**THE DIOCESE OF SHEFFIELD ACADEMIES TRUST**

**NETWORK/DATA INCIDENT RESPONSE PLAN**

**2024-25**

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| **Approved by:** | DSAT Trust Board |
| **Last reviewed on:** | Summer 2024 | |
| **Next review due by:** | Summer 2025 | |



**Network / Data Incident Response Plan**

* IT Support Lead / Headteacher / Business Manager reports incident to Nevine Towers (NT) & Dan Hilton (DH) with as much detail as possible.  Incident is declared.
* DH to establish the nature of the incident – this will generally be either a hardware / software failure or cyber security incident (the latter considered the most likely scenario).

**Hardware / Software Failure**

* DH to attend site to assess situation. Quick fix applied if possible (an example of this could be a faulty network switch or faulty UPS).
* If parts need to be ordered then network reconfigured to function in the absence of the main server until repair can be made.
* If parts cannot be obtained in a 48hr time period the DSAT emergency server VM can be deployed as a temporary measure.  Server data can be restored to SharePoint and made available to staff via their Office 365 account.
* Headteacher to confirm to NT once the incident has been resolved.

**Cyber Security Incident**

* DH to establish the nature of the incident.  Initially this may involve bringing the network down and removing people’s access to network & cloud-based resources while the source of infection is identified and remedied.
* NT to report cyber security incident to National Cyber Security Centre: [https://report.ncsc.gov.uk](https://report.ncsc.gov.uk/)
* Clare Sturman to establish whether incident represents a GDPR breach and report to ICO if required: <https://ico.org.uk/for-organisations/report-a-breach/>
* NT to inform IT leads at other schools so they can check their systems are clean and rule out wider infection throughout the Trust.
* Affected data to be recovered from local backup is possible.
* Failing this, local data to be recovered from Redstor cloud-based backup to SharePoint and made available to staff via their Office 365 account (this may not be a complete restore as storage constraints mean historical data considered non-critical is routinely excluded).
* If server isn’t operational the DSAT emergency server VM will be deployed as a temporary measure to restore vital services.
* If SharePoint data is affected by the incident then clean data is recovered by rolling back to a prior date.
* If SharePoint recovery fails via the admin panel options then a ticket is opened with Microsoft.  They have the ability to roll back SharePoint data up to 12 days in the past.
* Once school’s server is operational the emergency VM can either be migrated to the on-premises server or the school will revert to their previous setup.
* Headteacher to confirm to NT once the incident has been resolved.