



ICT DISASTER RECOVERY PLAN

Change history

Date	Version	Created by	Description of change
20 August 2015	01.15	NetAccess	Development of ICT Business Continuity Policy
29 July 2019	02.15	Zaine Prins	Review
May 2021	03.15	Zaine Prins	3.3 Scope: Included the Robertson Commando Municipal Office
March 2024	03.16	B Bakaco	Changed title from ICT Business Continuity Policy to ICT Disaster Recovery Plan in-line with revised organizational Business Continuity Management Policy. Highlight the frequency of the ICT-specific DR test and the Municipality-wide DR test.

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1. Purpose, scope and users

The purpose of this Policy is to define the objective, scope, and basic rules for ICT disaster recovery.

This Policy is applied to the ICT Disaster Recovery Plan (DRP).

Users of this document are all employees of the Municipality, as well as all suppliers and outsourcing partners who have a role in the DRP.

Reference documents

- ISO 22301 standard, clauses 4.1, 4.3, 5.3, 6.2 and 9.1.1
- BS 25999-2 standard, clause 3.2.1, 3.2.2, 3.2.3
- ISO/IEC 27001 standard, clause A.14
- Minimum Information Security Standards
- Minimum Interoperability Standards
- Protection of Information Act
- Public Service Act and Public Service Regulations
- Regulation of Interception of Communications Act
- ISO 38500 IT Governance Standard
- Electronic Communications and Transactions Act
- King III
- Project Plan for Implementation of the Business Continuity Management System
- Preparation Plan for Business Continuity
- Procedure for Corrective and Preventive Action
- The Municipality Risk Management Strategy
- The Municipality Strategic Development Plans

2. Disaster Recovery Plan

2.1. Disaster Recovery Planning objectives

- To ensure that all employees of the Municipality, as well as all suppliers and outsourcing partners who have a role in the DRP understand this policy and our approach to business continuity management.
- To ensure that the critical business processes, their dependencies and risks that could potentially cause unacceptable disruption to the business of the municipality are identified and are managed in accordance with the Langeberg Municipality Risk Management Strategy.
- To ensure that each directorate's recovery plans are developed to ensure continuity in the event of an interruption to the service delivery capability of the municipality.
- To ensure that directorate recovery plans are reviewed and updated on a regular basis to ensure that they remain relevant.
- To ensure that every employee of the municipality is given relevant training and every stakeholder is made aware of their roles and responsibilities within the Langeberg Disaster Recovery Plan.

2.2. Links to general objectives and other documents

With the implementation of the ICT disaster recovery plan, the Municipality wants to fulfil its strategic business objectives which are as follows:

1. Ensure efficient administration for good governance.
2. Provide infrastructure for sustainable and affordable basic services.
3. Promote a safe and secure environment.
4. Promote and facilitate investment and local economic development.
5. Provide sustainable financial management.

The Disaster recovery plan is implemented in order to comply with the requirements listed in statutory, regulatory, contractual and other requirements, and within the framework defined by the following documents:

1. The Municipality Risk Management Strategy
2. The Integrated Development Plan
3. Business Continuity Implementation Plan
4. Business Continuity Strategy
5. Business Continuity Plan

2.3. Scope

The Disaster Recovery Plan is implemented for the Municipality, with special attention paid to activities identified during Business Impact Analysis.

The organization's business locations included in the scope:

Ashton Municipal Offices

28 Main Road
6715
023 615 8000

Robertson Municipal Offices

52 Church Street
6705
023 626 8200

Robertson Commando Municipal Offices

04 Church Street
6705
023 626 8200

Montagu Municipal Offices

03 Piet Retief Street
6720
023 614 8000

Bonnievale Municipal Offices

Hoofweg
6730
023 616 8000

McGregor Municipal Offices

24 Voortrekker Road
6708
023 625 1613

Organizational units included in the scope:

1. Call Centre
2. Civil Engineering
3. Budget Section
4. Communications
5. Credit Control Section
6. Creditors Section
7. Fire Department
8. Human resources
9. Income Section
10. Payroll Section
11. Rates Department
12. Supply Chain Management
13. Administrative Support
14. Budget Auxiliary Services
15. Town Planning
16. ICT Department
17. Assets Department
18. Internal Audit

Key products and services

The following key products and services are provided by The Municipality within the scope defined in the previous section:

1. Delivery of sustainable integrated human settlements
2. Delivery of sustainable civil engineering infrastructure services
3. Energy efficiency for a sustainable future
4. Provision of a safe and efficient road network
5. Promotion of public safety by offering emergency response services
6. Provision of a clean environment
7. Social Community Development
8. Promoting growth and supporting economic development

The disaster recovery plan must ensure that the above-mentioned products and services will recover to a pre-defined level.

All critical activities related to these key products and services are listed in Business Continuity Strategy.

2.4. Our requirements

2.4.1. Responsibilities for disaster recovery plan

General responsibilities:

- Municipal Manager is responsible for ensuring that disaster recovery plan is established and implemented according to this Policy, and for providing all necessary resources.

- Senior Executive Management Team must review the DRP at least once a year or each time a significant change occurs, and a review report must be prepared. The purpose of management review is to establish the suitability, adequacy and effectiveness of the DRP.

Specific responsibilities:

- Each Director is accountable for adopting and implementing the Training and Awareness Plan which applies to all employees within their respective directorates.
- Arrangements related to disaster recover must be exercised and tested annually using various methods in order to assess whether they are adequate to protect our critical business functions. The Exercising and Testing Plans must be approved by senior management and after each planned exercise and test a report must be prepared. The ICT disaster recovery tests are done on a monthly basis and the Municipality-wide disaster recovery test is done annually.
- Each director is accountable for adopting and implementing the DRP Maintenance and Review Plan for their directorate so that all DRP elements are functional and up-to-date.

2.4.2. Measurement

The Municipality will measure the following:

1. Whether the objectives set according to this Policy are achieved– at least once a year, normally before the Management Review.
2. The effectiveness and adequacy of disaster recovery plans.

Policy communication

The Municipality will ensure that all its employees, as well as suppliers and outsourcing partners who have a role in the DRP are familiar with this policy.

Support for DRP implementation

All elements of DRP implementation will be supported with adequate resources in order to achieve all goals and objectives set according to this policy.

Validity and document management

This document is valid as of [20 August 2015]

The owner of this document is the Municipal Manager, who is accountable for ensuring that it is updated at least once year.

Approved By:
Municipal Manager

Name: _____

Signature