

## IT Loss of Access to Systems Tasks

In the event of a prolonged denial of access to IT systems but the building is available, use the following checklist.

Task	Responsibility for Task Completion	Task Completed By:
1. Upon notification of an incident that has resulted in the IT systems being down for a prolonged period of time, obtain details of the incident including: <ul style="list-style-type: none"> <li>○ Who is reporting the incident (name &amp; a contact number);</li> <li>○ The nature of the incident and when it occurred;</li> <li>○ Whether the building in which the affected IT systems reside is accessible; AND</li> <li>○ The IT systems that are affected.</li> </ul>		
2. Notify the Crisis Management Team of the incident and inform them that you are about to conduct a detailed damage assessment and will convene a Crisis Management meeting once this is complete.		
3. Assemble an IT related damage assessment team and at the first opportunity, establish the extent of the damage including: <ul style="list-style-type: none"> <li>○ Whether it is possible to repair the damage to the IT systems with technology supplies that are available locally;</li> <li>○ Whether any affected building will be available for the rebuilding of the damaged IT infrastructure; AND</li> <li>○ An estimate of time it will take to repair the damage to the IT infrastructure.</li> </ul>		
4. Upon completion of a detailed damage assessment, convene a Crisis Management meeting and provide members of the Crisis Management Team with the detailed damage assessment results.		
5. In conjunction with the Crisis Management Team, determine whether to invoke the service delivery, business continuity and IT recovery plans.		
6. Confirm the systems criticality ratings and ensure that the restore priorities meet with [Company] group operations.		

Task	Responsibility for Task Completion	Task Completed By:
7. Ensure IT staff, suppliers and any required contract staff are available to commence systems restores.		
8. Conduct any repairs to the IT infrastructure that are possible.		
9. Liaise with Human Resources to identify and obtain any out of area specialist skill-sets that are required to assist with the repairs to the IT infrastructure.		
10. Continue to liaise with the Crisis Management Team and ensure that they are continually aware of the status of the IT infrastructure availability.		
11. Liaise with Human Resources to identify and obtain any out of area specialist skill-sets that are required to assist with the repairs to the IT infrastructure.		
12. Continue to liaise with the Crisis Management Team and ensure that they are continually aware of the status of the availability of the IT infrastructure.		