

The role of your Local Authority

Your Local Authority is able to assist by providing details of business continuity specialists and further reading, and may also be able to provide support with your specific business continuity requirements.

There may be a charge for more specific advice and / or assistance (e.g. support in preparing business continuity plans or running exercises).

Further Help

Further information can be obtained by visiting the websites listed below.

www.ukresilience.info

www.thebci.org

www.direct.gov.uk

www.continuityforum.org

www.iwight.com

If you require more specific help or advice please contact Isle of Wight Council Emergency Management on:

Tel: 01983 823316

Email: emergency.management@iow.gov.uk

Fax: 01983 521636



BUSINESS CONTINUITY MANAGEMENT

Practical Advice for Businesses



A brief outline of Business Continuity Management and why it is essential for your business

Emergency Management

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What is business continuity?

Business Continuity Management is a process that helps manage the risks to the smooth running of an organisation or the delivery of a service, thereby ensuring that it can continue to operate in the event of a disruption.

Business Continuity Management, if practised effectively, can assist a business in surviving the disruptive challenges which threaten our everyday life. The processes involved in adopting Business Continuity Management will enable you to identify activities critical to your business and to plan and prepare for disruption.

Pointers for establishing good Business Continuity Management processes can be found below:

Understand your business and key business objectives

List the processes involved within your business and consider the importance of them to the success of the business. Understand what each particular process depends upon, and, in turn, what subsequent processes depend upon that process. Understand how each process works, what are the component parts of the process, and how it could be achieved another way in the event of disruption.

Identify key activities and the impact on your business if they could not be carried out

List the activities within each process and identify those which are critical. Plot the activities on a timeline to show the length of time within which, if the activity was not being

“80% of businesses affected by a major incident close within 18 months”

carried out, your business would suffer significant impacts. These impacts could be life threatening, financial, reputational or environmental. Consider the level of these impacts.

Identify the potential threats

List the everyday threats that would disrupt your business and challenge your ability to continue your day to day activities; such as fire, flood, prolonged power loss, system failure, epidemic, political disruption, terrorism etc. Include on your list as many threats as you can think of.

Assess the likelihood

Against each perceived threat consider the likelihood of it actually happening –

Has it ever happened before? Have circumstances changed to make it more likely? Has your business changed to make it more vulnerable/robust?

Calculate the risk

Measure the impact on each key activity against the likelihood of each disruptive challenge occurring. You may find this easier if you attach a score to each level of impact and to each level of likelihood, multiply both scores to produce a 'risk score'.

Review the results

List first the most likely disruptions with a potential for high impact. Consider options to reduce the level of risk, by either reducing the likelihood or the impact. If following risk reduction measures you still have a high risk score then consider developing a plan.

“58% of UK organisations were disrupted by September 11th. One in eight was seriously affected.”

Plan

Within your plan consider some of the simple things that may help during a period of disruption; for example an offsite emergency box containing useful information such as staff contact details, updated client information and useful addresses, phone numbers and websites. Allocate roles and responsibilities to staff to be undertaken during disruption and include in your plan some useful work-around processes.

Focus on the most critical areas, processes and activities first and issue copies of the plan to your key staff and keep a copy offsite.

Involve your staff

Talk to your staff and get their input, they will probably know the work-around processes better than you. Hold training sessions and run through the plan with them, make sure they are aware of their role during periods of disruption.

Exercise

Draw up an exercise schedule for your business at least a year ahead. Include a tabletop walkthrough of a scenario based around one of the threats from your list of perceived disruptions to your business. Don't forget to include a fire evacuation and, if appropriate, a flood evacuation. Discuss the exercise schedule with your staff and get their support.

Review the plan regularly

After each exercise get the feedback and consider how the plan could be improved. Revisit the whole process each year. The potential disruptions may have changed; your business may have changed. You may have different critical processes.

“90% of businesses that lose data from a disaster are forced to shut within 2 years.”