



consultancy with clear direction

## Disaster (Data) Recovery Statement

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# Disaster (Data) Recovery Statement

## 1 Background

In constructing this statement, the Directors of Ergo have been guided by research published by the Info-Tech Research Group: "Building a Comprehensive Disaster Recovery Plan."

Our policy takes account of the nature and context in which Ergo conducts its business, the configuration of the company, and the working practices of its personnel.

## 2 Working Arrangements

Ergo is a consulting firm which the Health & Safety Executive (HSE) considers to be a "small or medium size enterprise." Ergo has less than 5 full-time employees, but calls on the services of up to 10 experienced associates to provide project support. Associates are engaged on a sub-contractor basis. Employees and associates are mainly home based, travelling to clients' offices to carry out work.

Projects are led by a Director of the company. The Director is responsible for supervising each project and accountable for its operation and management.

Each member of the project team operates from a single and separate "home site" with local firewall, virus protection and back up procedures. Additionally Ergo operates a hosted, off-site data storage and retrieval system, with firewall, encryption and virus scanning software.

Typically, we receive, interrogate and analyse source data provided in preponderantly electronic form, although we do also receive a declining amount of paper-based data. In addition, depending on the needs of the project, we might construct data sets derived from questionnaire responses, answers provided in semi-structured interviews (conducted either face to face or via the telephone) or from notes taken while undertaking site visits (i.e. fieldwork). Further details are provided in the following section.

## 3 Data Sources

Typically, three forms of data are used. These are as follows:

|                                 |  |
|---------------------------------|--|
| <b>Electronic source data:</b>  | Typically, quantitative information, derived from management information data-bases held by commissioners or by providing agencies, ordinarily provided in the form of electronic spreadsheets, data sets or data summaries. Occasionally, census, epidemiological and other population data is interrogated by Ergo.<br><br>Data is usually received by electronic mail, and infrequently via portable data storage tools such as compact discs, floppy discs or USB memory sticks. |
| <b>Electronic derived data:</b> | Data might be developed from electronic source data provided by relevant organisations and reconfigured by Ergo for the purposes of the project.   |
| <b>Written/Paper sources:</b>   | The most common written information arises when consultants gather information in the form of contemporaneous notes taken in the course of interviews of service users and staff of commissioning or service providing agencies. It is increasingly rare to find any agency that maintains its management information solely in paper form, although occasionally we are sent hard copies in the post.   |

#### 4 Data Management-narrative

Data forwarding and retention protocols are agreed at the outset of each commission. In effect data is sent to the lead consultant for distribution to the Ergo project team or sent to all members of the team directly.

|                                 |  |
|---------------------------------|--|
| <b>Electronic source data:</b>  | Given that we nearly always involve at least two team members in every project there will in most cases be three separate stand-alone sites where electronic data is located, given that the originating organisation will have a copy of the original data in most cases. Additionally data is regularly backed up to our off-site storage facility.  |
| <b>Electronic derived data:</b> | Data is shared between consultants and located on at least two separate stand-alone "home" systems plus our off-site storage facility.   |
| <b>Written/Paper sources:</b>   | <p>Ergo will not accept original source data in paper form from the commissioning organisation unless paper copies are made and retained by the commissioner. As a result, this form of data will remain accessible to the commissioner and Ergo in the event of its loss or destruction.</p> <p>Contemporaneous notes compiled by Ergo representatives are stored at the home site of the consultants, where they are stored for examination by the commissioner if required. Data derived from these notes is often summarised in draft and final reports. Copies of the notes are made to assist Ergo consultants to share information for the purpose of analysis. As a result, at least two copies of this form of data will exist and so one should remain in the event of one copy being lost. That said should contemporaneous notes be irretrievably damaged or lost, despite the efforts outlined above, Ergo guarantees that the event from which the data was derived will be repeated at no cost to the commissioner.</p> |

#### 5 Back up arrangements and frequencies

| <b>Data Type</b>        | <b>Local Back up</b>       | <b>Off-site back up</b> |
|-------------------------|----------------------------|-------------------------|
| Electronic source data  | Daily                      | Weekly                  |
| Electronic derived data | Daily                      | Weekly                  |
| Written/Paper sources   | Copies between consultants | N/a                     |

Initial responsibility for disaster recovery falls to the Lead Consultant/Director leading the project. Overall and final responsibility is the responsibility of the Ergo Executive.

Signed

Ergo

**Review date April 2009**