**THE GOVERNING COUNCIL
OF THE CAT FANCY**
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BUSINESS SYSTEMS CONTINUITY DOCUMENTATION

GCCF Background

The GCCF (Governing Council of the Cat Fancy) was established in 1910 and became a limited company in 2011. Throughout its history, it has kept going through the dedicated support of its volunteers, member clubs and small team of paid staff.

The core of its business is centred around the registration of pedigree cats in the UK. It also provides information, advice and expertise helping people to breed their own cats or choose an appropriate cat for their circumstances.

In addition, the GCCF licenses more than 150 cat shows a year across the UK, has in excess of 150 member clubs and can registers/transfers as many as 25,000 pedigree cats per year.

Challenge

With a lot of small companies (especially those who rely on volunteers), there is quite often a lack of formality (documentation and procedures) around the IT Business Systems and infrastructure that these companies rely on. Most of the critical information is usually stored in the heads of a few key people. GCCF are no different in that respect.

However, the situation is further exacerbated by the fact that GCCF are fairly unique in what they do, and have therefore had to develop a large and complex bespoke application with which to run their business on. This bespoke application has been written in-house by various volunteer developers over the last few years but who have since ceased contributing.

GCCF have recognised that volunteers are predominantly that and employed an IT Manager/Developer, albeit on a part time basis. Both he and the current Chairman recognise the significant risk to the business it would pose, if he (the IT Manager/Developer) were to be unavailable for a significant period of time, or worse still indefinitely. To help mitigate this risk, GCCF have agreed that the IT Business Systems should be documented. This will be to a level where a competent stand-in/replacement should be able to come up to speed reasonably quickly, so as not to expose the company to too much potential disruption should the worst happen.

The challenge is to come up with a level of documentation that will permit this, but without it being burdensome to maintain and disproportionate in cost to the risk exposure.

Scope

The main focus will be the documentation of the bespoke IT Business Systems used by GCCF (Phoenix / Star), but will also include a higher level of detail for the other off-the-shelf systems used,

such that they too could be administered should the current respective administrator(s) be absent for an extended period of time. This is likely to include:

- How and when the systems interact with one another
- Key functionality
- Supporting infrastructure
- Administration accounts (but not passwords)
- Procedures to be invoked if respective system administrator / developer incapacitated for whatever reason

Current Known Systems

System	Bespoke/Commercial	Technology	Owner
Phoenix / Star	Bespoke	VB.Net, MVC	GCCF
Phoenix / Star Database	Bespoke	MS SQL Server	GCCF
QuickBooks	Commercial Package		Intuit
Email	Commercial Package	Office 365	Microsoft
GCCF web site	Commercial package	DNN (-> Wordpress)	Open source

Deliverables

It is envisaged that the documentation will include (but not limited to):
- An overall systems diagram showing data flow between systems including interfaces (manual or automated), timings e.g., hourly, daily, weekly etc.
- A high-level breakdown showing existing functionality for Phoenix / Star (and any other bespoke systems)
- A full systems diagram showing database(s), webserver(s), file servers etc. plus any other components used to deliver Phoenix / Star and any other bespoke or off the shelf systems including release levels. This should also include hosting provider(s)
- More detailed technical documentation around the structure of the bespoke systems, to a level where it would mitigate the risk to the business for someone coming in and having to undertake code modification and / or bug fixing at short notice and with little or no familiarity of these systems.
- Location of source code and access method
- Change control mechanism used (if any)
- Admin or other accounts (not passwords) to be able to perform systems admin to any of the systems used by GCCF (including source code access)
- A clearly defined process on how to store, keep secret and divulge passwords for above accounts in the event the respective systems administrator is incapacitated and unable to perform their required duties in a timely manner (or worse).

GCCF are intending that once completed, the documentation will be maintained by themselves going forward. Therefore, all documents / diagrams must be produced using the standard Microsoft Office suite and handed over to GCCF on completion of the project. If required, Microsoft Visio can also be used to help construct diagrams etc. but they too will need to be handed over in soft copy also.

Copyright

On completion of the project all copyright associated with the project will be assigned to GCCF including but not limited to pictures, diagrams etc. used to produce the documentation and which may be reused in future documentation. Therefore, nothing that cannot be assigned to GCCF must be used. Please make GCCF aware if this will cause a problem.

In addition, all notes, recordings and documentation provided by GCCF (or made by the supplier) during the project in relation to this piece of work, must be returned or destroyed as instructed by GCCF on completion of the project.

Timescales

This project is likely to consist of a number of elements which will involve discussion(s) with key people within the GCCF business. Some of these people are employed on a full-time basis whilst others are part-time only. Therefore, consideration will need to be given as to how much time might be required with each of the following people in order to ascertain the information required for the production of the documentation such that this can be planned in with their day-to-day workload. With the level of unknowns at this stage, GCCF acknowledge that this might be an iterative process.

Role	Full/Part-Time	Knowledge Area
Office Manager		
Accountant/Book Keeper		QuickBooks
IT Manager/Developer	Part-time	Phoenix / Star, Infrastructure
Business analyst	Part time	Phoenix

Please provide envisaged timescales for this project including availability to start and elapsed time to complete.

Costs

Please provide a clear breakdown of envisaged costs and assumptions made.