source	<p>7.1 Nil</p>

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Business Unit	Manager	Internal Dependencies	External Dependencies	Required IT Applications (other than Microsoft Office)		Critical Business Function
Building	John West	Customer Service Statutory Planning Health Services Engineering	Customers Builders Architects Engineers Building Commission Health Department Department of Housing Works Department Local Government State Administration Tribunal	Tech 1 Councils on Line Cambroon		Building - Issuing Permits, Demolition, Occupancy, Strata Title, Building Approval Certificates, Customer Service and phone calls, Swimming pool inspections.
Normal Location		Recovery Location		Critical Business Timings		
City of Cockburn 9 Coleville Crescent, Spearwood		Seniors Centre		Maximum Acceptable Outage (MAO) = 5 Days	Recovery Time Objective (RTO) = 2 Days	Recovery Point Objective (RPO) = 24 Hours
Peak Periods		Monday to Friday Pre - Xmas				
Resource Type	Business as usual	Minimum Resource Requirements Over Time				
		1-24 Hours	2-7 Days	8-14 Days	15-30 Days	
Roles and Headcount	17 1 Manager, Building Surveyor (8), 4 Administration, Compliance (2) and Pool inspections (2).	1 Manager 2 Senior Building Surveyors 1 Administration	+2 Administration +5 Building Surveyors +1 Compliance +1 Pool Inspection	+1 Pool Inspection +1 Compliance +1 Building Surveyors	-	
Telephones / Mobile	17 Landlines 7 Mobiles	3 Mobile 1 Landline	4 Mobiles	17 Landline 7 Mobiles	-	
Desk & Computer hardware	17	2	9	4	-	
Special Requirements e.g. Printers	1 Printer / Scanner	-	1 Printer / Scanner	-	-	
Vital Records	Plans	-	-	-	-	

Critical Equipment	Tape Measures and Level Shovels Vehicles, Maps	-	-	Yes	-
Recovery Strategy for Loss of:					
(1) Key staff	1.1 Determine availability of staff. 1.2 Council has good internal coverage. 1.3 Can seek assistance from outside e.g. another council and or recruitment firm.				
(2&3) IT & Voice Communications	IT 2.1 Await ITDRP. 2.2 Procedure manuals which will assist to complete manually. 2.3 Inspections can be completed manually. Voice Communications 3.1 Phone diversions will be handled by information services utilising available infrastructure. 3.2 Advise clients/stake holders regarding change of numbers via local media. 3.3 Use mobiles.				
(4) Building / Precinct	4.1 Seniors Centre				
(5) Vital Records	5.1 Procedure manuals which will assist to complete manually. 5.2. Keep vital records manually for later inclusion to ECM.				
(6) Suppliers	6.1 Nil.				
(7) Alternate Critical Equipment Source	7.1 Multiple options available.				

17. Critical Business Function Information - Engineering & Works Services Division

Business Unit	Manager	Internal Dependencies	External Dependencies	Required IT Applications (other than Microsoft Office)		Critical Business Function
Engineering	Jadranka Kiurski	Customer Service Officer IS Procurement	Community Suppliers – Asphalt Services Boral Public Authorities	GIS Customer Service Request System		Road Patching
Normal Location		Recovery Location		Critical Business Timings		
Operation Centre		Henderson Waste Recovery Work remotely		Maximum Acceptable Outage (MAO) = 5 Days	Recovery Time Objective (RTO) = 48 Hours	Recovery Point Objective (RPO) = 4 Days
Peak Periods		Ongoing, after severe weather events (Winter Months)				
Resource Type	Business as usual	Minimum Resource Requirements Over Time				
		1-24 Hours	2-7 Days	8-14 Days	15-30 Days	
Roles and Headcount	5 in total Supervisor 2 crews of 2	-	1 Supervisor 2 crews of 2	-	-	
Telephones / Mobile	1 Mobile	-	1	-	-	
Desk & Computer hardware	1	-	1	-	-	
Special Requirements e.g. Printers	Nil	-	-	-	-	
Vital Records	Maps from GIS	-	Yes	-	-	
Critical Equipment	Two Way Radios 2 Flowcon Vehicles for Hot Mix 1 Ute for Cold Mix	-	Yes	-	-	

Recovery Strategy for Loss of:

(1) Key staff	<p>1.1 Determine availability of staff.</p> <p>1.2 Determine duration of staff loss if significant multiple hire companies.</p> <p>1.3 Adecco.</p> <p>1.5 DFP.</p>
(2&3) IT & Voice Communications	<p>IT</p> <p>2.1 ITDRP.</p> <p>2.2 Manual system in place e.g. writing locations and utilising Road Maps in vehicles.</p> <p>2.3 Utilising Police if required.</p> <p>Voice Communications</p> <p>3.1 Phone diversions will be handled by information services utilising available infrastructure.</p> <p>3.2 Advise clients/stake holders regarding change of numbers via local media.</p> <p>3.3 Utilise Two-Way radios/ Mobile Phones</p>
(4) Building / Precinct	<p>4.1 Henderson Waste Recovery.</p> <p>4.2 Work remotely.</p>
(5) Vital Records	<p>5.1 Utilise Maps in vehicles.</p>
(6) Suppliers	<p>6.1 Multiple suppliers available (WALGA preferred list).</p> <p>6.2 Alternative Materials to be Used .eg Gravel</p>
(7) Alternate Critical Equipment Source	<p>7.1 Utilise suppliers.</p> <p>7.2 Hire from Budget / Avis for small vehicles and utilise credit cards to make payments.</p>

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Business Unit	Manager	Internal Dependencies	External Dependencies	Required IT Applications (other than Microsoft Office)		Critical Business Function
Engineering	Jadranka Kiurski	Customer Service IS Procurement	Dial Before you Dig Suppliers	Online form to request works GIS		Drainage Maintenance in the response to severe weather events
Normal Location		Recovery Location		Critical Business Timings		
Operation Centre		Henderson Waste Recovery Work Remotely		Maximum Acceptable Outage (MAO) = 8 Hours	Recovery Time Objective (RTO) = 2 Hours	Recovery Point Objective (RPO) = 2 Hours
Peak Periods		Seasonal (7 Call outs in recent events)				
Resource Type	Business as usual	Minimum Resource Requirements Over Time				
		1-24 Hours	2-7 Days	8-14 Days	15-30 Days	
Roles and Headcount	7 in total 1 Supervisor 6 Drainage	1 Supervisor 6 Drainage	-	-	-	
Telephones / Mobile	1	1	-	-	-	
Desk & Computer hardware	1	1	-	-	-	
Special Requirements e.g. Printers	1 Printer / Scanner	1	-	-	-	
Vital Records	Maps (GIS)	Yes	-	-	-	
Critical Equipment	Two-Way Radio Sand Excavator Backhoe 2 Hire Trucks with trailers and chains Cement	Yes	-	-	-	

	Internal pump.				
Recovery Strategy for Loss of:					
(1) Key staff	1.1 Determine availability of staff. 1.2 Determine duration of staff loss. 1.3 Hire staff in from Mayday, MINIQIP (special CEO authorisation required).				
(2&3) IT & Voice Communications	IT 2.1 Await ITDRP 2.2 Contact Dial before you Dig. 2.3 Manual inspections and tracking. Voice Communications 3.1 Phone diversions will be handled by information services utilising available infrastructure. 3.2 Advise clients/stake holders regarding change of numbers via local media. 3.3 Mobiles or Two-Way Radios.				
(4) Building / Precinct	4.1 Henderson Waste Recovery. 4.2 Work Remotely in the field				
(5) Vital Records	5.1 Contact another council and see if they have GIS council can utilise.				
(6) Suppliers	6.1 Currently have two months' supply in yard.(Stock)				
(7) Alternate Critical Equipment Source	7.1 Contact Coates and or Leonards for critical equipment. Drainage Supplier RCPA (Bibra Lake)				

[Type text]

Business Unit	Manager	Internal Dependencies	External Dependencies	Required IT Applications (other than Microsoft Office)		Critical Business Function
Engineering	Jadranka Kiurski	Customer Service IS	Event Organisers Emergency Services Main roads Public Authorities	Internet GIS Mapping Customer Request System		Emergency Traffic Management
Normal Location		Recovery Location		Critical Business Timings		
City of Cockburn 9 Coleville Crescent, Spearwood		Seniors Centre		Maximum Acceptable Outage (MAO) = 4 Hrs	Recovery Time Objective (RTO) = 2 Hrs	Recovery Point Objective (RPO) = 2 Days
Peak Periods		Seasonal				
Resource Type	Business as usual	Minimum Resource Requirements Over Time				
		1-24 Hours	2-7 Days	8-14 Days	15-30 Days	
Roles and Headcount	1	1 (same person performing both other critical function)	-	-	-	
Telephones / Mobile	1	1	-	-	-	
Desk & Computer hardware	1	1	-	-	-	
Special Requirements e.g. Printers	1 (Printer / Scanner)	1	-	-	-	
Vital Records	Maps Approval Letters	Yes	-	-	-	
Critical Equipment	PPE, Two Way Radios	Yes	-	-	-	
Recovery Strategy for Loss of:						
(1) Key staff	1.1 Determine availability of staff. 1.2 Determine duration of staff loss					

	1.3 Internal capability.
(2&3) IT & Voice Communications	<p>IT</p> <p>2.1 Await ITDRP</p> <p>2.2 Manual work around includes working hard copy plans and documentation.</p> <p>2.3 Consider another Council to access GIS.</p> <p>Voice Communications</p> <p>3.1 Phone diversions will be handled by information services utilising available infrastructure.</p> <p>3.2 Advise clients/stake holders regarding change of numbers via local media.</p>
(4) Building / Precinct	4.1 Seniors Centre.
(5) Vital Records	<p>5.1 Maps – Use hard copy plans</p> <p>5.2 Letters – Use old copies and retype.</p>
(6) Suppliers	6.1 WALGA preferred supplier (Carrington's Actuos)
(7) Alternate Critical Equipment Source	7.1 Nil.

[Type text]

Business Unit	Manager	Internal Dependencies	External Dependencies	Required IT Applications (other than Microsoft Office)		Critical Business Function
Infrastructure Services	Doug Vickery	Customer Service IS Finance	Telstra Facilities Contractors Electricians Plumbers Satellite Security Cleaning - Spotless HECS CMSCoSafe Fire Service Maintenance Locks - BullAnt	Telephone system Technology 1 - Finance		Facilities Management – includes Building Maintenance, Cleaning, Fire control, Lights, Disability Act Compliance, Liaison with Events and Building Security Access
Normal Location		Recovery Location		Critical Business Timings		
City of Cockburn 9 Coleville Crescent, Spearwood Plus Operations Centre		Henderson Recovery Site		Maximum Acceptable Outage (MAO) = 48 Hours	Recovery Time Objective (RTO) = 12 Hours	Recovery Point Objective (RPO) = 24 Hours
Peak Periods		24/7 Significant Weather Events				
Resource Type	Business as usual	Minimum Resource Requirements Over Time				
		1-24 Hours	2-7 Days	8-14 Days	15-30 Days	
Roles and Headcount	5	1	+3	+1	-	
Telephones / Mobile	5 Landlines 5 mobiles	1 Mobile	+3 Mobiles	+1	-	
Desk & Computer hardware	4	1	+3	+1	-	
Special Requirements e.g. Printers	1 Printer / Scanner	Yes	Yes	Yes	-	
Vital Records	Building Plans List of contractors Security Access Codes	Yes	Yes	Yes	-	
Critical Equipment	Keys	Yes	Yes	Yes	-	

	Swipe card access				
Recovery Strategy for Loss of:					
(1) Key staff	<p>1.1 Determine availability of staff. 1.2 Determine duration of staff loss. 1.3 Cover staff from within unit. 1.4 Utilise contractors if required.</p>				
(2&3) IT & Voice Communications	<p>IT 2.1 Await ITDRP. 2.2 Utilise hard copy plans of maps and prioritise by building function and importance. 2.3 Manually inspect and record information. Voice Communications 3.1 Phone diversions will be handled by information services utilising available infrastructure. 3.2 Advise clients/stake holders regarding change of numbers via local media. 3.3 Utilise Mobiles. 3.4 Manually inspect by priority and report to Manager.</p>				
(4) Building / Precinct	<p>4.1 Senior Centre 4.2 Henderson Recovery Site</p>				
(5) Vital Records	<p>5.1 Manual Inspections</p>				
(6) Suppliers	<p>6.1 Multiple options available – no issue.</p>				
(7) Alternate Critical Equipment Source	<p>7.1 Keys stored in multiple sites (Administration Building and Operations Centre)</p>				

[Type text]

Business Unit	Manager	Internal Dependencies	External Dependencies	Required IT Applications (other than Microsoft Office)	Critical Business Function
Infrastructure Services	Doug Vickery	Customer Service IS Finance Waste Roads Parks	Telstra Australian Fuel Distributions Satellite Security CoSafe BP	Telephone system Technology 1 – Finance Trans Host BP Online	Fuel Management – includes providing Fuel for City Vehicles and maintenance of the vehicles
Normal Location		Recovery Location		Critical Business Timings	
Operations Centre		Henderson Recovery Site		Maximum Acceptable Outage (MAO) = 10 days	Recovery Time Objective (RTO) = 12 Hours Recovery Point Objective (RPO) = 24 Hours
Peak Periods		24/7 Significant Weather Events			

Resource Type	Business as usual	Minimum Resource Requirements Over Time			
		1-24 Hours	2-7 Days	8-14 Days	15-30 Days
Roles and Headcount	7 in total	2	+5	-	-
Telephones / Mobile	4 Landlines 3 mobiles	2 Mobiles	+1 Mobile	+4 landlines	-
Desk & Computer hardware	5	2	+1	+2	-
Special Requirements e.g. Printers	1 X B/W Printer 1 x Printer/Scanner	Yes	Yes	Yes	-
Vital Records	Fuel Station locations Hardcopy of 10yr plan Security access code	Yes	Yes	Yes	-
Critical Equipment	Keys Swipe card access	Yes	Yes	Yes	-

Recovery Strategy for Loss of:	
(1) Key staff	<p>1.1 Determine availability of staff.</p> <p>1.2 Determine duration of staff loss.</p> <p>1.3 Cover staff from within unit.</p> <p>1.4 Utilise contractors if required.</p>
(2&3) IT & Voice Communications	<p>IT</p> <p>2.1 Await ITDRP.</p> <p>2.2 Utilise hard copy plans of vital records.</p> <p>2.3 Manually inspect and record fuel information.</p> <p>Voice Communications</p> <p>3.1 Phone diversions will be handled by information services utilising available infrastructure.</p> <p>3.2 Advise clients/stake holders regarding change of numbers via local media.</p> <p>3.3 Utilise Mobiles.</p> <p>3.4 Manually inspect by priority and report to Manager.</p>
(4) Building / Precinct	<p>4.1 Henderson Recovery Site</p>
(5) Vital Records	<p>5.1 Manual Inspections</p>
(6) Suppliers	<p>6.1 Multiple options available for fuel delivery to the depot, for utilizing Henderson fuel storage, and for setting up a plant & vehicle refuelling arrangement at local service station(s)</p>
(7) Alternate Critical Equipment Source	<p>7.1 Keys stored in multiple sites (Administration Building and Operations Centre)</p> <p>7.2 Alternative power supply for depot fuel bowser and control equipment in case of power outage at Depot</p>

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Business Unit	Manager	Internal Dependencies	External Dependencies	Required IT Applications (other than Microsoft Office)		Critical Business Function
Waste Collection	Lyall Davieson	Customer Service Workshop	SMRC Community Operations Centre	Big Mate System Customer Service requests		Kerbside organic (MSW) Municipal Solid Waste
Normal Location		Recovery Location		Critical Business Timings		
Operations Centre		Henderson Waste Recovery Park		Maximum Acceptable Outage (MAO) = 3 Days Kerbside	Recovery Time Objective (RTO) = 1 Day	Recovery Point Objective (RPO) = 24 Hours
Peak Periods		365 Days – Peak Periods November to April				
Resource Type	Business as usual	Minimum Resource Requirements Over Time				
		1-24 Hours	2-7 Days	8-14 Days	15-30 Days	
Roles and Headcount	9 in total 1 Manager, 1 Supervisor, 6 Drivers & 1 Lead Hand		8 in total 1 Supervisor & 7 staff	-	-	
Telephones / Mobile	2 Mobiles	-	2	-	-	
Desk & Computer hardware	1	-	1	-	-	
Special Requirements e.g. Printers	-	-	-	-	-	
Vital Records	Rosters Run Sheets	-	Yes	-	-	
Critical Equipment	7 Trucks Two-Way radios (including Base unit)	-	Yes	-	-	
Recovery Strategy for Loss of:						
(1) Key staff	1.1 Determine availability of staff. 1.2 Determine duration of staff loss.					

	<p>1.3 Recycle Drivers can cover for them by priority.</p> <p>1.4 Verge collection drivers can cover by priority</p> <p>1.5 Assistance can be sought from neighbouring Council drivers</p>
(2&3) IT & Voice Communications	<p>IT</p> <p>2.1 Await ITDRP.</p> <p>2.2 Hard copies of runs available for driver.</p> <p>Voice Communications</p> <p>3.1 Phone diversions will be handled by information services utilising available infrastructure.</p> <p>3.2 Advise clients/stake holders regarding change of numbers via local media.</p> <p>3.3 Two way radios</p>
(4) Building / Precinct	<p>4.1 Henderson Waste Recovery Park.</p>
(5) Vital Records	<p>5.1 Roster – Hard copy available.</p> <p>5.2 Run Sheet – Hard Copy available.</p>
(6) Suppliers	<p>6.1 Clean Away, Greens Hire, Perth Waste</p> <p>6.2 Fuel – source from Henderson Waste Recovery, capacity for up to 30 000 litres</p> <p>6.3 BP – Fuel - Review strategy for how much fuel council has available. Reduce and prioritise the frequency of waste collection. (E.g. Residential only). Consider signing a Memorandum of Understanding (MOU).</p> <p>6.4 Seek alternate supplier and use credit cards to fill up (Temporary Increase on Credit Cards).</p> <p>6.5 Reduce other non-critical functions that require fuel.</p> <p>6.6 Review with neighbouring Council to consolidate and resources.</p>
(7) Alternate Critical Equipment Source	<p>7.1 1 spare truck available.</p>

[Type text]

Business Unit	Manager	Internal Dependencies	External Dependencies	Required IT Applications (other than Microsoft Office)		Critical Business Function
Waste Disposal	Lyall Davieson	Customer Service IS	Community Commercial customers & weighbridge software Building sites etc.	Weighbridge		Landfill for Domestic and Commercial
Normal Location		Recovery Location		Critical Business Timings		
Henderson Waste Recovery Park		Rockingham Armadale SMRC		Maximum Acceptable Outage (MAO) = 4 days	Recovery Time Objective (RTO) = 1 Day	Recovery Point Objective (RPO) = 24 Hours
Peak Periods		362 Days a Year. November to April				
Resource Type	Business as usual	Minimum Resource Requirements Over Time				
		1-24 Hours	2-7 Days	8-14 Days	15-30 Days	
Roles and Headcount	23 6 Plant Operators 2 Truck drivers 3 Weigh Bridge Operators 12 General Hands		1 Supervisor 1 Weigh Bridge Operator 4 Plant Operators 1 General hand	+16 staff	-	
Telephones / Mobile	6 Landlines 4 Mobiles	-	2 Mobiles	+6 Landlines	-	
Desk & Computer hardware	5	-	-	5	-	
Special Requirements e.g. Printers	Docket Printer in weighbridge & 1 Printer in office	-	-	-	-	
Vital Records	Weighbridge Software & Credit Card Function	-	Yes	Yes	-	
Critical Equipment	Two Way Radios Weigh Bridge 2 Hook and 1 Water cart 2 Landfill compactors 1 Truck Loader	-	Yes	Yes	-	

	2 Front end loaders				
	UPS				
	3 Generators				

Recovery Strategy for Loss of:	
(1) Key staff	<p>1.1 Determine availability of staff.</p> <p>1.2 Determine duration of staff loss</p>
(2&3) IT & Voice Communications	<p>IT</p> <p>2.1 Await ITDRP</p> <p>2.2 Arch is an independent system outside of IT. As it is a standalone system which has had issues in the past their s room for concern. If there is a disruption estimate rough charges, manually record and retrofit into an invoice for commercial users.</p> <p>Voice Communications</p> <p>3.1 Phone diversions will be handled by information services utilising available infrastructure.</p> <p>3.2 Advise clients/stake holders regarding change of numbers via local media.</p> <p>3.3 Use Mobiles and or Two-Way radios.</p>
(4) Building / Precinct	<p>4.1 Rockingham.</p> <p>4.2 Armadale.</p> <p>4.3 SMRC.</p>
(5) Vital Records	5.1 Manually record information for Trailer Pass, Commercial Invoices and Credit Cards
(6) Suppliers	6.1 Fuel – Operations Centre, alternative BP using Depot fuel truck
(7) Alternate Critical Equipment Source	<p>7.1 No redundancy for Land Compactors except the workshop.</p> <p>7.2 Other equipment can be hired in. Management to approach suppliers regarding times for replacement and consider signing a MOU to ensure supply.</p>

[Type text]

Business Unit	Manager	Internal Dependencies	External Dependencies	Required IT Applications (other than Microsoft Office)		Critical Business Function
Waste Disposal	Lyall Davieson	Henderson Waste Recovery Park Landfill Cells	Synergy	Can run computer systems from home. No CoC IT requirements		Methane Plant Maintenance
Normal Location		Recovery Location		Critical Business Timings		
Henderson Waste Recovery Park		N/A Infrastructure is not transportable		Maximum Acceptable Outage (MAO) = 2 days	Recovery Time Objective (RTO) = 1 Day	Recovery Point Objective (RPO) = 1 Day
Peak Periods		Ongoing				
Resource Type	Business as usual	Minimum Resource Requirements Over Time				
		1-24 Hours	2-7 Days	8-14 Days	15-30 Days	
Roles and Headcount	3	1	+2	-	-	
Telephones / Mobile	3	1	+2	-	-	
Desk & Computer hardware	N/A	-	-	-	-	
Special Requirements e.g. Printers	N/A	-	-	-	-	
Vital Records	External records kept	-	Yes	Yes	Yes	
Critical Equipment	3 x turbines	1	1	3	Yes	
Recovery Strategy for Loss of:						
(1) Key staff	1.1 Determine availability of staff. 1.2 Determine duration of staff loss 1.3 3 staff members than can cover and rotate, however no work around if all 3 are lost.					
(2&3) IT & Voice	IT					

Communications	<p>2.1 Equipment does not rely on CoC It, and can be managed remotely</p> <p>2.2 Communication using mobiles as no landlines currently exist at the Methane plant.</p> <p>Voice Communications</p> <p>3.1 Phone diversions will be handled by information services utilising available infrastructure.</p> <p>3.2 Advise clients/stake holders regarding change of numbers via local media.</p>
(4) Building / Precinct	4.1 Flaring
(5) Vital Records	5.1 N/A as this facility is managed by Waste Gas Resources
(6) Suppliers	6.1 Synergy
(7) Alternate Critical Equipment Source	7.1 Nil

Business Unit	Manager	Internal Dependencies	External Dependencies	Required IT Applications (other than Microsoft Office)		Critical Business Function
Parks & Environment Services	Anton Lees	IS Engineering	Contractors Earthmoving & Tree Utility Providers	Nil		Emergency Management and Response
Normal Location		Recovery Location		Critical Business Timings		
Operations Centre		Work Remotely Henderson Waste Recovery Park		Maximum Acceptable Outage (MAO) = 2 hours	Recovery Time Objective (RTO) = 1 hour	Recovery Point Objective (RPO) = 1 hour
Peak Periods		Winter				
Resource Type	Business as usual	Minimum Resource Requirements Over Time				
		1-24 Hours	2-7 Days	8-14 Days	15-30 Days	
Roles and Headcount	7 in total 1 Supervisor, 4 Officers, 2 General Hands	1 Supervisor 2 General hands	+2 General hands	-	-	
Telephones / Mobile	2 Mobile	2	2	-	-	
Desk & Computer hardware	1	Nil	Nil	-	-	
Special Requirements e.g. Printers	Mobility	Mobility	Yes	-	-	
Vital Records	Traffic Management Guidelines	Yes	Yes	-	-	

Critical Equipment	3 Chainsaws, 2 Trucks, Tow Straps, (HIAB)PPE, Blowers, Traffic Management Equipment	Yes	Yes	-	-
Recovery Strategy for Loss of:					
(1) Key staff	1.1 Determine availability of staff. 1.2 Determine duration of staff loss. 1.3 Rely on internal Parks and Environment staff 1.4 Use Contractors – Refer to current services contractors list				
(2&3) IT & Voice Communications	IT 2.1 Await ITDRP. 2.2 No work around Voice Communications 3.1 Phone diversions will be handled by information services utilising available infrastructure. 3.2 Advise clients/stake holders regarding change of numbers via local media. 3.3 Two way radios				
(4) Building / Precinct	4.1 Work in Field or use contractors 4.2. operations Center				
(5) Vital Records	5.1 Nil				
(6) Suppliers	6.1 Alternate Tree Pruning companies				
(7) Alternate Critical Equipment Source	7.1 Bunnings (hardware supplier) use Bunnings Cards, SBA use credit cards				

18. Critical Business Function Information - Finance & Corporate Services Division

Business Unit	Manager	Internal Dependencies	External Dependencies	Required IT Applications (other than Microsoft Office)	Critical Business Function	
Information Services	TBA	Executive Management Team Information Services Team	Dell Communications Australia/Progility Telstra Technology One Amcom ICT Express IPDat ESTRAT	Refer to IT Disaster Recovery Plan VMware vCenter VMWare View Veeam Backup and Replication Dell server and storage administration tools Enterasys networking administration tools	Information and Technology provider for the City of Cockburn in the restoration of applications, management of the Helpdesk and Recovery site	
Normal Location		Recovery Location		Critical Business Timings		
City of Cockburn 9 Coleville Crescent, Spearwood		Seniors Center & Disaster Recovery Site Depot - 54-57 Wellard Street, Bibra Lake		Maximum Acceptable Outage (MAO) = 4 Hour	Recovery Time Objective (RTO) = 30 Minutes for Webmail and Active Sync based email via 3G 7 other externally internet connected devices = 2 hours for Desktop connectivity for approximately 70 Staff for the following services: Internet access, Outlook email, printing and H and S drives = 24 hours for business critical applications such as Techone = 72 hours for general applications. Telephony is not	Recovery Point Objective (RPO) = 24 Hours (meaning the recovered data will be from the previous backup which is the night before)

			currently recoverable.		
Peak Periods	Support Monday to Sunday and normal office hours 7am-5pm.				
Resource Type	Business as usual	Minimum Resource Requirements Over Time			
		1-24 Hours	2-7 Days	8-14 Days	15-30 Days
Roles and Headcount	Total – 25 (IT Services (6) Business Systems (7) Records (7) GIS (4) Management (1)	IT Services (6) Business Systems (4) Records (1) GIS (2) Management (1)	+ Business Systems (3) + Records (6) + GIS (2)	-	-
Telephones / Mobile	25 Landlines 6 Mobiles	7 Mobiles			-
Desk & Computer hardware	25 Desktops 1 Tablet	4 Desktops			-
Special Requirements e.g. Printers	1 Printer / Scanner	-	-	-	-
Vital Records	Information & Technology Disaster Recovery Plan (ITDRP) Maps of Servers, architecture and locations, fibre etc.	Information & Technology Disaster Recovery Plan (ITDRP)	Yes	-	-
Critical Equipment	Disaster Recover Site	Disaster Recover Site	Yes	-	-
IT Applications and Drives	IS File System Data	Replicated IS data at the Disaster Recover Site	Yes	-	-
Recovery Strategy for Loss of:					
(1) Key staff	1.1 Determine availability of staff. 1.2 2-3 staff is multi-skilled and has a skill set that can be used across the Team. 1.3 Key staff include; Information Services Manager, ICT Manager, Business Systems Manager, Records Manager, GIS Manager, Network Systems				

	<p>Administrator, Business Systems Analysts, IT Support Analysts, Database Administrator, GIS Officers, Records Officers.</p> <p>1.4 Business Systems have sufficient staff to be able to cover their own internal functions.</p> <p>1.5 Cockburn have a strong relationship with other IT providers and are able to request assistance if needed. Contact are; Technology One, Communications Australia: Dell: Amcom: ICT Express: IPDat: and Telstra:</p>
(2&3) IT & Voice Communications	<p>IT</p> <p>2.1 Enact ITDRP.</p> <p>Voice Communications</p> <p>3.1 If a disruption to phone, diversions will be handled by after hour's provider utilising available infrastructure.</p> <p>3.2 Phones then diverted to mobiles. (IT to develop a list for the easy upload of critical mobiles).</p> <p>3.3 Internal staff to be advised.</p> <p>3.2 Staff to advise key clients clients/stake holders regarding change of numbers.</p> <p>3.3 Use local media if required and the delay to be significant.</p>
(4) Building / Precinct	<p>4.1 Seniors Centre & Enact the ITDRP and the Disaster Recovery Site. Time to get there is 10 minutes.</p>
(5) Vital Records	<p>5.1 Hard copies available in Disaster Recovery Site.</p>
(6) Suppliers	<p>6.1 Dell if lost then ICT Express.</p> <p>6.2 Technology One if lost then Grant Williams (0478 037 207).</p> <p>6.3 Communications Australia if lost then Amcom.</p> <p>6.4 Amcom if lost then Communications Australia.</p> <p>6.5 ICT Express if lost then IPDat).</p> <p>6.6 IPDat if lost then ICT Express.</p> <p>6.7 Telstra if lost the Amcom.</p>
(7) Alternate Critical Equipment Source	<p>7.1 Disaster Recover Site.</p>

Business Unit	Manager	Internal Dependencies	External Dependencies	Required IT Applications (other than Microsoft Office)		Critical Business Function
Financial Services	Nelson Mauricio	Customer Service (collection) Finance Information Services	NAB Community Rate Payers Tech 1 - Property Fines and Enforcement Industry Zip Form	Tech 1 Property ECM Internet Microsoft Fines enforcements registry VM Ware		Rating and Revenue collection, banking, rating transaction, "Infringements processing and Pensioner Rebates etc."
Normal Location		Recovery Location		Critical Business Timings		
City of Cockburn 9 Coleville Crescent, Spearwood		Seniors Centre		Maximum Acceptable Outage (MAO) = 5 Days	Recovery Time Objective (RTO) = 2 Days	Recovery Point Objective (RPO) = 2 Days
Peak Periods		July to August.				
Resource Type	Business as usual	Minimum Resource Requirements Over Time				
		1-24 Hours	2-7 Days	8-14 Days	15-30 Days	
Roles and Headcount	11 (in total) 4 Revenue 6 Ratings 1 Manager	-	1 Manager 1 Revenues 1 Rates	+1 Revenue +1 Rates	+1 Revenue +1 Rates	
Telephones / Mobile	11 Landlines 1 Mobile	-	3	+1	+2	
Desk & Computer hardware	11 Desktops	-	3	+1	+2	
Special Requirements e.g. Printers	1 Printer / Scanner	-	1 Printer / Scanner	Yes	Yes	
Vital Records	Rates Infringements notices, ECM	-	Yes	Yes	Yes	
Critical Equipment	Nil	-	-	-	-	

Recovery Strategy for Loss of:

(1) Key staff	<p>1.1 Determine availability of staff.</p> <p>1.2 Determine duration of staff loss</p> <p>1.3 Currently there is internal capability from Finance (preferred positions are Rates)</p> <p>1.4 Procedures are documented to assist staff if they are required.</p>
(2&3) IT & Voice Communications	<p>IT</p> <p>2.1 Await ITDRP.</p> <p>2.2 No Manual work-around.</p> <p>2.3 If total data is lost 24 Hours of transactions will be lost.</p> <p>2.4 iPhone can have the ability to complete and check banking.</p> <p>Voice Communications</p> <p>3.1 Phone diversions will be handled by information services utilising available infrastructure.</p> <p>3.2 Advise clients/stake holders regarding change of numbers.</p> <p>3.3 Media to issue a press release informing of potential delays.</p> <p>3.4 Use personal mobiles and reimburse staff following disruption.</p>
(4) Building / Precinct	<p>4.1 Seniors Centre</p>
(5) Vital Records	<p>5.1 Rates and Infringements notices. These are reliant on Tech1 ECM and currently there are no manual workarounds.</p>
(6) Suppliers	<p>6.1 Tech1 will still run-even if Tech1 are no longer able to provide support. This can continue until a new provider can be sourced. A number of additional suppliers are available.</p> <p>6.2 Zip Form – other suppliers are available</p>
(7) Alternate Critical Equipment Source	<p>7.1 Nil.</p>

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Business Unit	Manager	Internal Dependencies	External Dependencies	Required IT Applications (other than Microsoft Office)		Critical Business Function
Financial Services	Nelson Mauricio	Finance Whole of council who require procurement services IS	WA Local Government Association Contractors Suppliers State Government Procurement	Tech 1 – CES Tender link E-Quotes VM Ware Ads Plus		Procurement e.g. contacts, suppliers the process of procurement, contract management.
Normal Location		Recovery Location		Critical Business Timings		
City of Cockburn 9 Coleville Crescent, Spearwood		Work from Home		Maximum Acceptable Outage (MAO) = 5 Days	Recovery Time Objective (RTO) = 2 Days	Recovery Point Objective (RPO) = 5 Days
Peak Periods		Monday to Friday (June – August)				
Resource Type	Business as usual	Minimum Resource Requirements Over Time				
		1-24 Hours	2-7 Days	8-14 Days	15-30 Days	
Roles and Headcount	6 Total 1 Manager 5 staff	1 Manager	+1(Purchasing)	+1(Contracts)	+1(Admin)	
Telephones / Mobile	6 Landlines 1 Mobile	1	+1	+1	+1	
Desk & Computer hardware	6	1	+1	+1	+1	
Special Requirements e.g. Printers	1 Printer / Scanner	-	Yes	Yes	Yes	
Vital Records	Contracts Quotations (Tenders) Suppliers Required Registers	Yes	Yes	Yes	Yes	
Critical Equipment	Nil	-	-	-	-	

Recovery Strategy for Loss of:

(1) Key staff	<p>1.1 Determine availability of staff. Business Unit is well resourced.</p> <p>1.2 Determine duration of staff loss.</p> <p>1.3 External Contractors to complete work</p> <p>1.4 If internal staff are unavailable support from Western Australia Local Government Association.</p>
(2&3) IT & Voice Communications	<p>IT</p> <p>2.1 Await ITDRP.</p> <p>2.2 Documented procedures in hard copy available. And online.</p> <p>2.3 Contracts</p> <p>Voice Communications</p> <p>3.1 Phone diversions will be handled by information services utilising available infrastructure.</p> <p>3.2 Advise clients/stake holders regarding change of numbers.</p>
(4) Building / Precinct	<p>4.1 Work from Home</p>
(5) Vital Records	<p>5.1 Contracts, if unavailable seek from client until IT can be restored.</p> <p>5.2 Quotations/ Tender Documentation, Required register (Purchasing, Tender, Contract, Courier), if unavailable seek from contactors and resubmit until IT restored.</p> <p>5.3 Contact list, maintain manual or electronic version offsite</p>
(6) Suppliers	<p>6.1 If a loss of supplier occurs, look for Duly exempt suppliers</p>
(7) Alternate Critical Equipment Source	<p>7.1 Nil.</p>

Business Unit	Manager	Internal Dependencies	External Dependencies	Required IT Applications (other than Microsoft Office)		Critical Business Function
Financial Services	Nelson Mauricio	All areas of council especially 50 Credit Card holders 30 Petty Cash Floats currently in council Community Services Events Operations in an emergency Executive Management Team	Commonwealth Bank National Australia Bank Courier Service Armguard	Internet Tech1 System CES Notes		Credit Cards (50) and Petty Cash for expenses.
Normal Location		Recovery Location		Critical Business Timings		
Various locations City of Cockburn 9 Coleville Crescent, Spearwood		Seniors Centre		Maximum Acceptable Outage (MAO) = 7 Days	Recovery Time Objective (RTO) = 1 Day	Recovery Point Objective (RPO) = 24 Hours
Peak Periods		Monday to Friday				
Resource Type	Business as usual	Minimum Resource Requirements Over Time				
		1-24 Hours	2-7 Days	8-14 Days	15-30 Days	
Roles and Headcount	1	-	1		-	
Telephones / Mobile	1 Land lines	-	1		-	
Desk & Computer hardware	1	-	1	-	-	
Special Requirements e.g. Printers	1 Printer / Scanner	-	1	-	-	
Vital Records	List of credit card holders List of petty cash holders (reviewed every 12 months)	-	Yes	-	-	

Critical Equipment	Tokens, Cash, & Safe	-	Yes	-	-
Recovery Strategy for Loss of:					
(1) Key staff	<p>1.1 Determine availability of staff. Internally 3 staff can cover for each other. (Amy, Kaylee & Olivia).</p> <p>1.2 Determine duration of staff loss.</p> <p>1.3 Manager Finance can also provide coverage.</p> <p>1.4 Accounting Services Coordinator can provide coverage</p>				
(2&3) IT & Voice Communications	<p>IT</p> <p>2.1 Await ITDRP.</p> <p>2.2 Manual and documented procedures for petty cash and credit cards should the disruption be prolonged.</p> <p>2.3 Manually receipt and balance in Tech1 when IT resumes.</p> <p>2.4 Petty cash balance is \$2,500.</p> <p>2.5 Manager Finance has application on iPhone to be able to manage and transfer funds by phone.</p> <p>Voice Communications</p> <p>3.1 Phone diversions will be handled by information services utilising available infrastructure.</p> <p>3.2 Utilise Mobile.</p> <p>3.3 Advise staff to email directly.</p>				
(4) Building / Precinct	4.1 Seniors Centre				
(5) Vital Records	<p>5.1 Complete manual hand keeping records and enter data at a later stage.</p> <p>5.2 Complete a reconciliation from Bank statements etc.</p>				
(6) Suppliers	6.1 Nil.				
(7) Alternate Critical Equipment Source	7.1 Nil.				

[Type text]

Business Unit	Manager	Internal Dependencies	External Dependencies	Required IT Applications (other than Microsoft Office)		Critical Business Function
Financial Services	Nelson Mauricio	Systems Manager Finance IS	National Australia Bank	Internet Tech 1 Accelerate IT (Kofax)		Accounts Payable (Family Day Carers and Suppliers).
Normal Location		Recovery Location		Critical Business Timings		
City of Cockburn 9 Coleville Crescent, Spearwood		Seniors Centre		Maximum Acceptable Outage (MAO) = 10 Days	Recovery Time Objective (RTO) = 2 Days	Recovery Point Objective (RPO) = 10 Days
Peak Periods		Fortnightly pay period, End of the Month				
Resource Type	Business as usual	Minimum Resource Requirements Over Time				
		1-24 Hours	2-7 Days	8-14 Days	15-30 Days	
Roles and Headcount	4 Fulltime 1 Manager	-	1	+ 1 Manager +1 fulltime	-	
Telephones / Mobile	5	-	1	+2	-	
Desk & Computer hardware	5	-	1	+2	-	
Special Requirements e.g. Printers	1 Printer / Scanner	-	1	Yes	-	
Vital Records	Creditors List Supplier Details	-	Yes	Yes	-	
Critical Equipment	Tokens, & Cheque Stationery	-	Yes	Yes	-	
Recovery Strategy for Loss of:						
(1) Key staff	1.1 Determine availability of staff. Internally 3 staff can cover for each other. (Amy, Kylee & Olivia). 1.2 Determine duration of staff loss.					

	1.3 Manager Finance can also provide coverage.
(2&3) IT & Voice Communications	<p>IT</p> <p>2.1 Await ITDRP.</p> <p>2.2 Manual and documented procedures.</p> <p>2.3 Can run payment runs directly by EFT – from another location. (Family Day Carers a priority). Refer to Family Day Carers specific recovery options – (Page 27)</p> <p>2.4 Can write cheques and submit directly. (Family Day Carers).</p> <p>2.5 Dependant on the day of disruption, pay by priority e.g. ATO, elected members, suppliers.</p> <p>2.6 Can be paid by iPhone if critical.</p> <p>Voice Communications</p> <p>3.1 Phone diversions will be handled by information services utilising available infrastructure.</p> <p>3.2 Advise clients/stake holders regarding change of numbers via local media.</p> <p>3.3 Use mobiles.</p>
(4) Building / Precinct	4.1 Seniors Centre
(5) Vital Records	5.1 No Hard copy records available – await IT to be restored.
(6) Suppliers	6.1 Nil
(7) Alternate Critical Equipment Source	7.1 Nil

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Business Unit	Manager	Internal Dependencies	External Dependencies	Required IT Applications (other than Microsoft Office)		Critical Business Function
Human Resources	Cliff McKinley / Steve Smith	Whole organisation Health and Safety Coordinator IS	Local Government Insurance Scheme Worksafe Office of Energy Services	Tech 1 HRP		Worksafe & LGIS Notification
Normal Location		Recovery Location		Critical Business Timings		
City of Cockburn 9 Coleville Crescent, Spearwood		Work from Home		Maximum Acceptable Outage (MAO) = 7 Days	Recovery Time Objective (RTO) = 1 Day	Recovery Point Objective (RPO) = 5 Days
Peak Periods		Any Council hours of operation.				
Resource Type	Business as usual	Minimum Resource Requirements Over Time				
		1-24 Hours	2-7 Days	8-14 Days	15-30 Days	
Roles and Headcount	1 Fulltime 1 Part-time	1	+1 (PT)	-	-	
Telephones / Mobile	2 Landlines 1 Mobile	1 Mobile	+1 Landlines	-	-	
Desk & Computer hardware	2	1	+1	-	-	
Special Requirements e.g. Printers	1 Printer / Scanner	-	Yes	-	-	
Vital Records	Employee Records Insurance Claim Form Incident forms	Yes	-	-	-	

Critical Equipment	PPE Equipment	Yes	-	-	-
Recovery Strategy for Loss of:					
(1) Key staff	<p>1.1 Determine availability of staff – Currently Part timer may be an option.</p> <p>1.2 Determine duration of staff loss.</p> <p>1.3 Seek support from neighbouring Council – Melville.</p> <p>1.4 Seek support from LGIS.</p>				
(2&3) IT & Voice Communications	<p>IT</p> <p>2.5 Await ITDRP.</p> <p>2.6 Utilise hard copy records</p> <p>Voice Communications</p> <p>3.1 Phone diversions will be handled by information services utilising available infrastructure.</p> <p>3.2 Advise clients/stake holders regarding change of numbers via local media.</p>				
(4) Building / Precinct	<p>4.1 Work from Home</p> <p>4.2 Seniors Centre or neighbouring council.</p>				
(5) Vital Records	<p>5.1 Employee Records – await ITDRP, record information and enter at a later stage.</p> <p>5.2 Insurance Claim Form – hard copy forms available & electronically available.</p> <p>5.3 Incident forms – hard copy forms available.</p>				
(6) Suppliers	<p>6.1 LGIS</p>				
(7) Alternate Critical Equipment Source	<p>7.1 PPE – plenty of supplies available.</p>				

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Business Unit	Manager	Internal Dependencies	External Dependencies	Required IT Applications (other than Microsoft Office)		Critical Business Function
Human Resources	Cliff McKinley	Finance IS	National Australia Bank	Tech One - HRP NAB Connect		Payroll
Normal Location		Recovery Location		Critical Business Timings		
City of Cockburn 9 Coleville Crescent, Spearwood		Seniors Centre		Maximum Acceptable Outage (MAO) = 4 Hours (worst time)	Recovery Time Objective (RTO) = 1 Hour	Recovery Point Objective (RPO) = 3 Hour
Peak Periods		Fortnightly Tuesday / Wednesday				
Resource Type	Business as usual	Minimum Resource Requirements Over Time				
		1-24 Hours	2-7 Days	8-14 Days	15-30 Days	
Roles and Headcount	4 Full Time: 2 Payroll, 2 Finance	1 Payroll 2 Finance	+ 1 Payroll		-	
Telephones / Mobile	2 Land Lines	1	+1		-	
Desk & Computer hardware	4	1	+1	-	-	
Special Requirements e.g. Printers	1	1	-	-	-	
Vital Records	Employee Records Last pay details	Yes	Yes	-	-	
Critical Equipment	EFT Wi-Fi Dongles (4) Directors Dongles Stuart and Don (1) Nelson, Sinta	Yes	Yes	-	-	
Recovery Strategy for Loss of:						

(1) Key staff	<p>1.1 Determine availability of staff.</p> <p>1.2 Determine duration of staff loss</p> <p>1.3 Seek support from Finance.</p> <p>1.4 Management to ensure procedure to payroll is up to date.</p>
(2&3) IT & Voice Communications	<p>IT</p> <p>2.1 Await ITDRP.</p> <p>2.2 Follow Process Procedure (BCP Payroll Contingency Plan)</p> <p>Voice Communications</p> <p>3.1 Phone diversions will be handled by information services utilising available infrastructure.</p> <p>3.2 Utilise mobiles.</p> <p>3.3 Contact Managers via email and advice of loss of phones and provide an update on Payroll.</p>
(4) Building / Precinct	<p>4.1) Seniors Centre</p>
(5) Vital Records	<p>5.1 Employee Records</p> <p>5.2 Refer to BCP Payroll Contingency Plan</p>
(6) Suppliers	<p>6.1 NAB</p>
(7) Alternate Critical Equipment Source	<p>7.1 Lose of Dongle – Identity verification through Bank required to log online.</p>

Appendix 1 - Responsibilities and Roles

Chief Executive Officer – Team Leader

The Chief Executive Officer (CEO) is the responsible officer for business continuity. Responsibilities include:

Preparation

- Ensure members of the team are adequately trained; and,
- Ensure recovery procedures, resources and facilities are readily available.
- Review and maintain Plan as required by the Business Continuity Framework.

Response

- Where applicable, receiving notification from a member of the Business Continuity Management Team of the event.
- Ensuring employees' safety at all times.
- Notifying, leading and updating the Business Continuity Team.
- Activate the relevant section, response and recovery of the Business Continuity Plan.
- Hand over to alternate if required.
- Determine suitable alternatives to assist with the ongoing response e.g. may co-opt other members of the business or other suitable qualified external providers.

Recovery

- Official stand down of the City of Cockburn Continuity Plan (BCP).
- Ensure a post-event review, debrief and recommendations following return to normal business operations, or engages other suitable qualified external providers to conduct a post event Business Continuity Review.

Director Finance & Corporate Services

- **Activate** the BCP in conjunction with the CEO.
- Refer to Corporate Services critical business function/s, resources and recovery strategies.
- Advise all managers in their Department of the business continuity event, and how that will impact their operations. If necessary, ask them to contact staff to advise them when and where to attend work.
- Ensure that identified critical business functions within Corporate Services are restored to a minimal level as a first priority and support those departments in restoration of their respective services.
- Management of Financial Services (responsible for purchasing/asset procurement) and the relevant departments request of Council.
- Provide support to staff impacted (e.g. Employee Assistance Program).
- Accounting for all business resumption expenditure and providing regular financial updates.
- Maintaining information and report on costs.
- Ensure all staff records are up to date and available.

- Consider Insurance implications and liaison with insurers.
- Consider any legal issues and seek appropriate advice as required.
- Liaise with councils Information Services & Rates Property Manager, IS Manager and any additional requirements.

Post Event

- Ensure a post-incident review, debrief and recommendations following return to normal business operations.

Director Engineering & Works Services

- **Activate** the BCP in conjunction with the CEO.
- Oversee the Operations Department, including Works, Infrastructure, Roads, Engineering, and Parks and Environment.
- Refer to Engineering & Works Services critical business function/s, resources and recovery strategies.
- Advise all managers in their Division of the business continuity event, and how that will impact their operations. If necessary, ask them to contact staff to advise them when and where to attend work as required.
- Ensure that identified critical business functions within Operations are restored to a minimal level, by priority and support those departments in restoration of their respective services.
- Continue to refer to the Municipal Emergency Management Plan (MEMP) as required if the event affects large proportions of the Community e.g. flood.

Post Event

- Ensure a post-incident review, debrief and recommendations following return to normal business operations.

Director Governance and Community Services

- **Activate** the BCP in conjunction with the CEO.
- Advise all managers in their Division of the business continuity event, and how that will impact their operations. If necessary, ask them to contact staff to advise them when and where to attend work.
- Ensure that identified critical business functions within Governance and Community Services are restored to a minimal level as a first priority and support those business units in restoration of their respective services.
- Manage the communications process for all stakeholders – internal and external.
- In a significant crisis e.g. Fires / Floods, manage the Emergency Response on behalf of City of Cockburn and the teams are resourced appropriately. Reflect on Governance and Community Services critical business functions to ensure these can be resumed and maintained effectively.
- Co-ordinate the assessment, salvage, and restoration of Community services' functions and to minimise the effect of the disaster on Council operations; and
- Identify *alternate* representative for Community Services – ensure they can be briefed as required.

Post Event

- Ensure a post-incident review, debrief and recommendations following return to normal business operations.

Director Planning & Development

- **Activate** the BCP in conjunction with the CEO.
- Refer to Planning & Economic critical business function/s, resources and recovery strategies.
- Be responsible for validating all decisions concerning any damaged buildings. This includes securing sites, safety, and access control to the site.
- Advise all managers in their Division of the business continuity event, and how that will impact their operations. If necessary, ask them to contact staff to advise them when and where to attend work.
- Ensure that identified critical business functions within Planning & Development are restored to a minimal level as a first priority and support those business units in restoration of their respective services.
- Co-ordinate the assessment, salvage, and restoration of Planning & Development functions and to minimise the effect of the disaster on Council operations.
- Organise all contractual services (carpentry, electrical, electrical, plumbing, and others as needed) for all temporary premises.
- Provide support for council with critical services e.g. animal management, building services, local laws, municipal building maintenance, traffic management; and
- Identify *alternate* representative for Planning & Economic – ensure they can be briefed as required.

Post Event

- Ensure a post-incident review, debrief and recommendations following return to normal business operations.

BCP Internal Crisis Support Team

Pre event

- Develop and maintain specific division crisis procedures and plans
- Participate in the review of specific division business impact analysis
- Participate in the BCP training and testing

During Event

- Assist with Disaster Impact levels Assessments & determine recovery requirements and timeframes
- Liaise with BCP Crisis Management team and relay information to front line operational managers
- Review the scope of the event, noting areas affected, probable duration, location to resume operations, numbers of users involved, plan for recovery, staff requirements and staff availability

Post Event

- Participate in any formal Business Continuity review.

Business Continuity Coordinator

Pre Event

- Supports the CEO.
- Ensures the Business Continuity Plan is accessible for team members.
- Pre event co-ordination of BCP, training, testing and function plans with relevant owners.
- Co-ordinate and set up of the Primary or Secondary Business Continuity Centre.

During Event

- Assemble the BCP team for the Chief Executive Officer.
- The Coordinator assists the Log Keeper to ensure key information and events are properly logged.
- Source and allocate the resources in conjunction with members of the Business Continuity Team.
- Making arrangements for all BCP team meetings.
- Provide general administrative support.

Post Event

- Participate in post Business Continuity Plan review, debrief and recommendations following return to normal business operations.
- Prepare post Business Continuity Plan reports.
- Collate and provide information to form part of any corporate use e.g. Insurance Claim.

Business Continuity Log Keeper

Pre event

- Supports the CEO.
- Ensures the current BCP is available for the Business Continuity Team.

During Event

- The Log Keeper ensures key information and events are properly logged
- Source and allocate the IT, Telephony and Desk resources in conjunction with the Manager of IS and the and Property Management; and,
- Collates and updating of all Team Member Log sheets.

Post Event

- Participate in post-event Business Continuity Plan review, debrief and recommendations following return to normal business operations.
- Assist to prepare post-event Business Continuity Plan reports; and,
- Collate and provide information to form part of any corporate use e.g. Insurance Claim.

Appendix 2 - Contacts

City of Cockburn Executive Team	Name	Mobile	Email
CEO/ Business Continuity Leader	Stephen Cain	0418 515 889	scain@cockburn.wa.gov.au
Governance & Community Services Director	Don Green	0409 109 844	don@cockburn.wa.gov.au
Planning & Development Director	Daniel Arndt	0438 998 810	darndt@cockburn.wa.gov.au
Engineering & Works Services Director	Charles Sullivan	0437411498	ssullivan@cockburn.wa.gov.au
Finance & Corporate Services	Stuart Downing	0437 411 498	sdowning@cockburn.wa.gov.au
City of Cockburn Services	Name	Mobile	Email
IS Help Desk after hours	Support Officer: <i>Mon to Fri: 7am - 8am & 5pm - 9pm. Sat/Sun & Public Holidays: 7am - 7pmTBC</i>	1300 733 101	helpdesk@insightccs.com.au
Governance & Community Services			
Manager, Community Development	Gail Bowman	9411 3667 / 0419 946 450	gbowman@cockburn.wa.gov.au
Cockburn Community Care Manager	Paul Hogan	9314 6363 / 0428 101 643	phogan@cockburn.wa.gov.au
Childcare Services Manager	Sandra Taylor	9411 3303 / 0417 171 392	staylor@cockburn.wa.gov.au
Manager, Corporate Communications	Sam Seymour-Eyles	9411 3605 / 0429 556 083	Seymour@cockburn.wa.gov.au
Manager, Recreation & Community Services	Rob Avard	9411 3430 / 0417 979 449	rob@cockburn.wa.gov.au
Planning & Development Division			
Manager, Environmental Health	Nick Jones	9411 3443 / 0417 955 830	njones@cockburn.wa.gov.au

Services			
Manager, Strategic Planning Services	Andrew Trosic	0409038429/ 9411 3675	atrosic@cockburn.wa.gov.au
Manager, Statutory Planning	Andrew Lefort	9411 3624/ 94113624	alefort@cockburn.wa.gov.au
Manager, Building Services	John West	9411 3591 / 0408 934 417	jwest@cockburn.wa.gov.au
Engineering & Works Services Division			
Works Co-ordinator	Colin MacMillan	9411 3765 / 0409 886 153	cmacmillan@cockburn.wa.gov.au
Manager, Infrastructure Services	Doug Vickery	9411 3574 / 0447 946 429	dvickery@cockburn.wa.gov.au
Facilities and Plant Manager	Ben Roser	0428 968 755/ 9411 3770	broser@cockburn.wa.gov.au
Manager, Waste Services	Lyll Davieson	9411 3565 / 0477 760 411	ldavieson@cockburn.wa.gov.au
Finance & Corporate Services Division			
Manager, Information Services	Keith Fitzpatrick	9411 3545	kfitzpatrick@cockburn.wa.gov.au
Manager Human Resources Services	Cliff McKinley	0477 340 110 / 94113533	cmckinley@cockburn.wa.gov.au
Manager, Financial Services	Nelson Mauricio	9411 3517 / 0403 009 254	nelson@cockburn.wa.gov.au
ICT Manager	Matt Sapsworth	94113561	msapsworth@cockburn.wa.gov.au
City of Cockburn Councillors	Name	Mobile	Email

Mayor	Logan K Howlett, JP	08 9411 3420 0407 337 650	Term Ends: Oct 2017
Deputy Mayor	Carol Reeve-Fowkes	0404 111 526	Term Ends : Oct 2019
Councillor	Steven Portelli	0409 661 464	Term Ends : Oct 2019
Councillor	Lee-Anne Smith	0423 047 716	Term Ends : Oct 2017
Councillor	Chamonix Terblanche	0404 696 306	Term Ends : Oct 2019
Councillor	Kevin Allen	0419 901 735	Term Ends : Oct 2017
Councillor	Lyndsey Wetton	0430 145 543	Term Ends : Oct 2017
Councillor	Stephen Pratt	0400 575 007	Term Ends : Oct 2019
Councillor	Philip Eva JP	0410 274 000	Term Ends : Oct 2017
Councillor	Bart Houwen	0417 115 210	Term Ends : Oct 2017
Key Suppliers	Name	Mobile / Phone	Email
National Australia Bank	Farren Smith (Account Manager)	13 22 65 / 9441 9592/ 0477356737	Farren.smith@nab.com.au
	Colin Boadle (Associate Director/Transactional Solutions Specialised) Technical support	94419246/ 0404035100	Colin.boadle@nab.com.au
Energy Safety Emergency Worksafe		Reporting no: 1800678198	
Local Government Insurance Scheme	Udam Wickremaratne (CoC Account Manager)	08 9483 8888/ 0418419451	
Department of Fire & Emergency Services		000	

Armguard		1300 785 258	
Western Australian Local Government Association		08 9213 2000	
Fines and Enforcement Registry	Halima Aziz Momud	1300 650 235/ 94257038	fines@justice.wa.gov.au , halima.aziz-momad@justice.wa.gov.au
Dell Communications	Lee Johnson Ben Turner	0417 914 369 0438 177 067	Lee_j@dell.com , ben@cirrusnetworks.com.au
Australia/Proglity		08 9355 6777	
Telstra	Derek Gadsden	0418 927 272	Derek.gadsden@team.telstra.com
Communications Australia	Michael Lidgett	08 93556739	Michael.lidgett@commsaust.com.au
Estrat	Stuart Stafford	0408092082	sstafford@estrat.com.au
Technology One - Communications Australia	Paul Sutherland Michael Lidgett	0488 095 387/ 1300735130	supportcenter@technologyonecorp.com
Amcom	Matthew Paddick	0404 255 577	Matthew.paddick@amcom.com.au
ICT Express	Andrew Lau	08 9488 3388	Andrew@intekgroup.com.au
IPDat	William Temby	0448 448 925	William@ipdat.com
Davidson Trahaire Corpsych (Counselling)	Steve Handley	1300360364/1300782012	
BP		1300 130 027	
Dial Before you Dig		www.1100.com.au	
Boral	Colin Ashcroft	9333 3400	
Beever Tree Services Aus Pty Ltd	Joe Carriera	94975475/ 0408810533	joe@beavertreesservices.com.au

The Redbourne Group (Harmony Family Day Care & In Home Care)		1800020126	info@harmonysoftware.com.au
Building Commission State		1300 48 90 99	
Health Department WA		08 9222 4222	
Department of Housing Works		08 9222 4666	
FOI Commissioner		08 6551-7888	
Department Local Government		08 6551 8700	
State Ombudsman		08 9220 7555	
State Administrative Tribunal WA		08 9219 3111	
McLeod's Barrister & Solicitors		08 9383 3133	
Department of Parks and Wildlife		08 9219 9000	
SES		132 500	
Wilsons Security		08 6465 5600	
Zipform	Tony Mott (Customer Service Representative)	08 92320126	tmott@zipform.com.au
Waste Gas	Barry Elliot (Manager)	0403182052	wategas@highway1.biz , wategas2@gmail.com