

IT SERVICE

CONTINUITY PLAN

Knight Frank Chartered (Thailand) Co., Ltd



Information Technology Department

17/03/2020

1. OBJECTIVES

To ensure the business of the company can running continuity in the emergency period

2. SCOPE

- Data, Accessing data with database software of each department to work from outside
- Documents, Accessing files, documents through a central storage system from outside
- Communications between employees and customer from outside

3. SCENARIOS

SUBJECT: Announcement for closing the office building

SIMULATION: Staff cannot access the building, this cause they not able to access the information and document from their computer as usual

SITUATION : The epidemic of COVID-19 has announced that the area of Huai Khwang is a surveillance area. Preventing it from being able to work at the headquarters of Chamnan Phenjati Building, Rama 9 Road, Huay Kwang District. Knight Frank Charter (Thailand) Company Limited therefore allows employees to work from outside the company

4. PROCEDURES

1. Accessing data with database software of each department to work from outside the company

Connect the computer to the internet then login to the company's intranet website (<http://kfth.biz>) or any software of each department via website.

For software that does not work online, such as accounting programs, payroll programs The company has prepared a computer notebook and created a virtual network connection with a VPN (Virtual Private Network) which will simulate the notebook access the internal database server directly

2. Accessing files, documents through a central storage system from outside the company

Connect the computer to the internet then login to the central storage system of the MS SharePoint system <https://myspaces.knightfrank.co.th> through the website. Which can open the document, file to work and store in this system immediately

3. Communications between employees and customer from outside

3.1 Email System

Connect the computer to the internet then login to the webmail <https://mail.knightfrankthailand.com> through the website and can be setup email account on both Android and iOS mobile phone to be able to send and receive emails as well

3.2 Telephone System

Make the call forwarding settings from internal numbers to personal mobile phone numbers. When customers come in and press the extension number, the system will transfer the call to the mobile phone number of the employee that was set

3.3 Video Conference System

The IT will create a conference room for staff who want to setup an online meeting and presentation with client through the company's Skype program or through a conference website

5. TEAM RESPONSIBILITIES

In case of problems in use, staff can contact the Information Technology Department directly

1. Wichitchai Jaroenwiwatchai Mobile No. 083-7765135
2. Bodee Tuntichumnun Mobile No. 088-0912950

Email : it@th.knightfrank.com

6. DOCUMENT AND GUIDELINE

All user guides are available on the website <https://newsletter.knightfrank.co.th/bcp> or scan QR code.



<https://newsletter.knightfrank.co.th/bcp/>