

SDLT.co.uk E-SUBMISSION - RISK MANAGEMENT CHART					
	YOUR FIRM	SDLT.co.uk		Government Gateway	HMRC
SDLT.co.uk Compose Offline, Submit Online	<p>Your Server(s) – consider mirrored systems</p> <p>Internet Connectivity – consider more than one internet connection.</p> <p>Backups – Tape/offsite</p> <p>Installation on multiple PC's reduces risk</p>	<p>Mirrored Servers with 3 minute failover</p> <p>Daily Backups, 7 days a week</p> <p>Maintenance by specialist company with 24/7 engineer cover</p>		<p>Connectivity won't fail they say</p> <p>Suggested contingency by HMRC:</p> <p>Keep some paper forms in stock</p>	
SDLT.co.uk Compose Online, Submit Online	<p>Internet Connectivity – firewalls, proxy servers etc</p>	<p>Mirrored Servers with 3 minute failover</p> <p>Daily Backups, 7 days a week</p> <p>Maintenance by specialist company with 24/7 engineer cover</p>			
Support	<p>Possibly in-house IT or retained consultants</p>	<p>Dedicated Support Team – 9am to 6pm Monday to Friday. 3 lines, email and remote access connectivity</p> <p>Support has access to multiple ADSL lines and two sites. In event of communications issue we can be back up providing support within 15 minutes.</p>		<p>Government Call Centre – 8am to 8pm 7 days a week, excluding Christmas, Boxing and New Years Day.</p>	