

Contingency Plan for Website Management during Unforeseen Events

Public Sector Undertakings recognize the criticality of maintaining a fully functional website at all times. To ensure uninterrupted services and information delivery on a 24x7 basis, it is imperative to have a comprehensive contingency plan in place. This plan should address various contingencies, such as defacement, natural calamities, data corruption, hardware/software crashes, and national crises. By preparing for these eventualities, downtime can be minimized, and the website can be restored promptly.

1. **Defacement of the Website:** To prevent defacement or hacking attempts, robust security measures should be implemented. However, if defacement occurs despite preventive measures, the following actions should be taken:
 - Immediately block the affected website.
 - Designate an authorized person, whose contact details are readily available, to decide on further actions.
 - Initiate efforts to restore the original site swiftly.
 - Conduct regular security reviews and checks to identify and address vulnerabilities.
2. **Data Corruption:** Collaborate with the web hosting service provider to establish a mechanism for regular backups of the website data. This ensures data integrity and enables rapid recovery in the event of data corruption.
3. **Hardware/Software Crash:** While infrequent, hardware or software crashes can disrupt website operations. Ensure the web hosting service provider has redundant infrastructure in place to restore the website promptly, minimizing downtime.
4. **Natural Disasters:** In cases where natural calamities lead to the destruction or unavailability of the hosting data centre, a well-defined contingency plan is essential. The plan should ensure the hosting service provider has a geographically remote Disaster Recovery Centre (DRC) available. This allows for swift transition to the DRC and restoration of the website on the internet with minimal delay.
5. **National Crises or Unforeseen Calamities:** During national crises or unforeseen events, Public Sector Undertaking websites serve as vital sources of information for the public. A well-structured contingency plan should be in place to display emergency information and contact help-lines without delay. Identify responsible personnel within each department/organization to publish emergency information, and ensure their contact details are readily accessible.

By proactively implementing this contingency plan, Public Sector Undertaking websites can respond effectively to various unforeseen events, minimizing downtime and ensuring uninterrupted services for citizens. Regular plan reviews and updates are essential to adapt to evolving threats and technological advancements.