


Property of Oil Spill Response 	Document Title Tactical Impact Assessment - IT	Document Number OSRL-OPER-PLA-00332	
		Revision	LIVE



Tactical Impact Assessment - IT

REVISION HISTORY

Revision	Date	Description	Author	Reviewer	Approval
LIVE	Q1/Q2 2020	Document live with regular updates shown in red reflecting the fluid nature of this Pandemic.	Nicola Fisher	Aaron Montgomery	Business continuity team



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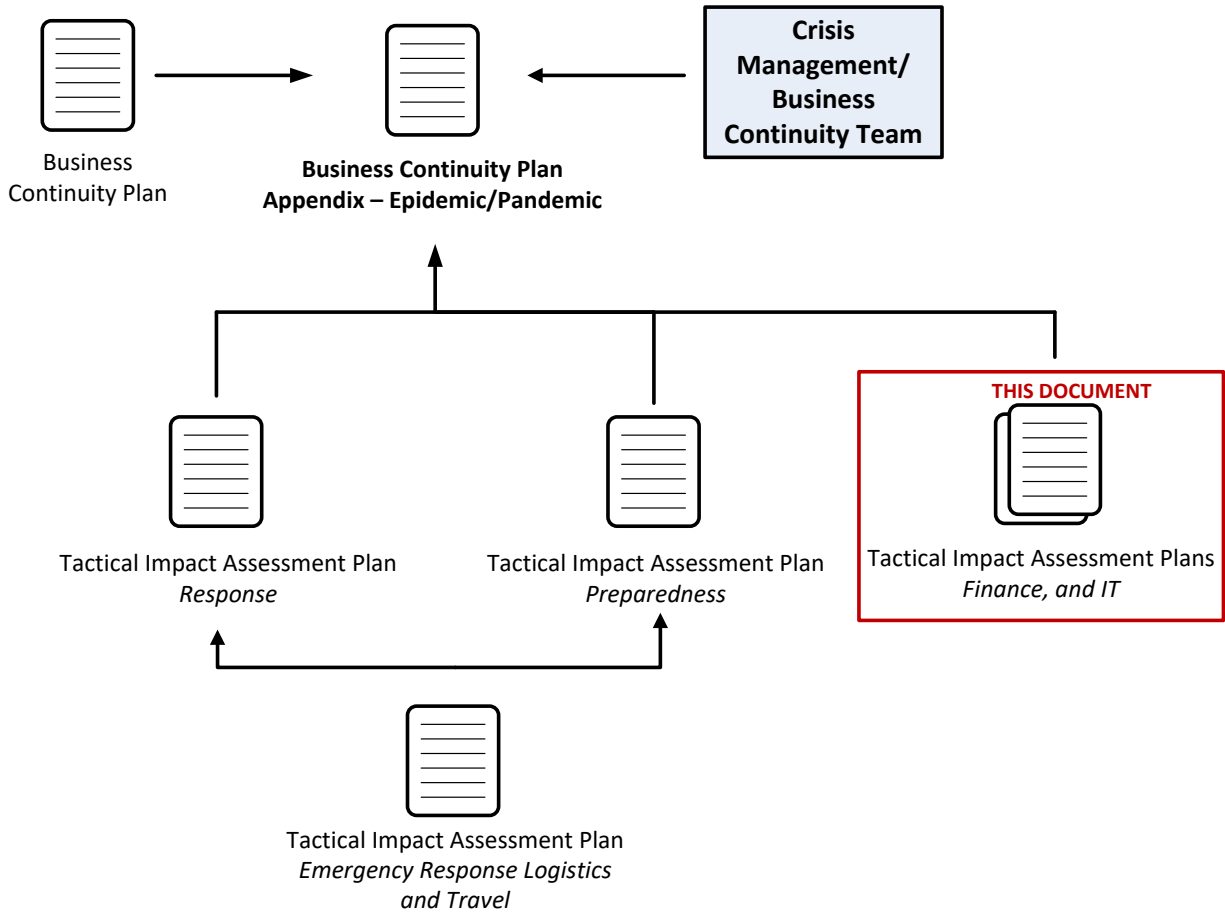
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1 Summary

This document is designed to work in tandem with and support OSRL’s [Business Continuity Plan](#) (BCP) and more specifically the [Business Continuity Plan appendix – Epidemic/Pandemic](#). It provides specific details of key departmental critical activities and the measures proposed or taken to prevent and mitigate them.



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3 Business Continuity Terminology

Business Continuity is the capability of OSRL to continue to deliver services to our members at acceptable levels following a disruptive incident or series of incident. During the activation of the BCP the following terms should be considered;

- Recovery Point Objective
- Recovery Time Objective
- Maximum Tolerable Period of Disruption

3.1 Recovery Point Objective

Recovery Point Objective is a minimum level of functionality which is to be restored or maintained in order for business-critical activities to be undertaken (refer to Section **Error! Reference source not found.**).

3.2 Recovery Time Objective

Recovery Time Objective is the targeted duration of time in which the Recovery Point Objective is met. The Recovery Time Objective should be shorter in duration than the Maximum Tolerable Period of Disruption.


3.3 Maximum Tolerable Period of Disruption

The Maximum Tolerable Period of Disruption is the longest duration of disruption, where business critical activities are not able to be performed, before the impact is deemed as unacceptable.


4 Tactical Impact Assessment Table

NATURE OF THE INCIDENT	DEPARTMENT
Covid19 Pandemic	IT

Importance Category	Definition
Critical	<ul style="list-style-type: none"> An activity of critical importance to maintaining OSRLs response capability for equipment or people.
Significant	<ul style="list-style-type: none"> An activity of significant importance that may be deferred for a short period of time whilst maintaining response capability.
Keep in View	<ul style="list-style-type: none"> An activity that may be deferred for a longer period of time that would have no effect on response capability.

DEPARTMENT CRITICAL ACTIVITIES IMPACTED	PREVENTATIVE MEASURES <i>(What barriers do we have in place or wish to put in place to stop this happening – list and detail?)</i> <i>(Provide further details below)</i>	MITIGATION MEASURES <i>(What do we do if the prevention barriers are breached?)</i> <i>(Provide further details below)</i>	MAX TOLERABLE PERIOD OF DISRUPTION	RECOVERY POINT OBJECTIVE	RECOVERY TIME OBJECTIVE	Category
Deskside/Hands-On IT Support	<p>Reliable IT hardware and comprehensive, portable desktop set up for all team.</p> <p>Support largely remote with online triage & support tools. However, through Global Support contract, a network of Engineers available.</p> <p>Using Office 365, online applications can be accessed through BYOD/Mobiles as a back-up.</p>	<p>With IT Lab & OSRL director sign-off, access to team’s hardware can be coordinated through site (swap out) or at home.</p> <p>BYOD or Mobile Phones as a back-up.</p>	2 days with BYOD/mobile back up	Ability to access Email, SharePoint & Teams through Mobile/BYOD devices	1 day	

Shortage of spare hardware	Spare devices held in Southampton & Singapore offices. Can be shipped elsewhere. Relationship for procurement directly with Dell.	Hardware can be procured by any OSRL team member & expensed. IT Lab have procurement capability. BYOD or Mobile Phones as back-up New laptop builds can be done with remote instruction.	5 days with BYOD/mobile back-up	Ability to access Email, SharePoint & Teams through Mobile/BYOD devices	1 day	
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5 Preventative & Mitigation Measures

Deskside/Hands-on IT support:

IT Hardware is reliable, all by Dell and under warranty. OSRL have an established laptop replacement cycle when machines are still under warranty and under 4 years of age. We have this approach globally. Everyone has a laptop and was invited to log and take peripherals home from their desks.

Our managed service partner (IT Lab), have a variety of online support tools, and the internal process on logging a support ticket (using 3 methods) is well established, and all result in first line remote triage by an engineer. However, should a hands-on solution be needed there are a Global partner network available to support. Depending on location approval would be needed (both OSRL and IT Lab side) and the visit/swap out coordinated through IT.

During any down time of laptop hardware, users can access their O365 applications through BYOD or Mobiles. Peripheral spares and cables can be sourced and expensed personally online (with line manager approval).

Shortage of Spare Hardware:

With the global risk of Dell shortages, we have spares (5-10) available in Singapore and Southampton offices which will be used to support. We have direct procurement relationships with Dell, but our laptops are not bespoke so could be procured elsewhere (keeping the same models to be compatible with OSRL network builds). Any new laptops procured would need to be built and introduced to the network.

As above, gaps in hardware (whilst repairs are coordinated), can be filled by BYOD however accessing the OSRL network, for some applications, would not be possible with BYOD. These applications are Maximo and Safety Organiser. OSRL team would have to coordinate these system needs through a colleague during any time without network access.