****

*{Insert Directorate/ Faculty/ Division Name}*

Business Continuity Plan

Plan Owner: {Insert owner name}

{Version}

{Date of Issue}

# Contents

[Contents 2](#_Toc131419989)

[Introduction 3](#_Toc131419990)

[Invocation of Plan 3](#_Toc131419991)

[Directorate/ Faculty Response Team 3](#_Toc131419992)

[Escalation 3](#_Toc131419993)

[Debrief 4](#_Toc131419994)

[Testing 4](#_Toc131419995)

[List of Critical Activities 5](#_Toc131419996)

[Actions to Continue or Resume Activities 6](#_Toc131419997)

[Appendix A – Contact Details for Response Team 12](#_Toc131419998)

[Appendix B – Incident Log Template 13](#_Toc131419999)

# Introduction

This plan has been written in order to facilitate the timely resumption to acceptable levels of {Directorate/ Faculty’s} critical activities in the event of a disruption. This document is intended to be generic so that it can be used in the event of a variety of disruptions. By implementing control measures and considering business continuity as a part of general business practice, the likelihood and/or impact of disruption can be reduced, although it will not be eliminated. This plan is based largely on the results of the Business Impact Analysis which has been carried out within {Directorate/ Faculty’s}.

# Invocation of Plan

This plan should be invoked when disruption to the {Directorate/ Faculty’s} critical activities has either occurred or is likely to occur. Any member of the {Directorate/ Faculty} Senior Management Team has the authority to invoke the plan, although this authority may be delegated. Once the plan has been invoked, priority must be given to maintaining/returning the critical activities listed in this plan to the pre-determined minimal acceptable levels within the given timescales.

Once the decision has been taken to invoke the plan, it is important that an incident log is accurately completed. This provides a record of what information is available to the Directorate/ Faculty Response Team, as well as a record (and justification) of any decisions that are taken. Someone should be nominated as log keeper and wherever possible this should be their only task for the duration of the incident. A template incident log is contained in Appendix B.

# Directorate/ Faculty Response Team

Each Directorate and Faculty should have a response team who will implement their BCP. The Directorate/ Faculty Response Team should be comprised of members of the Directorate/ Faculty Senior Management Team, as well as any Directorate/ Faculty specific expertise that may be required in order to continue/restart any critical activities.

# Escalation

If this plan is invoked, a member of the Major Incident Response Team (MIRT) should be notified. This should be done by contacting the Security Control Room on ext 7003 (01786 467003 or 7999 in an emergency), who will then contact a core member of the MIRT. A description of the situation and contact details should be given to Security, as well as a request that the incident be escalated to the MIRT.

Once the message has been passed on, a decision will be taken by a member of MIRT on whether it is necessary to invoke the MIRT in full or in part or maintain a watching brief of the situation. This will be based on whether an incident has, or has the potential to have an impact on the wider University either directly (e.g. Directorate or Faculty Area provision) or indirectly (e.g. reputational damage). The MIRT consists of senior cross University representation as required and is able to provide support and coordinate the wider University response when necessary.

If in doubt, it is better to escalate the situation.

# Debrief

Whenever this plan is invoked, it is important that a structured debrief is held post incident. This allows an opportunity to assess the performance of the response, identifying areas of good practice as well as any room for improvement. This will strengthen future responses to similar incidents. The Safety, Environment and Continuity department can provide support in holding a structured debrief.

# Testing

In order to ensure that this plan is workable, and that staff are aware of their roles, the plan must be tested periodically. This will help to identify any areas of improvement or updating that are required, as well as giving staff a chance to rehearse their actions in a safe environment. Plans should be tested and updated accordingly on at least an annual basis, usually through a scenario based exercise. The Safety, Environment and Continuity department can provide assistance in planning and delivering exercises. This plan should also be reviewed and updated as required whenever it has been invoked, or whenever any staff, systems or procedures relevant to this plan change.

# List of Critical Activities

After carrying out a Business Impact Analysis on all of our activities, the following critical activities have been identified.

|  |  |  |  |
| --- | --- | --- | --- |
| **Critical Activity Name** | **Resumption Timescale (Minimum acceptable service level)** | **Resumption Timescale (Normal service level)** | **Description of Activity** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

# Actions to Continue or Resume Activities

Some actions may have to be carried out concurrently in order to continue or resume all activities within the defined timescales.

**Critical Activity: *{Insert name of critical activity here}*
Resumption Timescale (minimum acceptable service level) : *{insert timescale here}*
Resumption Timescale (normal service level): *{insert timescale here}***

| **Actions Required** | **Completion Required Within:** | **Completed?** | **Notes** |
| --- | --- | --- | --- |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

**Critical Activity: *{Insert name of critical activity here}*
Resumption Timescale (minimum acceptable service level) : *{insert timescale here}*
Resumption Timescale (normal service level): *{insert timescale here}***

| **Actions Required** | **Completion Required Within:** | **Completed?** | **Notes** |
| --- | --- | --- | --- |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

**Critical Activity: *{Insert name of critical activity here}*
Resumption Timescale (minimum acceptable service level) : *{insert timescale here}*
Resumption Timescale (normal service level): *{insert timescale here}***

| **Actions Required** | **Completion Required Within:** | **Completed?** | **Notes** |
| --- | --- | --- | --- |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

**Critical Activity: *{Insert name of critical activity here}*
Resumption Timescale (minimum acceptable service level) : *{insert timescale here}*
Resumption Timescale (normal service level): *{insert timescale here}***

| **Actions Required** | **Completion Required Within:** | **Completed?** | **Notes** |
| --- | --- | --- | --- |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

**Critical Activity: *{Insert name of critical activity here}*
Resumption Timescale (minimum acceptable service level) : *{insert timescale here}*
Resumption Timescale (normal service level): *{insert timescale here}***

| **Actions Required** | **Completion Required Within:** | **Completed?** | **Notes** |
| --- | --- | --- | --- |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

**Critical Activity: *{Insert name of critical activity here}*
Resumption Timescale (minimum acceptable service level) : *{insert timescale here}*
Resumption Timescale (normal service level): *{insert timescale here}***

| **Actions Required** | **Completion Required Within:** | **Completed?** | **Notes** |
| --- | --- | --- | --- |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

# Appendix A – Contact Details for Response Team

Name, Role, & Contact Details (office, mobile, home, email) for each member of the team, and deputies.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Name** | **Role** | **Email Address** | **Office Phone** | **Mobile Phone** | **Home Phone** |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

# Appendix B – Incident Log Template

**Date:**
**Incident:**
**Name of person in control of incident response:**
**Name of person completing incident log:**

| **Start Time** | **Completion Time** | **Action taken/Information obtained** | **Decision Maker (if applicable)** | **Additional notes** |
| --- | --- | --- | --- | --- |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |