

<b>Essex Pension Fund Advisory Board</b>	<b>PAB 06</b>
<b>Date: 15 January 2020</b>	

## **Business Continuity Update**

Report by the Compliance Manager

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### **1. Purpose of the Report**

- 1.1 To provide the Board with an update on the review of the Fund's Business Continuity Plan.

### **2. Recommendation**

- 2.1 The Board to note the progress and update.

### **3. Background**

- 3.1 Essex Pension Fund (EPF) form part of Essex County Council's (ECC) Business Continuity Plan. This was developed, recorded and maintained on a regular basis utilising an ECC led system, Shadow Planner.
- 3.2 ECC announced during 2019 that Shadow Planner would cease to exist by the end of August 2019 and its replacement would not be in place until early 2020.
- 3.3 EPF Officers undertook to download all EPF led Business Continuity information, including disaster recovery, to enable the information to be updated offline.
- 3.4 Since review of the information held within Shadow Planner, EPF Officers have liaised with EPF Managers, the Emergency Planning and Resilience team along with the Business Continuity Champion for ECC to ensure a holistic review is undertaken to capture all dependencies.

### **4. Progress to date**

- 4.1 Upon review of the EPF Business Continuity Plan, Officers have worked through:
  - critical tasks and their critical leads;
  - loss of ECC systems;
  - buildings and access;
  - staffing;
  - loss of Telephony and Email; and
  - loss of Pension Admin System (CIVICA).
- 4.2 Within these areas, EPF Officers have documented and updated the call cascade information as well as acceptable timeframes for issues to be resolved using the ECC's Business Impact Assessment criteria.

### **5. Next Steps**

- 5.1 EPF Officers are working to resolve a small number of issues identified. An example is the requirement to obtain two additional Smart Cards to enable sufficient cover to submit BACS payments to the Fund's Pensioners should any eventuality occur.
- 5.2 Once all issues have been resolved, a complete and comprehensive EPF Business Continuity Plan will be held and maintained offline until the new ECC

Business Continuity System has been launched. In addition, EPF Officers will ensure three types of copies are held at all times: one electronic version on the new ECC system (Continuity 2); one Excel spreadsheet on the shared drive; and a hard copy for the Interim Director and each Deputy along with the Fund's Business Continuity Champion.

- 5.3 A hard copy of the plan will be provided to the Board at a future meeting for comment.

## **6. Link to Essex Pension Fund Objectives**

- 6.1 Maintaining and updating a complete and comprehensive Business Continuity Plan will assist the Fund in achieving the following objectives:

- Understand and monitor risk and compliance; and
- Deliver a high quality friendly and informative service to all beneficiaries and employers at the point of need.

## **7. Risk Implications**

- 7.1 Failure to maintain and update a complete and comprehensive Business Continuity Plan could result in:

- Failure to undertake business as usual service due to events outside of EPF control resulting in loss of service provision; and
- Failure to administer scheme correctly in line with all relevant Regulations and policies owing to circumstances such as, but not limited to:
  - lack of regulatory clarity;
  - system issues;
  - insufficient resources.

## **8. Communication Implications**

- 8.1 Other than ongoing reporting to the Board, there are no communications implications.

## **9. Finance and Resources Implications**

- 9.1 None.

## **10. Background Papers**

- 10.1 PAB Minutes for the 25 September 2019 meeting.