



BUSINESS CONTINUITY PLANNING

Risk and Resilience Team



WHAT IS BUSINESS CONTINUITY (BC) PLANNING?

- ❑ An institution-wide policy passed by the Policy Oversight Group (POG) in April 2023 with the aim of bringing in a consistent and robust BC planning approach across the institution.
- ❑ The ISO Standard surrounding Business Continuity Management, ISO 22301:2019, defines it as:
“the capability of an organisation to continue the delivery of products and services within acceptable time frames at predefined capacity during a disruption”.
- ❑ BC Plans help areas to:
 - ✓ outline alternative arrangements and potential recovery activities to enable functions to continue to operate and restore their usual levels of service in the event of an incident
 - ✓ help inform decision-making during and after incidents
 - ✓ complement the university’s Risk Management and Incident Management processes

WHAT ARE THE UNIVERSITY INCIDENT LEVELS?

Managed via Business Continuity Plans

Incident

An event, whether expected or unexpected, that disrupts the normal course of business operations for a short length of time, and which will be dealt with by routine operational management

Serious Incident*

An event that causes serious disruption to business operations, including those involving major injury or serious illness, and which requires focused effort and diversion of resources from within the functional area or from another functional area.

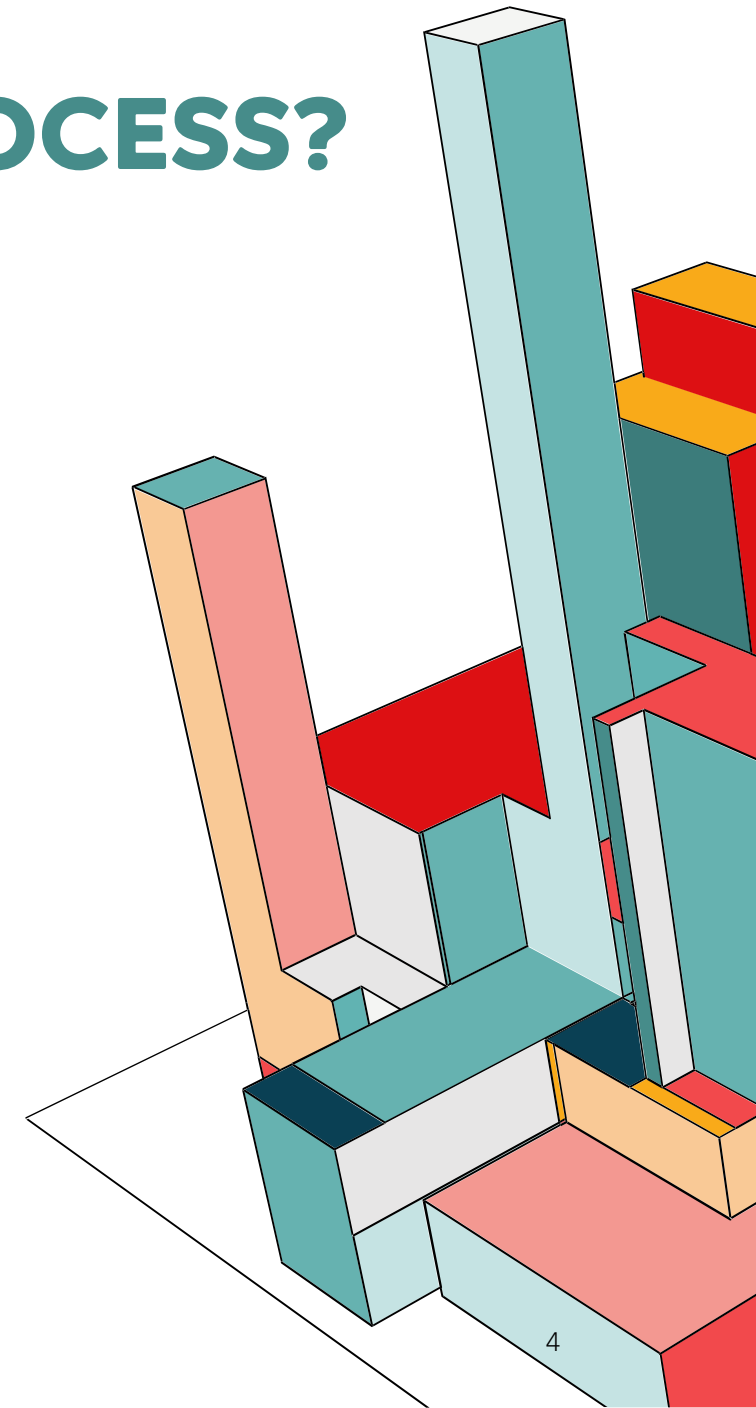
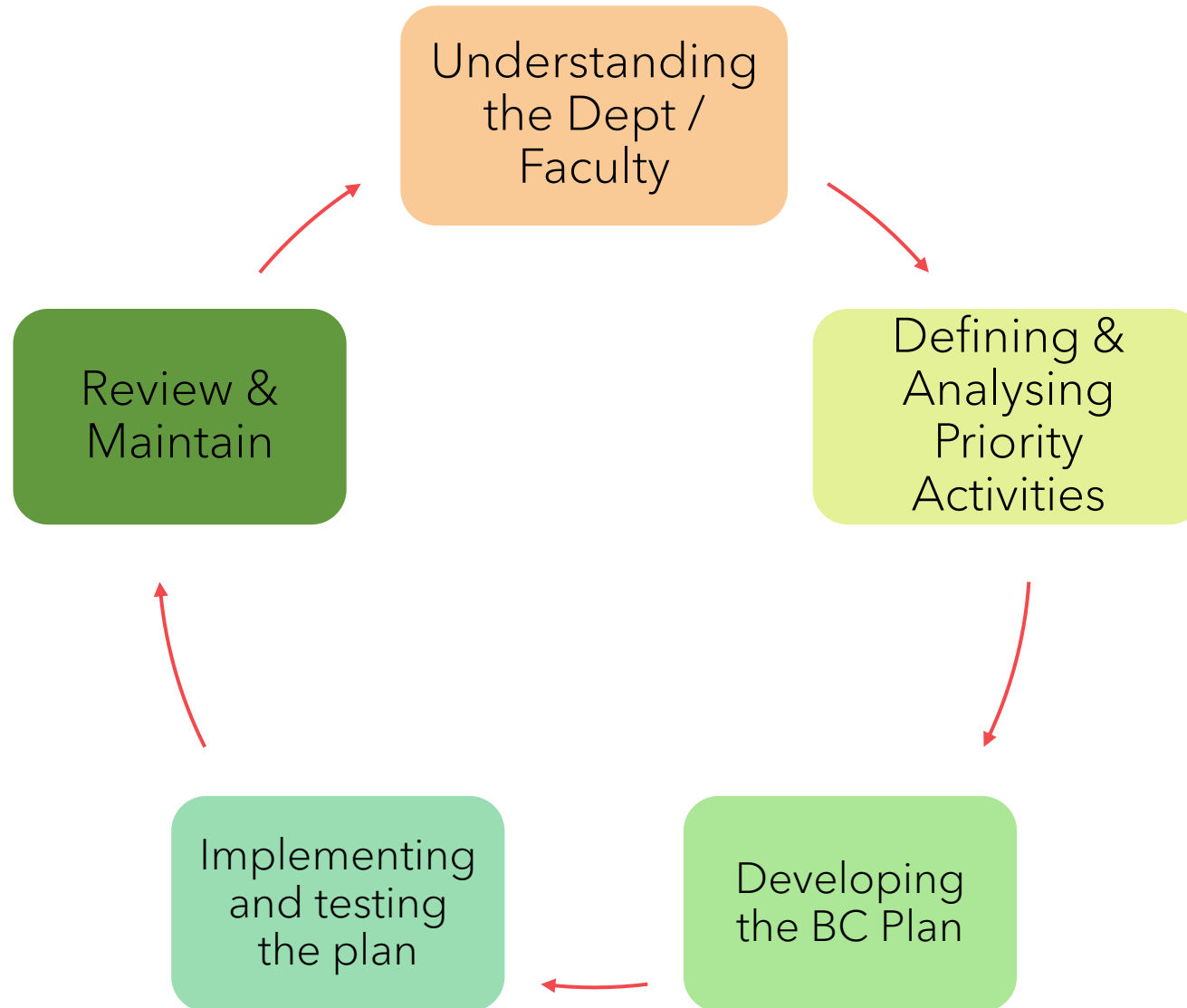
Managed via the Major Incident Plan/Team

Major Incident

An unexpected event or series of events which significantly affects the University's community or operations and where normal management arrangements are unlikely to be sufficient. A major incident would invoke the University's Major Incident Policy, involve MIT, and would require an immediate response.

*managed via BC Plans but with support from Risk & Resilience if wanted/needed.

WHAT IS THE BC PLANNING PROCESS?



WHERE ARE BC PLANS NEEDED?



Team

- Each individual team should have a BC Plan identifying the key activities that must be recovered in the face of disruptions
- It should cover the overall strategic aims of the team



Overarching Group/Department

- Within the overarching department there should be a plan that covers things that affect most if not all the teams.
- Examples: a loss of building, loss of a key piece of IT that all teams rely on, a pandemic...



Events/Student Lifecycle

- Specific events in the student lifecycle e.g. Graduation, exams, careers events
- These may rely on multiple teams and those outside of the group
- The BC plan will facilitate the allocation of ownership

SO WHERE DO WE START?

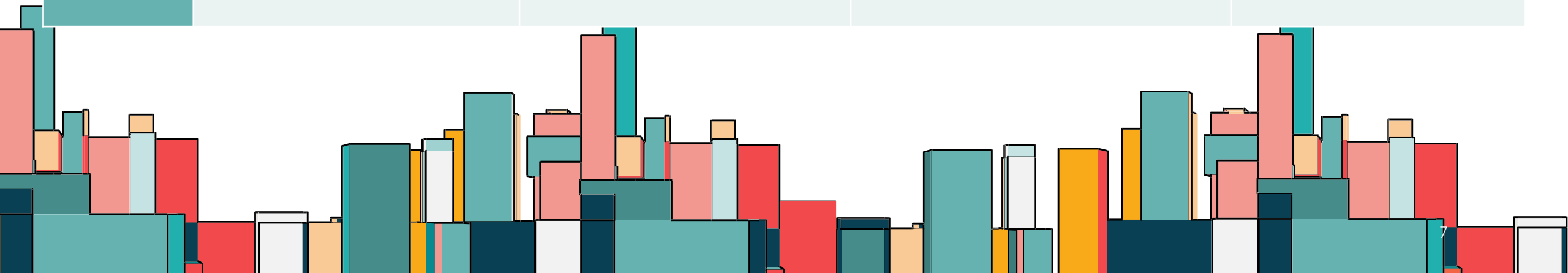
WITH A BUSINESS IMPACT ASSESSMENT!

Activity No	Critical Activity	RTO (the ideal recovery target time)	MTPD (crunch point where we would be seriously suffering)	Key Disruptions in the Activity	Does the activity depend on, or influence the activities of other depts.?
1	<i>What are the main priority functions of your area that must be provided.</i>	<i>Ideal recovery time</i>	<i>Crunch point where we would be seriously suffering and might need to escalate it</i>	<i>What are the key disruptions that could impact this activity eg. loss of people, power, equipment etc?</i>	<i>Depends upon external utility providers. Influences all depts. and faculties of the Uni.</i>
2	EXAMPLE: Run the Service Desk	1 day	1 week	Loss of staffing resources, loss of internet, loss of access to the service desk, overwhelming number of tickets being received.	IDG, departmental access

WHAT COMES NEXT?

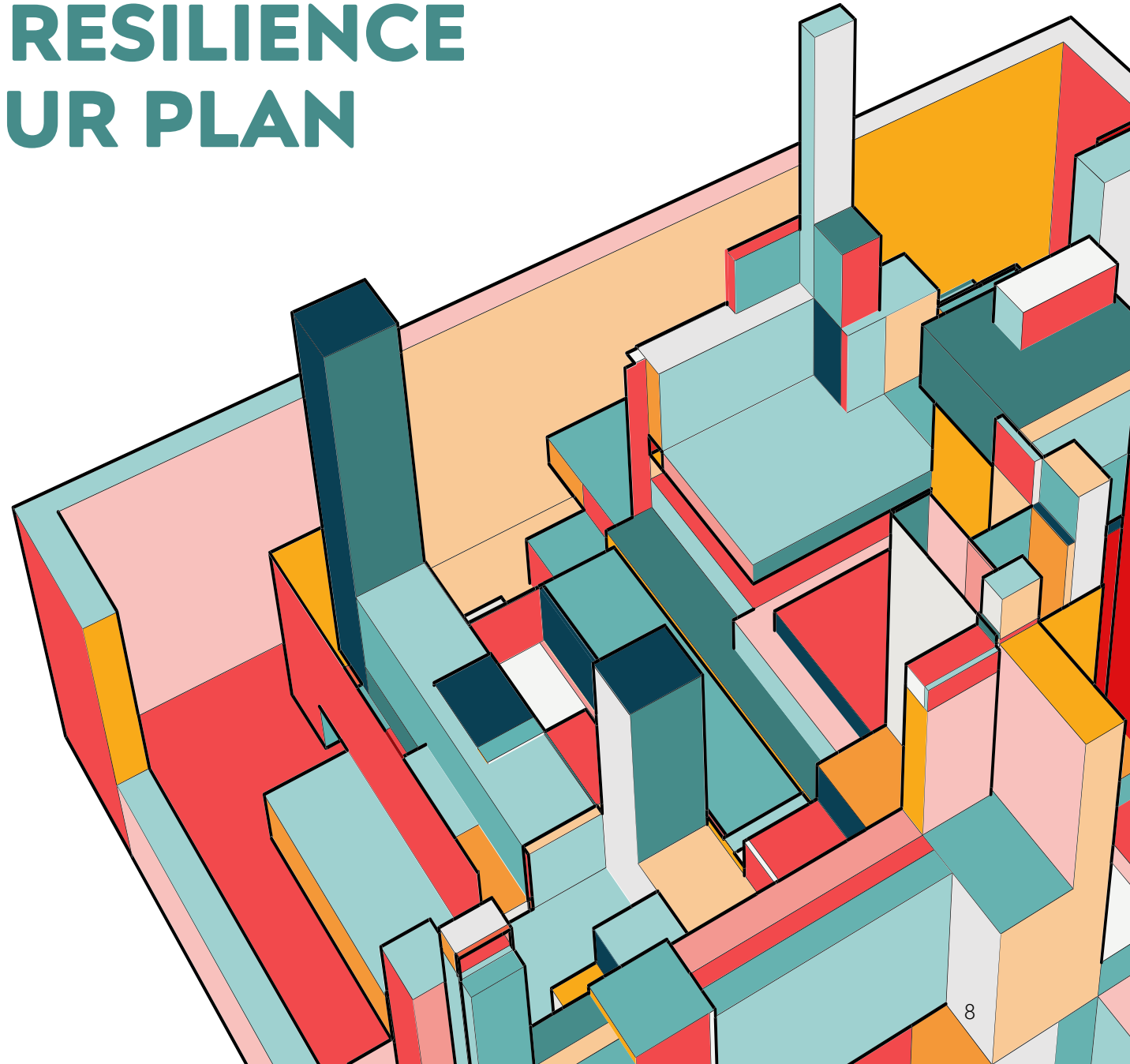
BUILDING A PLAN!

Activity No	Critical Activity	Short Term Contingencies		
		+1 hour	+3 hours	+24 hours
1	For each critical activity look at what the possible disruptions could be and plan what would you do for each one.	What would you do in the first hour? And then work across each stage from there.	<p>Within each of the timeframes consider the following:</p> <ul style="list-style-type: none"> • People & Processes • Tech/ICT/Equipment • Premises • Compliance implications - do you need to notify any external bodies of a disruption in service and if so at what stage and how? 	<p>If you have Standard Operating Procedures (SOPS) in place then link to where those are, this isn't about duplicating work it is about bringing it together into one place.</p> <p>Include key people and contacts that are needed. Identify ownership clearly.</p>



HOW CAN RISK AND RESILIENCE HELP YOU WRITE YOUR PLAN

- ❑ Support you in identifying critical/priority activity
- ❑ We can run a workshop for each of your teams/plans which will have an introduction to the BC Planning process and help to start it.
- ❑ For events-based plans we can coordinate the different teams that are needed in the workshop in order to be able to complete the BC plan.
- ❑ Once the first draft is completed, we can help you identify any gaps in the plans via desktop scenario-based testing.
- ❑ Regular follow-ups with reminders of when a light-touch review is needed and when yearly scenario-based testing is with support at each stage.
- ❑ All plans should be submitted to R&R including when there are updates to it.



THANK YOU

Contact us at:

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