

ICT Services



Disaster Recovery Board Terms of Reference

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1. Abbreviations

CoM	Committee of ManCo
COBIT	Control Objectives for Information and Related Technology
DRB	Disaster Recovery Board
ICT Services	Information and Communication Technology Services at the University of the Free State
ICT	Information and Communication Technology
ManCo	ICT Services Management Committee
UFS	University of the Free State

2. Definitions

Production environment: This term refers to any system, service or infrastructure hosted in the digital domain of ICT Services to facilitate/enable the “business” of the UFS in the administrative and academic domain.

Service: Any digital ICT service running on the UFS ICT infrastructure/platform.

3. Objectives

The DRB ensures that ICT resource investments made by the UFS are protected against service interruptions, including large-scale disasters, through the development, implementation and testing of disaster recovery/business resumption (DR/BR) plans.

4. Mandate

The DRB was created under the directive of the ICT ManCo to serve as a supporting structure for the ICT ManCo for reviewing and maintaining disaster recovery plans. The DRB is responsible to the ICT ManCo, UFS business community and UFS academic community for making informed, responsible decisions in order to avoid unnecessary risk to and negative impacts on the production environment of ICT Services.

5. Scope

The DRB must manage all disaster recovery-related matters that have a direct or indirect impact on the university.

6. Membership

The DRB is a board consisting of ICT Services staff members and representatives of key UFS departments. The DRB is comprised of a variety of UFS leaders with decision-making authority. People with experience in IT, operations and business are included. To qualify for membership of the DRB, a person should be knowledgeable about and experienced in his/her area of expertise, empowered to act as a spokesperson for his/her team, and available to attend the meetings and perform follow-up analysis work. Members must be representative of all key stakeholders who are responsible for the review and maintenance of the DRB and must include domain experts. Members serve three years, with partial rotations scheduled for every year after the first year. The DRB consists of 12 members.

7. Roles and Responsibilities

7.1 Board

- To determine the critical systems that need to be operational within the shortest time possible, using the resources available, to make the UFS operational after a disaster.
- To oversee the development and monitoring of the implementation of the Disaster Recovery Plan, associated policies, procedures and codes of practice.
- To keep under review the UFS Disaster Recovery Plan and the testing of associated plans.
- To act as a focus point for coordinating and executing the UFS Disaster Recovery Plan.
- To monitor relevant regulations.
- To act as an interchange of information, ideas and best practices relating to disaster recovery and associated risks.
- To review its own terms of reference annually.

7.2 DRB Manager

The DRB Manager is the chair of the DRB and oversees the management of the committee. All DRB-related governance is created and maintained by the DRB Manager. The DRB Manager does not have a vote in the DRB, but does have the right to escalate a decision to ICT ManCo and/or refer the risk to another CoM.

Referral or escalation will happen in accordance with the engagement model as described in section **Error!**
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7.3 Permanent Members

The permanent members are the heads of the operational divisions. Members are accountable for their reviews, decisions and deliverables. Permanent members have voting rights.

Each permanent member has a proxy. These proxies must be approved by the DRB. Proxies may only attend a DRB meeting if a permanent member is unable attend such a meeting. If a proxy will attend on a member's behalf, the chair must be informed accordingly prior to the meeting concerned. Proxy members may not vote.

7.4 Secretariat

The Secretariat is responsible for arranging meetings, preparing minutes, delivering complete agendas and distributing relevant documentation in a timely and professional manner in accordance with the committee's requirements. Secretariat members do not have any voting rights.

7.5 Advisory Members

The DRB can invite internal or external experts to act as advisors to the DRB. In this way, the DRB could gain insight into problems/issues related to a particular topic. Advisory members do not have any voting rights.

8. Meeting types and schedules

Meetings will be held four times a year. All the meeting dates and relevant documentation should be detailed and published on SharePoint.

9. Agenda

All meetings must have an agenda and minutes must be kept of every meeting. Members can add items to the agenda before or during the start of a meeting.

10. Decision Register

All decisions by the DRB must be recorded and reported to ManCo.

11. Action List

This is a report on the actions assigned at previous DRB meetings. An action tracker is used to document the status of all such actions and should contain the following information:

- Reference
- Priority
- Action description
- Action owner
- Action details
- Date raised
- Due date
- Status
- Type
- Resolution date

12. Communication

Decisions approved for communication must be communicated to reporting staff by permanent members. Communication of a formal nature is done through the official communication channel/function of ICT Services.

13. Governance

13.1 Principles

The following principles apply to the DRB:

- The DRB operates as part of an ICT Services governance structure referred to as the ICT Services CoM.
- The DRB must manage all disaster recovery-related issues that have a direct or indirect impact on the achievement of the university's objectives.
- A quorum of two-thirds is required to mandate meetings.
- Democratic decision-making applies. Although all opinions are heard and considered, a formal decision must be supported by all, irrespective of individual opinion.
- Decisions require a two-thirds majority of the total voting membership.
- The decision of the DRB is final and can only be overruled by ManCo.
- ManCo must ratify DRB minutes and submissions.
- The roles and responsibilities described in section 7 must be adhered to.
- Transgression of the rules and regulations of the DRB is a corporate offence and may be dealt with through the normal HR disciplinary process.

13.2 Policy

All principles, rules and regulations as stipulated in this document must be adhered to.

13.3 Procedures

All procedures related to the governance of the DRB are defined, revised and approved by the DRB and ratified by ManCo. These procedures are added as appendices to this document.

13.4 Standards and Guidelines

The DRB uses the COBIT framework as a guideline.

14. Engagement Model

The figure below illustrates the relationship between the DRB and the other committees of ManCo:

