

Quarterly Meeting – March 2020

**Business Continuity – more than just
backups! (And not only Covid-19!)**

CHARITY
IT LEADERS

Agenda

- Introduction and CITL Business – Dan Hall, Chair
- United Christian Broadcasters, an introduction – Ian de Soyza and Richard Willoughby
- Key risks to charities in 2020 and ways to build organisational resilience - Bob Cawsey, Databarracks (*Platinum Sponsors*)
- Data breach case study – Matt Jago, Sightsavers
- Business continuity – running the meeting well – Laura Dawson, London School of Economics and Political Science
- *Networking break*
- Planning for Covid-19 – Dan Hall, GDST
- Table discussions and scenario planning
- Feedback from discussions – Dan Hall, Chair
- Chair's closing remarks

Introduction and CITL Business, Dan Hall - Chair

- Dan Hall, GDST and Chair
 - Welcome
 - Housekeeping
 - CITL Business
 - Dates for your diary

Dates for your diary – Charity IT Leaders' events

- Quarterly meetings in 2020:
 - June 9
 - September 11
 - December 3
 - At The Law Society's Hall, 113 Chancery Lane, London WC2A 1PL
- Charity IT Leaders' Annual Conference:
 - October 7-9
 - The Oxford Belfry, Milton Common, Thame, Oxford OX9 2JW
- Business Continuity workshop – delivered by Databarracks:
 - April 16
 - GDST Trust Office, 10 Bressenden Place, London SW1E 5DH

Dates for your diary – external events

- Webinar - Microsoft Teams, The future of charity communication – hosted by thinkS3
 - March 26
- Civil Society Tech Breakfast
 - March 31
 - 41 Portland Place, London W1B 1QH
- All events can be booked via our website at www.charityitleaders.co.uk/events

Chatham House Rules

Chatham House Rules: participants are free to use the information received, but neither the identity nor the affiliation of the speakers, nor that of any other participant, may be revealed

Vegus: What happens in the room, stays in the room

Fight Club - you do not talk about **Fight Club**

Who we are and what we do

- United Christian Broadcasters
- Ian de Soyza and Richard Willoughby

Key risks for charities in 2020 and ways to build organisational resilience

- Databarracks
- Bob Cawsey

Data breach case study

- Sightsavers
- Matt Jago

Chatham House Rules Apply

Business Continuity – running the meeting well

- Laura Dawson, London School of Economics and Politics



Importance of Strategy thinking

Things to consider

- Who is the leader in the room?
 - They must chair
- It's not a democracy
- It's not a chat or debate
- Be clear on the strategy
- Make decisions
- PR comes last – it has to hear everything else

Running a disaster meeting

The Scandi-method

AIRCRAASH - SURVIVAL EXERCISE

- You are the sole survivors of a plane crash in a desolate area, clearly many miles from civilisation
- You have the clothes you are standing in and the list of items attached
- It is warm during the day and cold at night
- There is a stream nearby where animals come to drink



Inventory from the air crash

- A 15m length of rope.
- An un-opened parachute.
- 48 boxes of chocolate bars.
- A barometer.
- 20 litres of water.
- 200 track suits assorted sizes.
- A pistol with 6 bullets.
- A bottle of Gin.
- A Tom Jones CD.
- A copy of Le Monde, yesterday's.
- 2 cigarette lighters, full of gas.
- Pens, paper and pencils.
- A fully charged mobile phone but no reception.
- A torch, (wind up).

The meeting

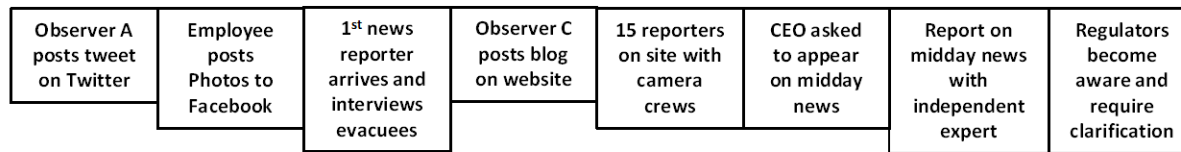
No	Minutes	Item	Presented By	Resultant action and Time Frame
1	2	Situational Overview Summary	Chair / temp leader / SME (senior)	
2	1	Indication of strategy and direction	Chair / temp leader / SME (senior)	
3	2	All present business units consider issues and ideas for action	This is done in silence	
4	10	Business units report for 1 minute each on the <ul style="list-style-type: none"> • issues affecting <ul style="list-style-type: none"> • People • Systems • Premises • Business • Reputation • Intentions <ul style="list-style-type: none"> • 0-24 hours • 24 hours plus • Any required help • Any escalation for direction • Any likely PR issues • Who you need to catch up with afterwards 	Business unit representative. This is high level and not a debate . It is heard in silence by the rest	
5	3	Direction for business areas	Chair / temp leader / SME (senior)	
6	2	AOB and next meeting time	Chair / temp leader / SME (senior)	

Now do it
again...

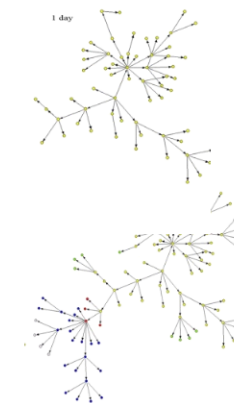
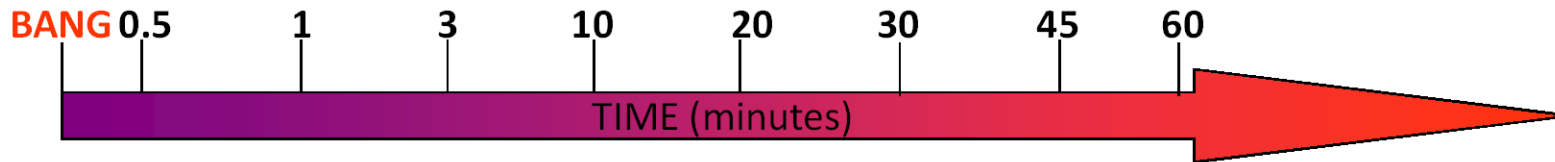
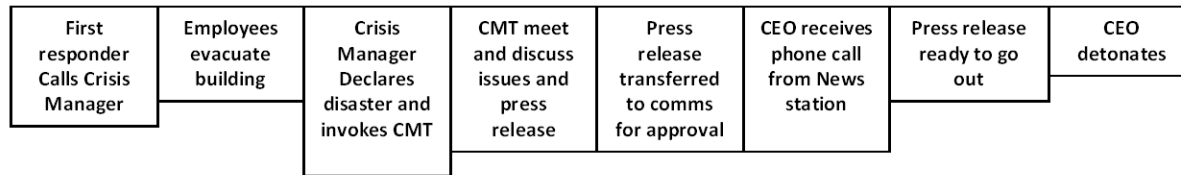
- One person sets strategy
 - Are we going to stay here and await rescue
- or
- Are we going to leave
- Re-run the exercise now you know the strategy and the meeting method

Viral – how long have you got?

The Outside World



The Inside World



Number of External People that know that something has happened: **3,000,000**

Number of external People that know a correct version of what has happened: **0**

Number of Stakeholders that know that something has happened **28,000**

Number of sanctioned Press Releases: **1**

Networking break

Planning for Covid-19

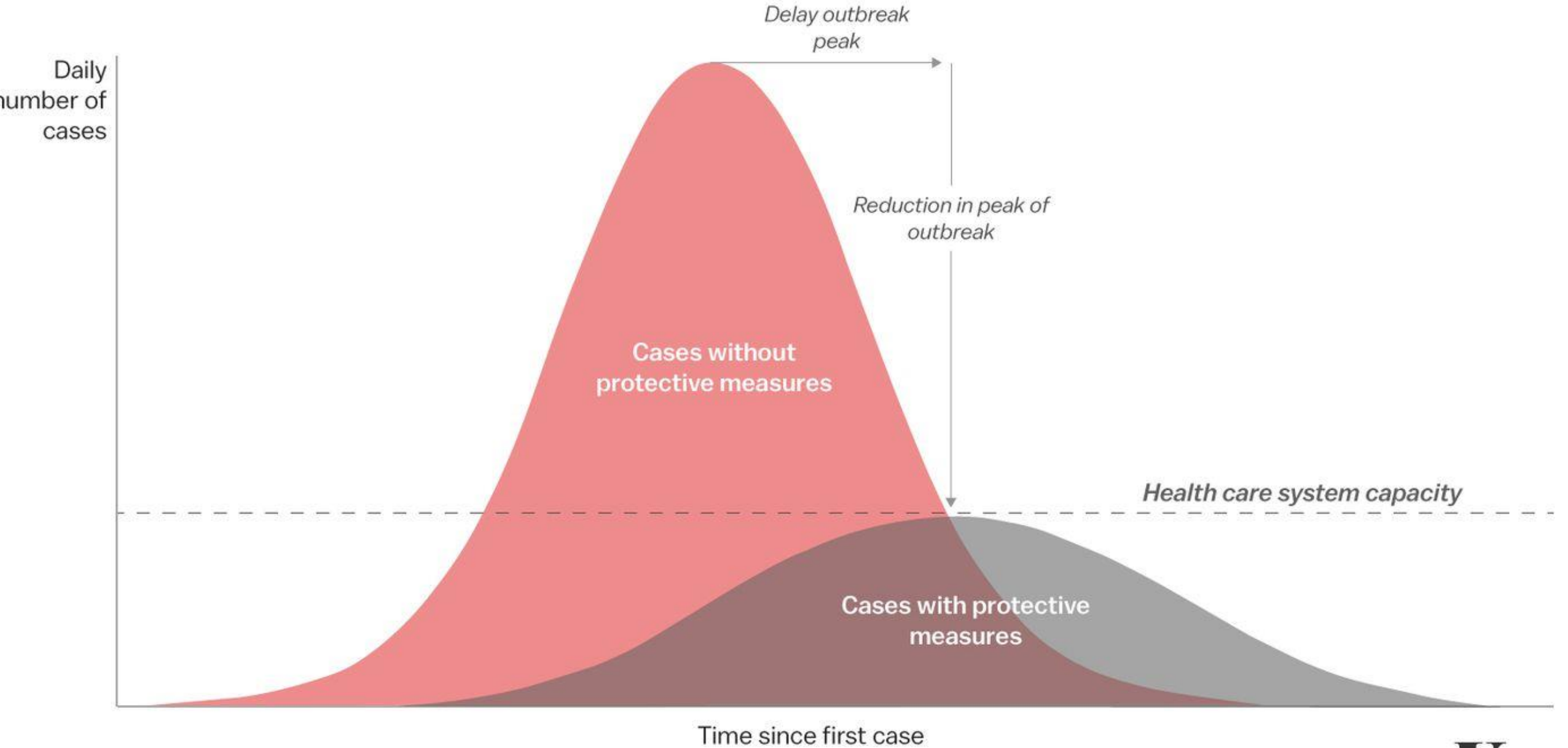
- GDST
- Dan Hall
- There's nothing like a pandemic to focus your planning.

Chatham House Rules Apply

Complete the readiness questions

bit.ly/citl-covid

Flattening the curve



Covid-19

- Phase 1 – Individual staff need to work from home
- Phase 2 – We need to reduce occupancy in the office
- Phase 3 – Only essential staff allowed in the office
- Phase 4 – Office shut

Phases

Phase	Who will work from home	External Visitors to trust office	Trigger (guidance only, and will be subject to dynamic assessment)	Return to the previous Phase when: (guidance only, and will be subject to dynamic assessment)
Phase 1	“At-risk” colleagues.	<ul style="list-style-type: none"> • Ok 	<ul style="list-style-type: none"> • Advice for PHE/Gov to protect vulnerable people, or • Suspected case in Verde 	<ul style="list-style-type: none"> • Advice changes
Phase 2	Group 2a and 2b rotating between WFH and Working from Trust Office on a weekly basis.	<ul style="list-style-type: none"> • Essential only 	<ul style="list-style-type: none"> • Advice from PHE/Gov to reduce travel in London, or • Other Verde tenants need to close due to infection, or • A colleague is asked to self-isolate for medical reasons 	<ul style="list-style-type: none"> • Advice changes
Phase 3	All but essential colleagues	<ul style="list-style-type: none"> • None 	<ul style="list-style-type: none"> • Advice from PHE/Gov, or • A significant outbreak in building, or • Confirmed infection in Trust office, • At the request of Verde building management, or • Suspension of public transport 	<ul style="list-style-type: none"> • After a deep clean of trust office and/or Verde, or • Advice changes
Phase 4	Office shut – Everyone working from home	<ul style="list-style-type: none"> • None 	<ul style="list-style-type: none"> • Advice from PHE/Gov, or • Building closed 	<ul style="list-style-type: none"> • After a deep clean of trust office and/or Verde, or • Advice changes

Working from home

- Equipment:
 - Everyone has a laptop
 - Everyone has a headset
 - Everyone has a softphone
 - 50% of people have a work mobile
- Training
 - Delivered to all staff
- Collaboration
 - Teams
 - Jabber (softphone)

Weaknesses

- Some teams don't know how they will work
- What do we do with the post?
- Staff wellbeing
- Staff who don't have decent broadband
- Security
- Collaboration

Tactics

- Apply the 80/20 rule
- Bash through changes (securely)
- Know when to consult and when to tell
- Plan NOW

Support – how will you cope?

Stage	Number of schools closed	How we will support	SSI	Implementation	Business Systems	Projects
Normal	0 -2	Business as normal	Support Cluster as normal	Project delivery as normal	BAU	Continue
L1	2 to 5	Business as normal – all support requests via school	Support Cluster as normal	One of Chris, Martin, Sean rota on daily bases	BAU	Only deliver P1,P2 projects
L2	5 to 9	Central support number of staff	Support Cluster as normal	Chris, Martin, Sean all delivering support - Each assigned to cluster	BAU	Only deliver P1 projects
L3	10+	Central support number of staff	Support Cluster as normal	Chris, Martin, Sean all delivering support - Each assigned to cluster	Gemma, Geoff, Naushin**, Bina** - Call logging/1xt line support	All cancelled

Getting help when working remotely

Given that everyone will be primarily working in Teams remotely; it makes sense to shift our primary support to be within Teams.

- Support will be provided in a new Team called WIM – Remote Learning Support. The general conversation channel of this team will have announcements. The Staff Support and Student Support channels can be used for requesting support by conversation.
- This Team will announce who is currently on live support as we hand over between staff during the day. A minimum of two members of IT support will be monitoring this chat, the Helpdesk and the Helpdesk telephone number for staff at all times between 0800 and 1700 Monday - Friday .
- If you require support, post a message in the relevant support channel and it will be replied to as soon as possible by IT Support. Colleagues or peers may also reply to help each other.
- All staff and senior students will be members of this group. Junior students should request help via their teacher. Junior pupils and their parents can request help via their daily Firefly page or by email to [<email>](#).
- If you cannot access Teams (for instance, if your device won't turn on) IT Support can be called on [<Phone>](#). Please make sure you have this handy. Please only use the telephone number if you have been requested to call, or if you have internet related problems to help us manage the support more effectively. Please do not circulate this number to students. If a student cannot access Teams, their parent can email [<email>](#) for support.
- Any support requests that are either confidential or need to be actioned on site when we are back open should be logged on the IT Helpdesk as normal. We would recommend that non-

Table discussions

- Scenario planning
- Matt Jago

Feedback from discussions

- Dan Hall

Chair's closing remarks

- Dan Hall

Have a safe journey home