BYTOVA

BUSINESS CONTINUITY / 01 OF 01

Keep essential work moving.

A small-business continuity guide for a website outage or security incident. Coordinate with the incident lead and service owners.

01 Agree the priorities

Identify the essential customer and internal work that must continue. Name a decision maker and deputy. Record what can safely pause, the impact of delay and the dependencies that need attention first.

02 Use a trusted communication route

Keep a protected offline copy of host, staff and professional-adviser contacts. If existing accounts may be compromised, coordinate from a trusted device and channel. Share only information necessary for each role.

03 Publish a factual status message

Use an approved channel that is safe to operate. Explain known service impact, a practical contact route and the next update time. Do not speculate about causes, invent restoration times or expose incident details.

04 Control temporary workarounds

Use a protected manual request queue with an owner and clear access. Collect only necessary information. Pause automated workflows that could duplicate orders, send incorrect messages or disclose data.

05 Prepare the hand-back

Agree a trusted recovery source, acceptance checks and the authority to reconnect. Reconcile manual records, messages, payments and queued jobs before restarting automation. Retain evidence needed by the incident process.

06 Review what the outage taught you

Record the decisions, loss of service and unresolved risks. Test restore procedures and contact lists. Improve the recovery plan around real observations rather than claiming that a single patch prevents every future incident.

Keep safety and evidence together

If compromise is suspected, involve your host and a qualified responder. Business continuity work should not erase evidence, reconnect an untrusted server or bypass agreed access controls.

Independent educational guidance. No security guarantee or authority endorsement.

Sources: UK NCSC guidance (21 Oct 2026)

Checked 22 October 2026 | bytova.co.uk | Keep records in a protected location.