RISCAuthority

ROBUST V2 (64/32 bit) Installation Guide

Installation Guide for ROBUST – Resilient Business Software Toolkit. A simple aid for the production of an effective Business Continuity Plan brought to you free of charge by RISCAuthority: promoting best practice in loss prevention and funded by a group of UK insurance companies.

Document Version 1.0

Contents

1   Introduction

Thank you for downloading ROBUST (Resilient Business Software Toolkit). This software has been provided FREE by a group of UK insurers through the RISCAuthority scheme (www.RISCAuthority.co.uk) with the intention of providing a simple tool for the preparation of a Business Continuity Plan for your business.

This guide describes the **installation** and **configuration** process for ROBUST. Depending upon the configuration of your computer ROBUST may require additional software to be download from the Microsoft website. The installer will do this automatically but where needed **a broadband speed connection to the internet will be required at the time of installation.**

Please note: ROBUST Version 2 is now able to run on both 32 and 64 bit versions of Windows XP, VISTA and Windows 7.

2   System requirements

ROBUST will run on any Windows platform running:

- Windows Vista (32 and 64 bit)
- Windows XP (Service Pack 2 +) (32 and 64 bit)
- Windows 7 (32 and 64 bit)

The performance requirements of the computer are:

- Processor: 400 MHz Pentium processor or equivalent (Minimum); 1GHz Pentium processor or equivalent (Recommended)
- RAM: 96 MB (Minimum); 256 MB (Recommended)
- Hard Disk: Up to 500 MB of available space may be required
- Display: 800 x 600, 256 colours (Minimum); 1024 x 768 high colour, 32-bit (Recommended)

ROBUST will NOT run on native MAC or Linux based systems but may run through emulators on Intel based hardware.

You do not need Microsoft Office to run ROBUST but you do need the capability to view docx files (File format for Microsoft Word 2007). Many free viewers exist for this file type (see link below) and full editing may be possible through free products such as OpenOffice. Office 2003 users will be offered a download that makes docx files accessible in Word 2003 automatically upon attempting to open them.

Microsoft Word Viewer

http://www.microsoft.com/downloads/details.aspx?FamilyID=3657ce88-7cfa-457a-9aec-f4f827f20cac&displaylang=en

3   ROBUST Version 2: Improvements

Since its launch in August 2009 ROBUST has achieved an extensive network of users around the UK and many other regions of the world. ROBUST Version 2 is the product of feedback received from users and RISCAuthority's commitment to improve overall function and usability on an annual basis.

Compatibility with existing user data has been retained to ensure a very simple and resilient upgrade path.

The improvements are as follows:

1. Data file may now be stored on a server or NAS device rather than just on a local machine
2. Now compatible with 64 Bit Operating Systems
3. Improved support and error feedback for the 'Excel Staff Import Tool'
4. On-line updating of RISCAuthority BC guides and Risk Control documents
5. Improved BIA guidance at all stages
6. Event log now included in Incident Management Plan Report
7. Improved formatting of BCP and IMP documents
8. Will now accommodate insurer reference documents
9. Minor Bug Fixes
10. Compatibility with ROBUST Version 1 data maintained

and it is all still entirely FREE!

4   Before you install ROBUST Version 2

If you are an existing user of ROBUST **please backup the ROBUST directory** prior to installation of ROBUST V2. Whilst the upgrade path is designed not to cause loss of data, differences in IT system equipment and operation means that we are unable to guarantee this process. The ROBUST directory is located in the SHARED DOCUMENTS folder of your computer. It is important that all sub-directories under the ROBUST folder are backed up with their contents.
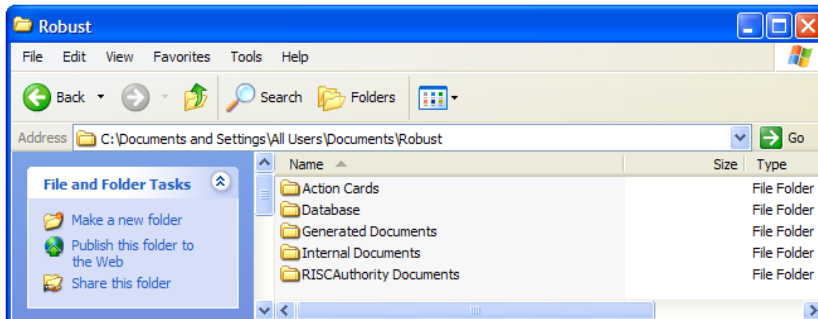
When upgrading to ROBUST V2 from V1, by default it will use the existing data structure and information from a ROBUST V1 installation. If the ROBUST directory has been moved to a new shared location (i.e. on a server or NAS), you will be asked to browse for the new location and the programme will be linked to this dataset.

5   Installation

1. Go to https://robust.riscauthority.co.uk and create your FREE user account

NB: Having created an account you shall be informed by email of future releases of the software and supporting material. You may change notification options by accessing your 'Profile' in the member's area of the website.

2. Download the ROBUST Software (RobustSetupV2.zip) to your desktop
3. UnZip the file to your desktop to create the install file RobustSetup.exe
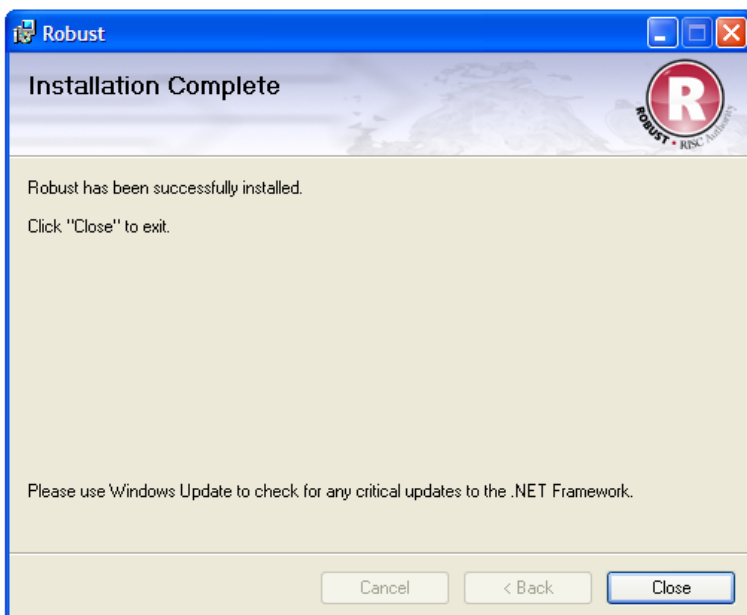
Robust

Welcome to the Robust Setup Wizard

The installer will guide you through the steps required to install Robust on your computer.

WARNING: By pressing the NEXT button you are agreeing to abide by the Terms & Conditions for the use of ROBUST as outlined at https://robust.riscauthority.co.uk. If you are unsure of these Terms & Conditions then please cancel the installation. This computer programme is protected by copyright law and international treaties. Unauthorised duplication or distribution of this programme, or any part of it, may result in severe civil penalties. The Fire Protection Association, legal owners and holders of Copyright for ROBUST, WILL pursue breaches of the Terms & Conditions through the c...

| Cancel | < Back | Next > |

Robust

Select Installation Folder

The installer will install Robust to the following folder.

To install in this folder, click "Next". To install to a different folder, enter it below or click "Browse".

Folder:

C:\Program Files\Robust\ | Browse... |
                                | Disk Cost... |

| Cancel | < Back | Next > |

Robust

Installation Complete

Robust has been successfully installed.

Click "Close" to exit.

Please use Windows Update to check for any critical updates to the .NET Framework.

| Cancel | < Back | Close |

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4. Run the install file by clicking the RobustSetup icon

RobustSetup.e
xe

The installer will now lead you through the installation process.
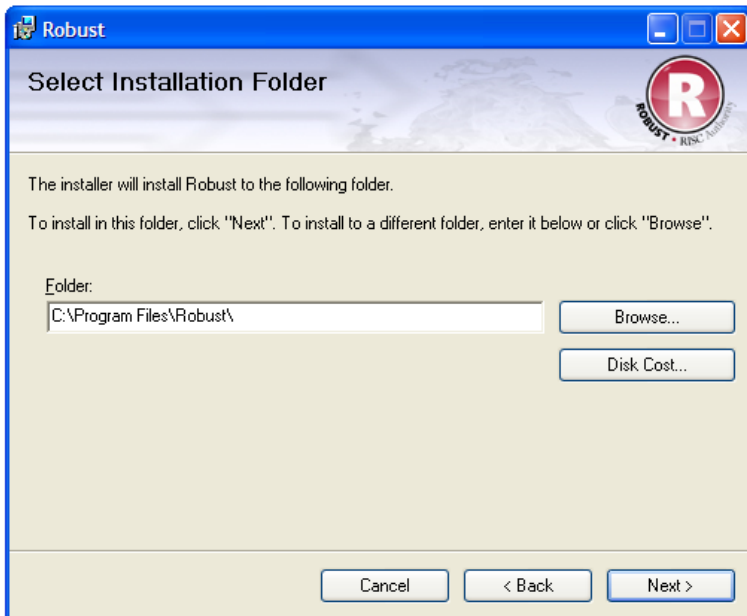
5. By default, the installer loads the software into C:\Program Files\Robust

6. Follow the links through to completion.

7. Depending upon the configuration of your computer ROBUST may require additional software modules which will be downloaded directly from the Microsoft website. Please enable your computer security setting to allow this.

# 6   Launching and configuring ROBUST V2 for the first time

ROBUST has been designed to be intuitive and quick to populate. Population and use is covered in a separate guide available from the ROBUST website https://robust.riscauthority.co.uk

1. ROBUST may be launched by clicking on the ROBUST icon

2. ROBUST is provided FREE of charge by RISCAuthority to end users for the production of their own Business Continuity Plan. It should not be provided as part of paid-for Business Continuity services without express permission from the Fire Protection Association, holders of the copyright of ROBUST.
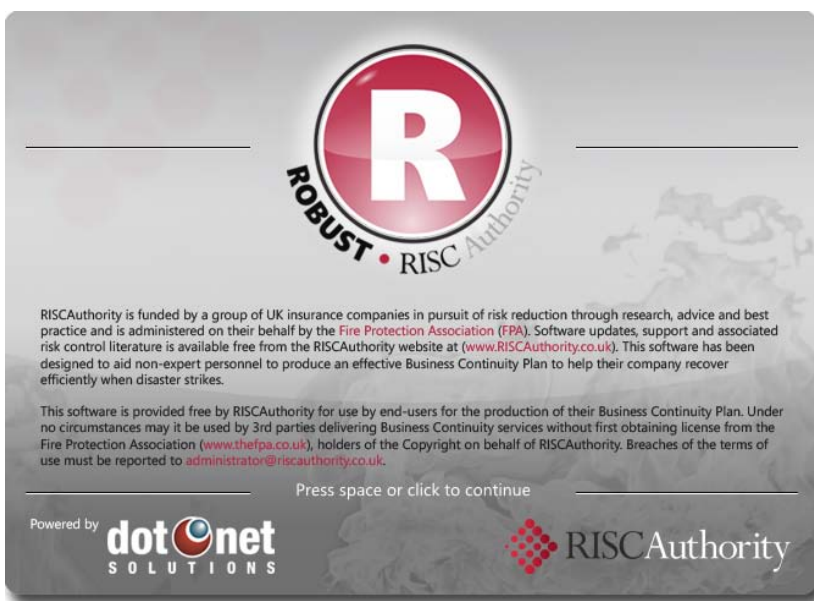
3. This screen is shown any time the ROBUST folder cannot be located:

    a. The software is being run for the first time and the ROBUST folder has not yet been created

    b. The ROBUST data directory has been moved to a new location (such as a server or NAS device) and requires re-connecting to the software.

    c. The network connection required to access the ROBUST data directory is not available.
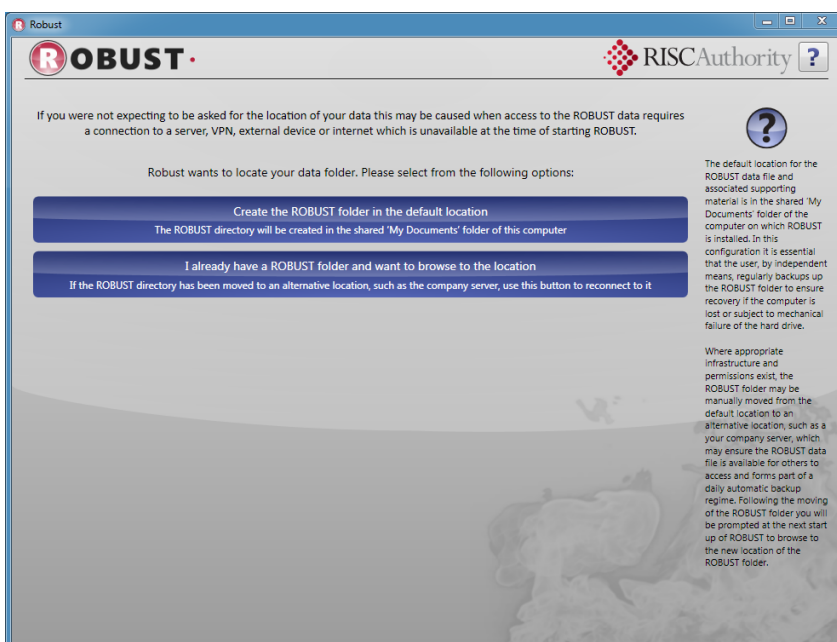
If upgrading from ROBUST V1 this screen will not be shown since the existing default data structure will be used.

NB: It is recommended that on first install the ROBUST folder is created in the default location. It may then be moved to a server or NAS device at a later time and reconnected to at start-up.
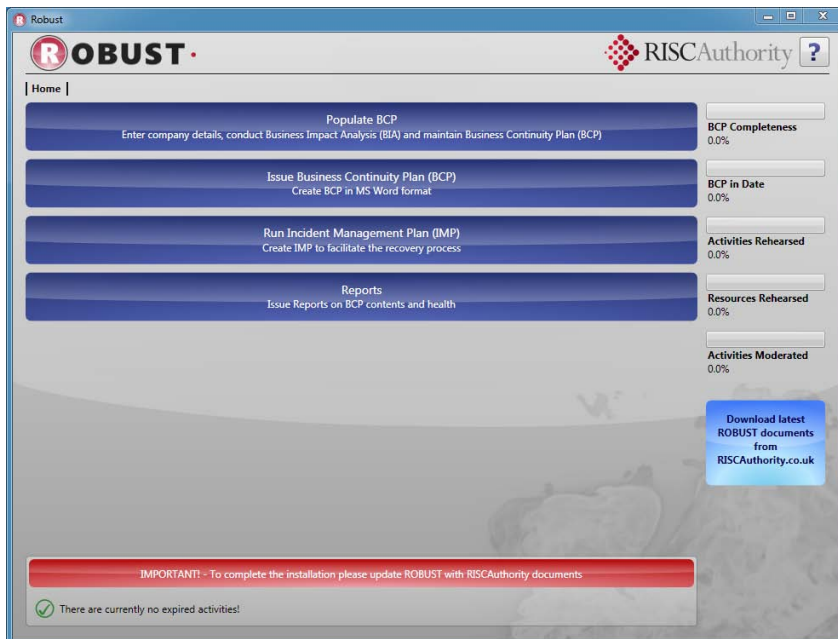
4. To complete the configuration of ROBUST V2 it is necessary to populate the document libraries from the ROBUST Website with the necessary RISCAuthority documents. This is achieved as follows:

    a. Ensure you have a suitable broadband connection

    b. Click on the Red bar at the bottom of the page, or Blue download button on the right of the Home Page

    c. Documentation will be downloaded as a ZIP file from the ROBUST website and automatically extracted to the correct directories of the ROBUST folder.

5. This screen is shown when installation of the necessary documentation is complete.

Note:

Users of ROBUST are advised to regularly use the documentation update function to ensure the latest documents are present at all times.

The Business Continuity Working Group of RISCAuthority releases new guidance throughout the year.
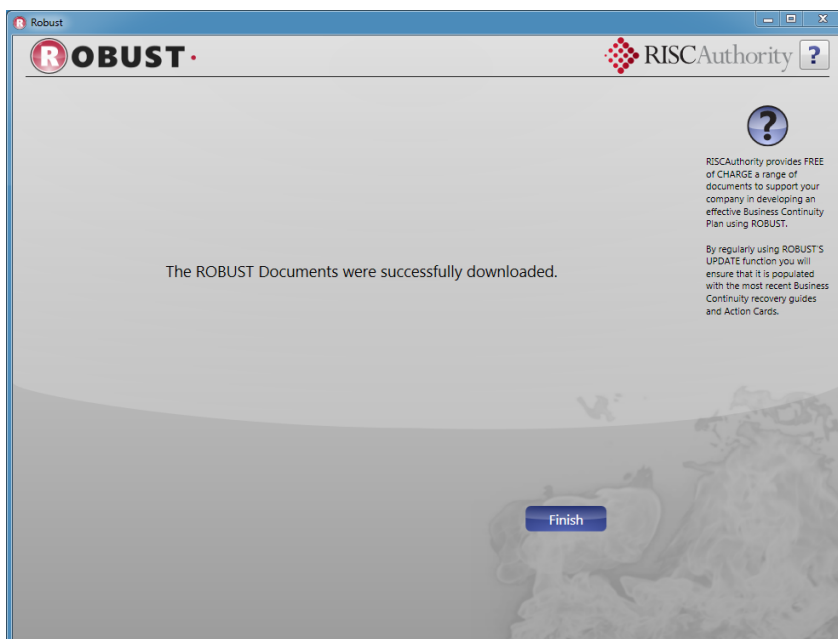
6. Once configured the document update warning is removed and you are now ready to start using ROBUST V2.
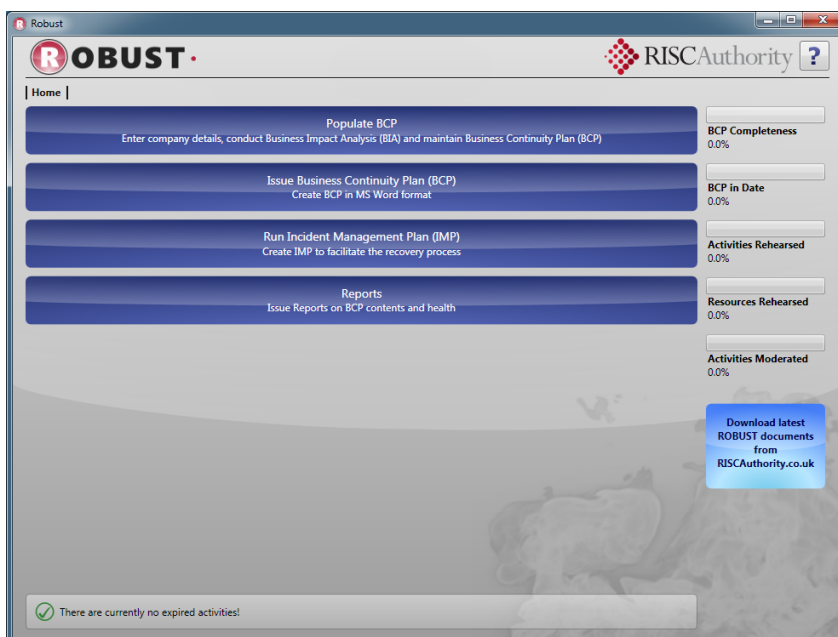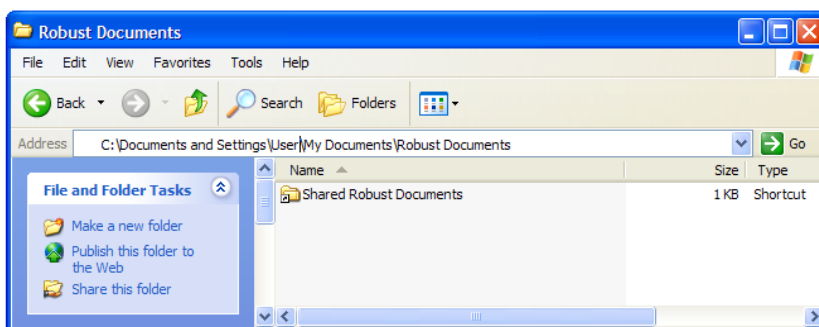
7   ROBUST V2 Directory Structure Explained

During the installation process ROBUST creates a series of subdirectories on your computer's hard drive in which to store data. These are described below.
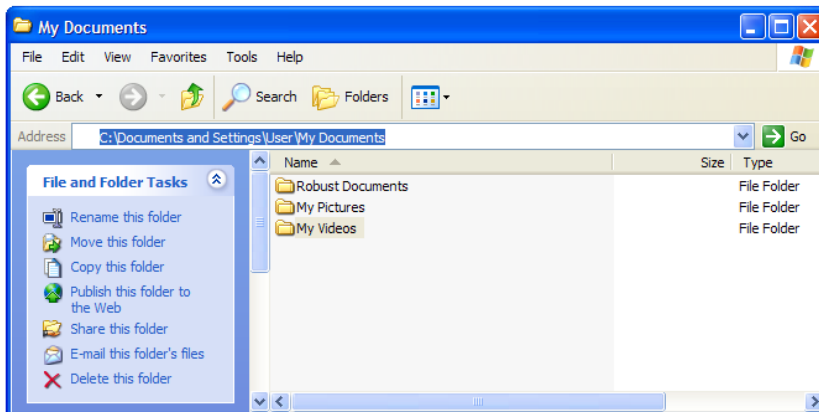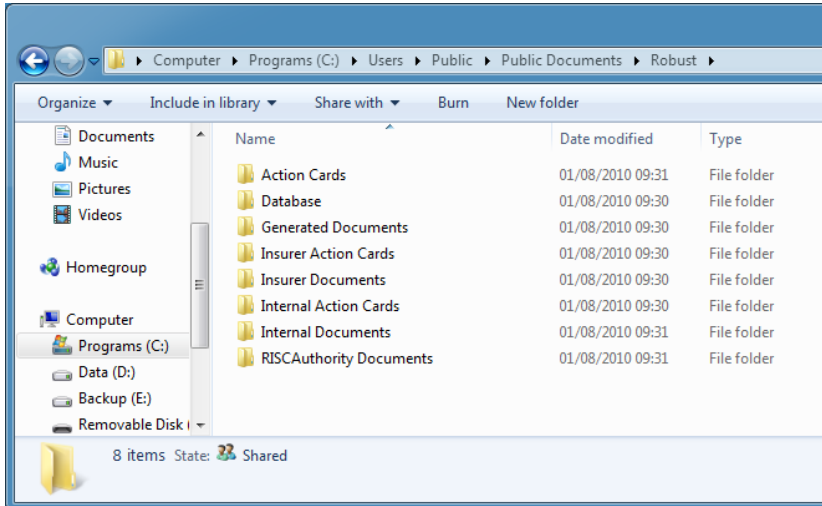

1. The ROBUST document and data directories are accessed by a link placed in your 'My Documents' folder called 'Robust Documents'

2. Clinking on the link 'Shared Robust Documents' takes you to the computer's 'Shared Folder' where the document and data directories reside
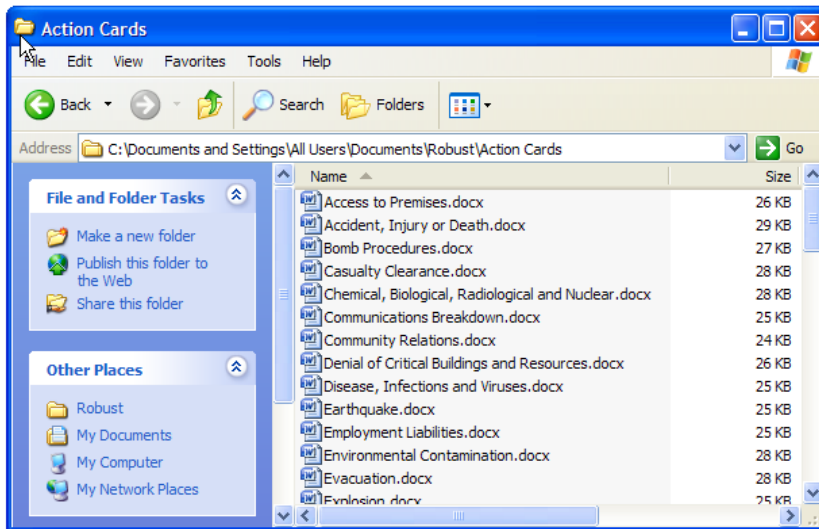
   NB: Windows XP / VISTA and Windows 7 reference Shared Directories slightly differently.

3. Data and documents are stored in one of 8 directories the contents of which are described below.

   When backing up ROBUST it is important to copy all of these subdirectories to another location or CD.

4. **ACTION CARD** directory

   Action cards are quick reference guides that are imported into ROBUST's Incident Management Planning (IMP) reports. These guides provide information that is immediately relevant to the incident; in recognition of the fact that the Business Continuity Plan operates on long timescales and may not provide adequate detail on the reasons behind the loss of a RESOURCE.
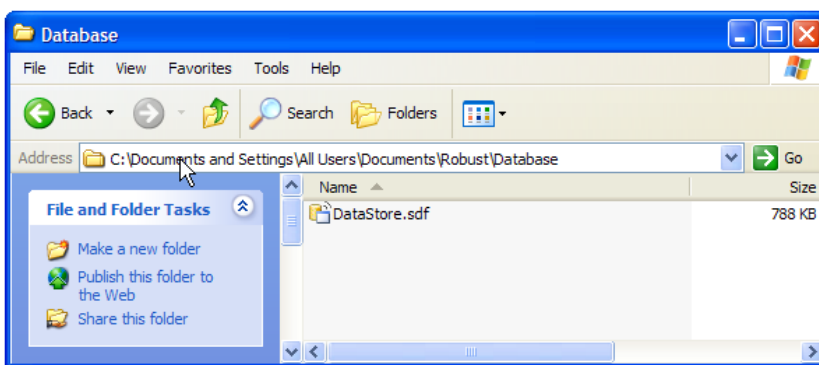

5. **Database** directory

   The Database directory contains ROBUST's data file 'DataStore.sdf'.
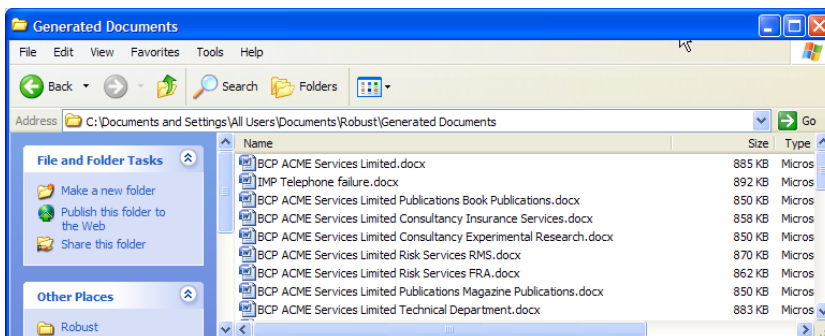
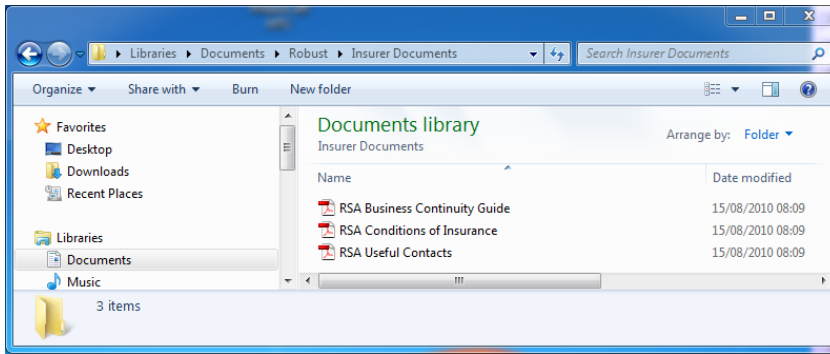

6. **Generated documents** directory

   ROBUST produces all outputs in Word 2007 format. These documents are created in the 'Generated documents' directory.

   Held documents include Business Impact Analysis (BIA) forms, the Business Continuity Plan (BCP), the Incident Management Plan (IMP), and a range of data healthcare reports.
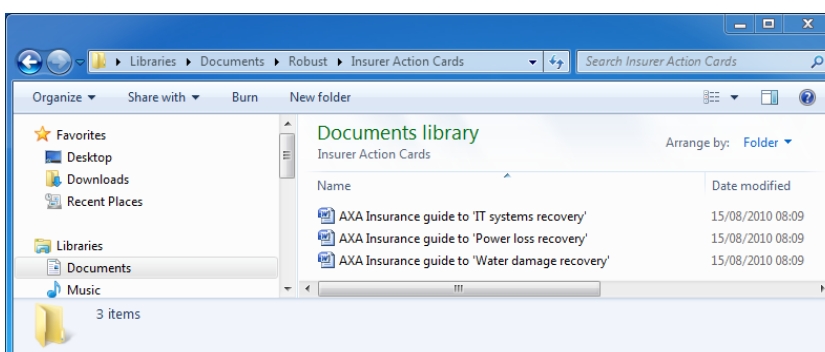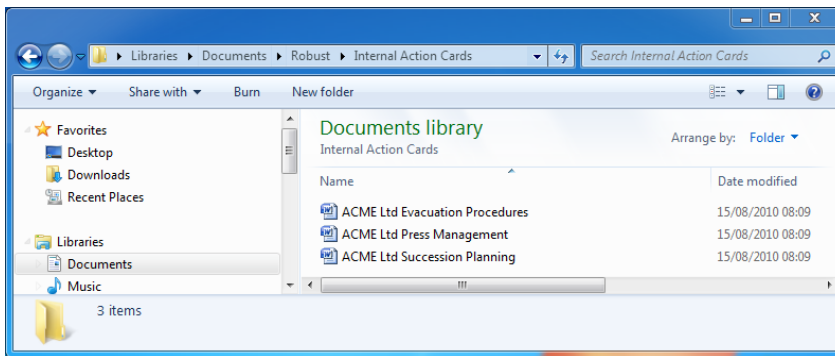

7. **Insurer Action Cards** directory

   Many insurers provide a wealth of information to directly support their customers. If a specific suite of Action Cards are made available to you by your insurer they should be placed in this folder.
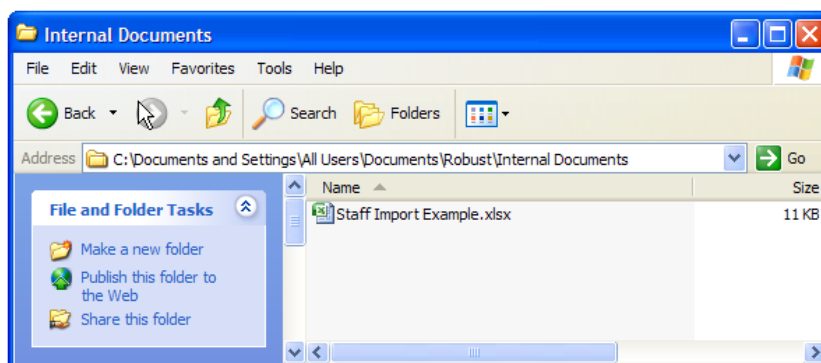
8. **Insurer Documents** directory

   Many insurers provide a wealth of information to directly support their customers. If a specific suite of Risk Control Guides or policy documents are made available to you by your insurer they should be placed in this folder.


9. **Internal Action Cards** directory

   You may develop your own Action Cards specific to your individual company needs. These may be entirely bespoke or adaptations of those provided with the ROBUST V2 software. Placing them in this folder makes them accessible to the ROBUST programme.

10. **Internal Documents** directory

    Documents that need to be referenced within your Business Continuity Plan can be placed in this sub directory. Typically this directory might contain PDF's of your Company Handbook, Insurance Certificates, SOP's, etc.

    The directory initially contains an Excel spreadsheet template for the import of staff details into ROBUST as an alternative to manual insert.
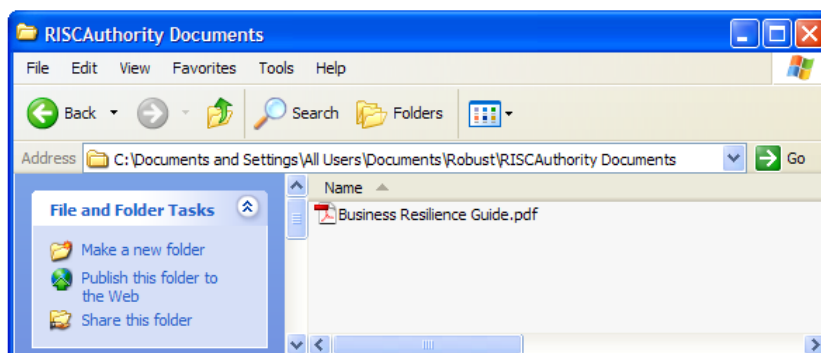

11. **RISCAuthority Documents** directory

    RISCAuthority provides a comprehensive suite of documents FREE to ROBUST users to support the production of a good Business Continuity Plan (BCP). These are available from the downloads section of the ROBUST website and should be inserted into this sub-directory to make them available to ROBUST. The procedure is described below.

8   Additional Resources

Updating the document library using the download button will populate the 'RISCAuthority Documents' folder with generically relevant Business Continuity guidance. The RISCAuthority library is considerable in size and covers a very wide range of RISK Control areas which will be relevant to your business to a greater or lesser degree. Documents which may help support a Business Continuity Plan are made available in the downloads section of the ROBUST website. This section describes how to locate and import relevant documents into ROBUST.
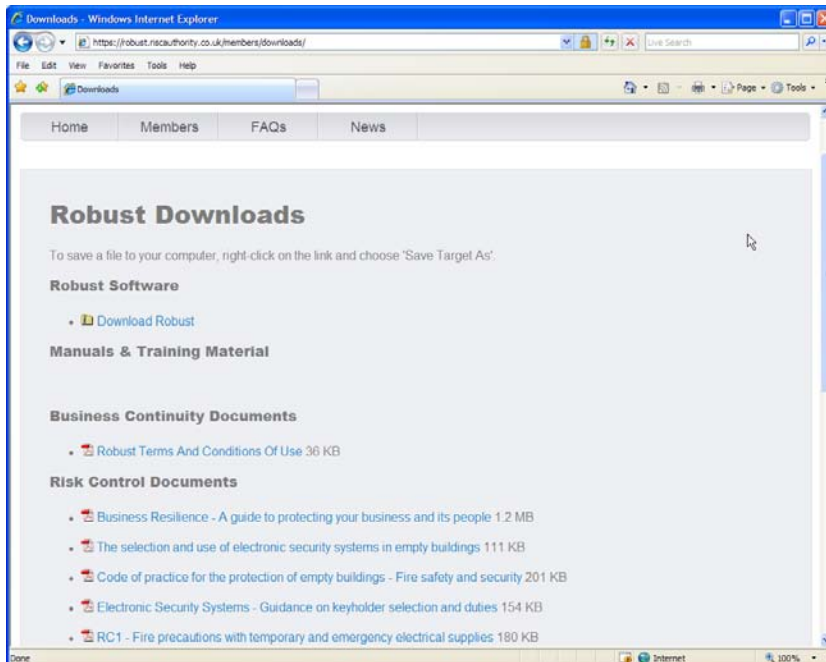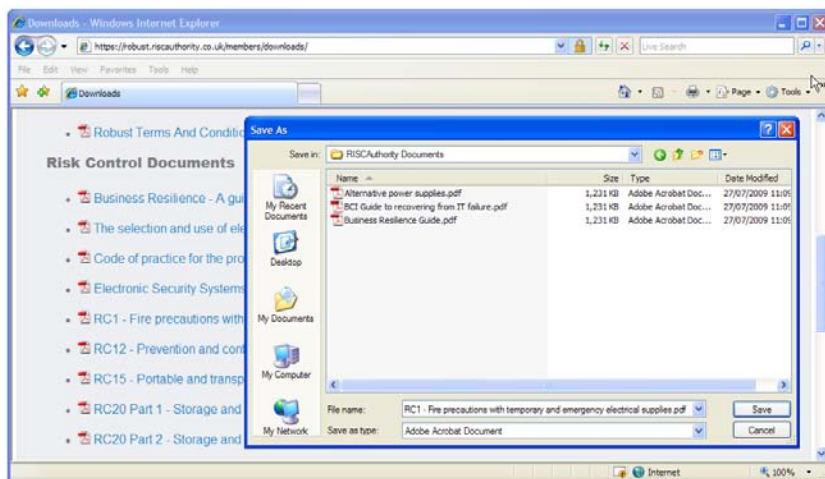

1. Sign in to the ROBUST website at https://robust.riscauthority.co.uk
2. Select 'Downloads' from the 'Members' button on the navigation bar
3. Right click on the document you wish to download
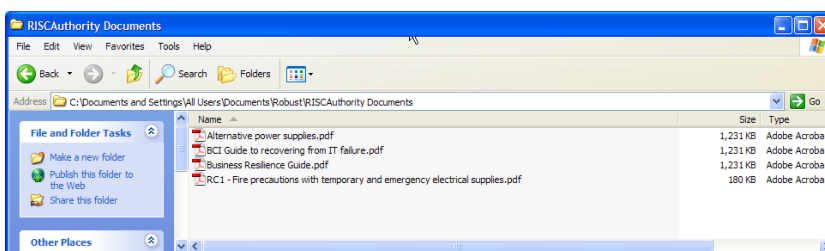4. Select 'Save Target As' from the options box
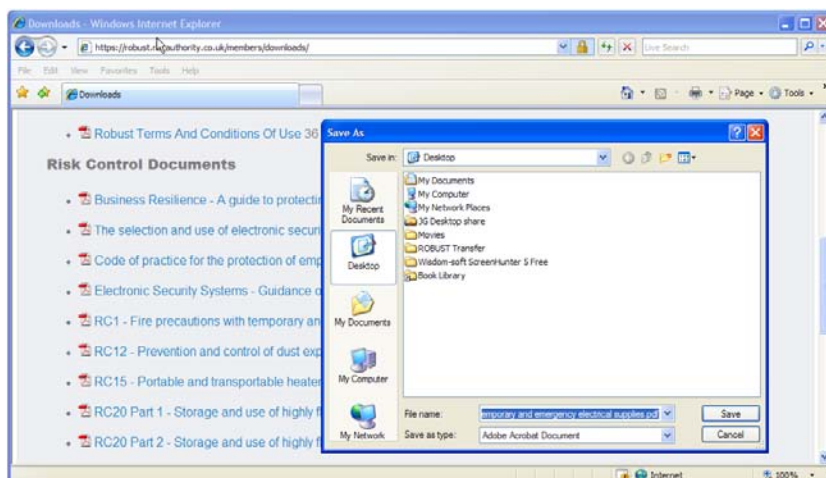
5. Navigate through the menus to the ROBUST sub-directory:

    C:\Documents and Settings
    \All Users\Documents
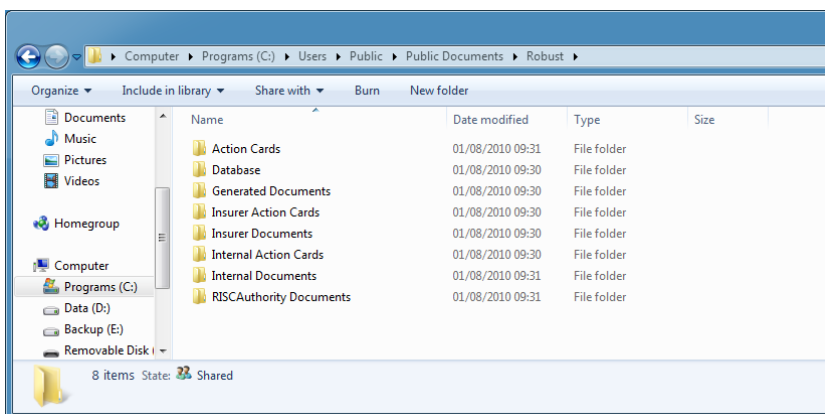   \Robust\RISCAuthority Documents

6. Click the 'Save' button

7. The document will now be available to ROBUST to support the BCP

9 Changing the Location of the ROBUST data Folder

Having installed ROBUST V2 the data directories will reside locally in the default location on the PC upon which it was installed. To ensure that your Business Continuity Plan is always available and is regularly backed up it is advisable to relocate the data directory onto a server or Network Available Storage device (NAS).

This is achieved as follows:

1. Close ROBUST V2 if running
2. Locate the ROBUST folder on the Shared Documents directory of the PC on which it was installed.
3. Backup the ROBUST Folder (and associated subdirectories) to a 3rd party device such as a CD or Memory Stick just in case anything goes wrong during the re-location process
4. MOVE the ROBUST Folder (and associated subdirectories) to the new location on the Server or NAS device.

Note:

It is important that the ROBUST folder is MOVED (or copied and then deleted), rather than just copied otherwise ROBUST will continue to use the local dataset on restarting.
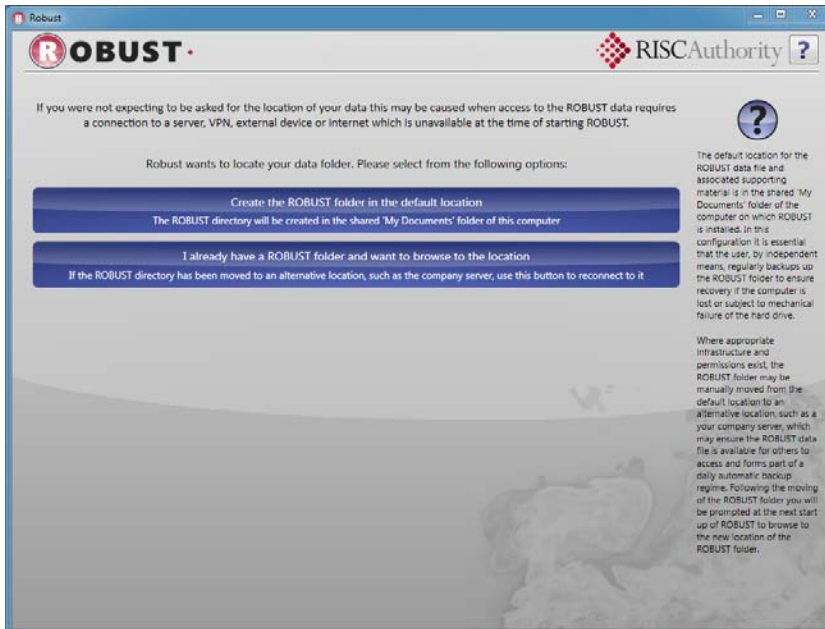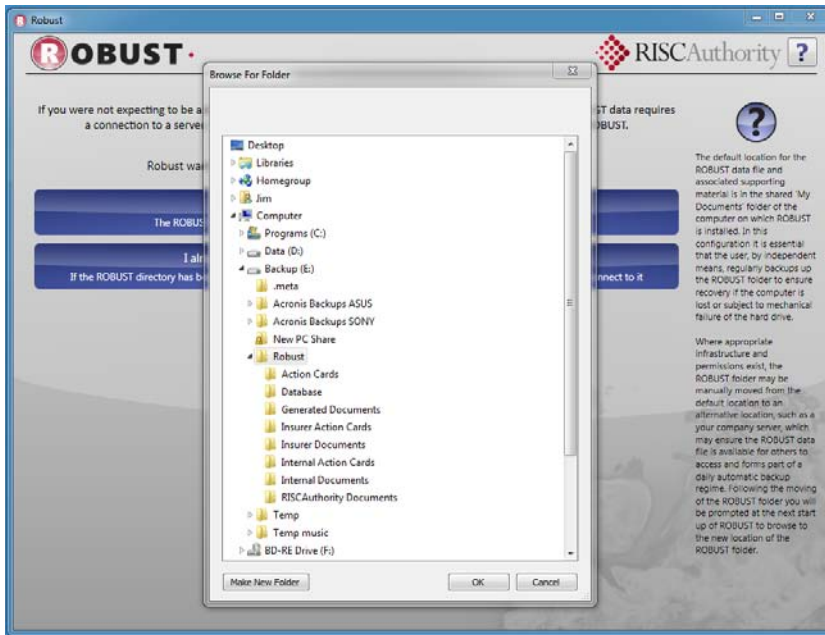
5. Open ROBUST V2

6. Since ROBUST V2 will be unable to find a valid data set since it has been moved from where it last resided the data folder configuration screen will be displayed.
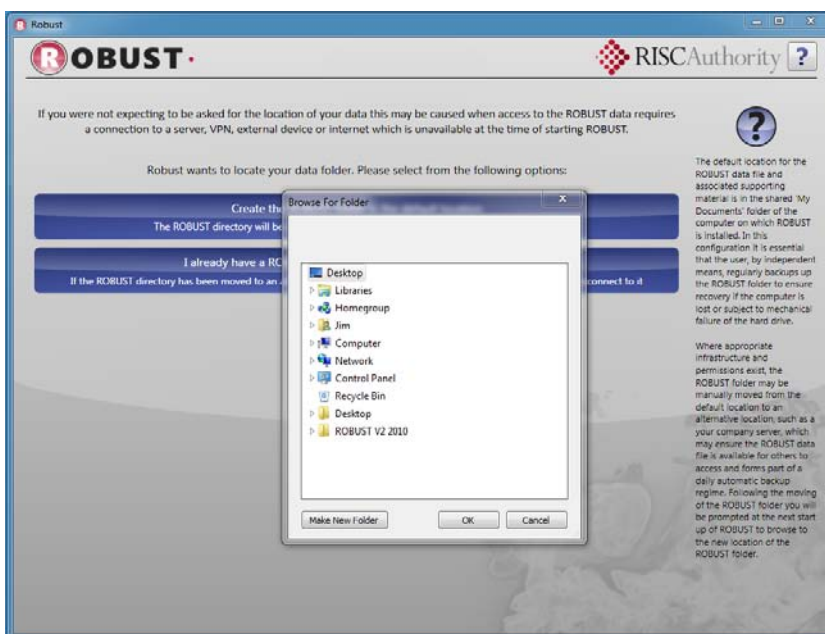
7. Click "*I already have a ROBUST folder and want to browse to the location*"

8. The 'Browse to Folder' box will be opened.

9. Navigate to new ROBUST Data Folder location

10. Highlight the ROBUST folder

11. Click 'OK'

12. The data shall now be connected to ROBUST ready for use

Note:

Whilst it is possible for many local computers running ROBUST to be connected to a single dataset on a server the software is NOT designed for simultaneous editing and use by more than one user.

10 ROBUST V2 Home Page
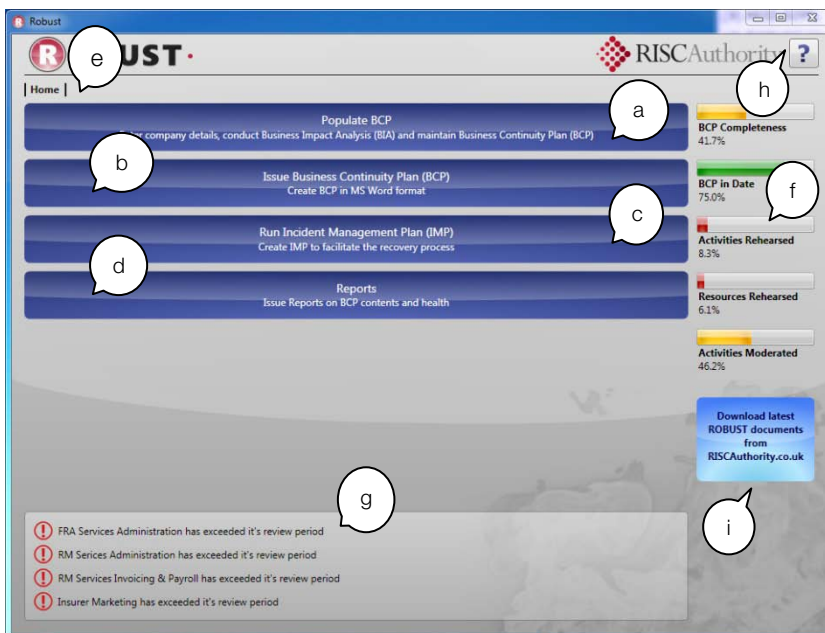
1. The ROBUST software Home Page provides:

   a. Button for initial set-up

   b. Button to issue the BCP

   c. Button to run IMP

   d. Button to run health-check reports

   e. Menu breadcrumb trail

   f. Key Performance Indicators

   g. Hot-linked ALERTS

   h. Animated HELP

   i. Document UPDATE button

END   15/08/2010