

Business Continuity Planning



What if.....



Why do we need BC plans?

- 80% of businesses without BC plans that are affected by a major incident close within 18 months.
- 90% of businesses that lose data from a disaster are forced to shut within 2 years.
- Voluntary and Public sector organisations will find it difficult to function in the event of an incident



Local Authority duties (Civil Contingencies Act 2004)

- Create plans (BCP) to:
 - Continue to perform functions
 - Continue civil protection
- Exercise Plans
- Publish Plans
- Regularly review and maintain
- Training of staff
- Promote Business Continuity



How prepared are you?

How well is your organisation prepared for internal or external emergency situations?

- Do you consult with relevant emergency agencies
- Do you have Business Continuity plans in place
- Have your plans have been exercised, lessons learned and personnel trained
- Do your staff know what to do and are they briefed on business continuity



What is Business Continuity?

- Emergency Planning?
- Crisis management?
- Risk Management?
- Something else?



Business Continuity Planning

- Focuses on an organisations response to an emergency that impacts upon its **OWN RESOURCES** & its ability to deliver its **OWN SERVICES**.
- Puts in place business continuity plans to ensure an organisation is **prepared** to continue to perform its functions in the event of an emergency.



Business Continuity Planning

- It **IS** about restoring normality within your organisation following an incident
- It is **NOT** about dealing with an external emergency that your organisation may need to support, although this may have a knock on effect

So what might affect you?



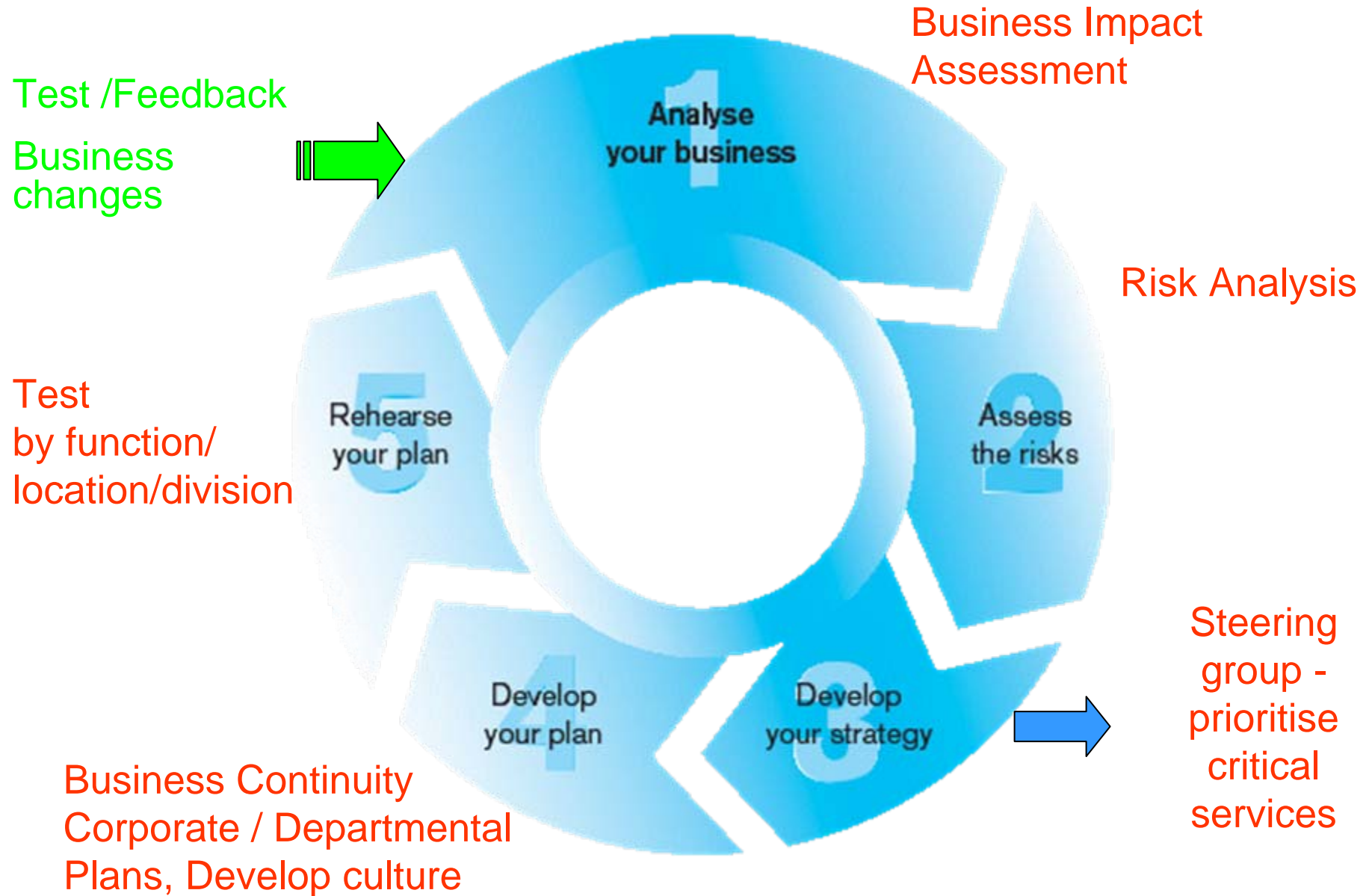
Typical events



- Flooded premises or areas
- Structural damage to buildings or fire
- Support of an emergency
- Access denied by emergency services
- Loss of significant numbers or key skilled staff
- Loss of IT or Telecoms
- Loss of electrical power or heating fuel



Business Continuity Processes



What are Critical Services or Functions ?

- Loss would result in
 - Serious harm or hardship to service users
 - Serious legal consequences (incl. contractual breach)
 - Significant financial loss / penalties
 - Significant harm or hardship to staff or the public
 - Significant damage to reputation / goodwill



What is important to your business?

- What resources do you need to keep you going?
- People – Individuals? Skills? How many?
- Accommodation – How much? Special requirements?
- Stock/Equipment – What? How many?
- Info / IT / Data needs – What databases? What applications?



What should be in a plan?

Plans can be generic or specific and should include:

- Reason for the plan
 - Risk analysis
 - Recovery objectives
- Management Control
- Actions and alerts
 - What needs to be done and by whom
 - How the BC event is managed and plan activated
 - Procedures and processes
 - Personnel
- Supporting information and call out / task lists



And if the worst happens?

- **IMPACT Evaluation**

Assess damage, review critical services

- **Communicate!**

Let everybody know

- **Enact (BC) Recovery Plan!**

Begin the return to operation



Recovery – the first few days

- Convene responder team
- Assess what has happened
- Review critical services
- Redirect / reallocate staff
- Activate alternative sites
- Restore services, IT systems and Telecoms
- Check new operation and staffing
- Inform customers and suppliers



Return to operation

- The fewer surprises, the quicker the recovery
- Plan and inform in advance
- Review progress regularly
- Rank your services in order of return
- Phased return – 1 day, 7 days, 4 weeks?
- Remember the effect on your staff!
- Review and amend plans



And finally....embedding!

- Management ownership
- BC Champion and team
- Regular review of plans
- Audit
- Build a resilience culture
- Train and test regularly



Any questions?



Sussex Local Authority Emergency Planning Group

The **Sussex Local Authority Emergency Planning Group** consists of representatives from East and West Sussex County, Brighton and Hove City and District/Borough Councils. Its role is to promote Local Authority Emergency Planning in accordance with the Civil Contingencies Act guidance and regulations and it is committed to promoting Business Continuity.

