

## MAJOR INCIDENT COORDINATOR

- Lead the Major Incident Team
- Keep Vice Chancellor and Governors informed
- Monitor ongoing response to incident and manage risk
- Seek legal advice as necessary

## EXTERNAL CO-OPTEEES

### IT INFRASTRUCTURE FAILURE – ACTION FOR RESPONSE TEAM MEMBERS

#### EXECUTIVE DIRECTOR STUDENT STAFF SERVICES

#### DIRECTOR EXTERNAL RELATIONS

#### DIRECTOR ILS

#### DIRECTOR ESTATES

#### REGISTRAR

#### CO-OPTEE DEPUTY DIRECTOR ILS

#### IMMEDIATE ACTIONS (DAY OF OCCURRENCE) – Follow local incident checklist

- Identify staff affected
- Establish impact on Security provision and CCTV
- Establish impact on telephones
- Brief Reception so know where to direct enquiries
- Assist with student communications

- Establish impact on external relationships and determine means of communication
- Coordinate communication – staff and students
- Establish call centre if required
- Monitor social and mainstream media

- Provides details of failure and impact on operations
- Anticipates operational and academic impact
- Engages external advisors as required.

- Provide advice on Estate implications
- Ensure infrastructure services are functioning

- Advise on immediate academic implications
- Liaise with external bodies affected by disruption.

- Provides expert advice on impact of failure and anticipated recovery needs and time
- Provides advice on impact on core services
- Coordinates technical staff for emergency response

#### LONGER TERM ACTIONS (DAY 2 ONWARDS) – Follow local incident checklist/MIT agreed actions

- Advise on staff contractual issues
- Help identify alternative working options
- Liaise with Executive Director of Finance to secure payroll

- Ensure regular communications
- Advise on issues with potential reputational impacts

- Make arrangements for alternative provision of priority services
- Plan for re recovery and re-establishment of normal services

- Support ILS with Estate solutions to reinstate IT delivery
- Plan for re recovery and re-establishment of normal services

- Advise on longer term impact on student academic experience and impact on regulations

- Lead team to reinstate services
- Keep MIT updated on progress and timescales