

SFJCCAD1

Develop, maintain and evaluate business continuity plans and arrangements



Overview

This unit is about developing, maintaining and evaluating business continuity plans to ensure that organisations continue to exercise core functions in the event of a business interruption or emergency.

This applies to any public, private or voluntary sector organisation which may be affected by business interruption or emergency, including emergency responders who need to maintain their own capabilities in the event of an emergency.

Target Group

The unit is recommended for those who are involved in developing, maintaining and evaluating business continuity plans and arrangements. This includes managers in organisations and those with specific responsibility for co-ordinating business continuity arrangements.

SFJCCAD1

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Performance criteria

You must be able to:

- P1 consult within the organisation and with other relevant partners in the development of plans and arrangements
- P2 confirm the required aim, scope and objectives of plans and arrangements
- P3 identify key products or services and the critical activities and resources that support them
- P4 have regard for the resilience of internal structures and processes and that of relevant external organisations
- P5 identify and assess alternative strategies to mitigate the effects of business interruption or emergencies
- P6 develop plans and arrangements in accordance with the business continuity management life cycle
- P7 provide a framework for management, co-ordination and control including:
 - P7.1 procedures for determining when the plan must be invoked
 - P7.2 roles and responsibilities of key people in the organisation
 - P7.3 prioritisation of organisational processes or services
 - P7.4 procedures for activating response arrangements
 - P7.5 provision of resources (e.g. people, premises, technology, equipment)
 - P7.6 provision of resilient information and communications systems
- P8 balance resources committed to business continuity management with an assessment of potential impact of emergencies
- P9 present plans and arrangements clearly, concisely and in ways that promote understanding
- P10 encourage the ownership of plans and arrangements at the appropriate departmental level
- P11 raise awareness of plans and arrangements (e.g. with senior managers and decision makers, other relevant staff, stakeholders and the wider community)
- P12 ensure provision of training for relevant staff or other persons
- P13 ensure provision of exercises to validate and practice plans and arrangements
- P14 arrange for circulation of all or part of business continuity plans, where appropriate
- P15 ensure plans are reviewed systematically and kept up to date, in line with the potential impact of disruption or emergencies, organisational changes and lessons identified from incidents and exercises

SFJCCAD1

Develop, maintain and evaluate business continuity plans and arrangements

SFJCCAD1

Develop, maintain and evaluate business continuity plans and arrangements

Knowledge and understanding

You need to know and understand:

- K1 current legislation, guidance and standards relevant to business continuity management
- K2 the legislation, regulations and related guidance relevant to information sharing
- K3 how to confirm the aim, scope and objectives of business continuity plans and arrangements
- K4 the importance of involving relevant stakeholders in the planning process and recognising their requirements and expectations
- K5 the business continuity management life cycle
- K6 the potential impact of emergencies on the organisation
- K7 how to conduct business impact analysis
- K8 the roles and structure of local and regional forums for Integrated Emergency Management (IEM)
- K9 how to identify aspects of business continuity planning which can be addressed by training or exercising
- K10 how to plan for provision of relevant resources in the event of a business interruption or emergency
- K11 the information needs following a business interruption or emergency
- K12 how to identify critical and non-critical functions of the organisation
- K13 the organisation's structure, governance and business processes
- K14 the organisation's priorities for processes or service delivery
- K15 methods of raising awareness of business continuity plans and arrangements
- K16 the importance of obtaining ownership of plans and arrangements at the appropriate departmental level
- K17 the importance of developing a business continuity management culture within an organisation
- K18 how and why business continuity plans must be systematically reviewed

SFJCCAD1

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Additional Information

Behaviours

Listed below are the main generic skills and attitudes which need to be applied. These are explicit/implicit in the detailed content of the unit and are listed here as additional information.

1. community minded
2. determined
3. open minded
4. realistic

Skills

1. analysing
2. communicating
3. consulting
4. impact analysis
5. influencing
6. interpersonal
7. interviewing
8. negotiating
9. networking
10. organising
11. leadership
12. prioritisation
13. problem solving
14. project management
15. plan/report writing
16. strategy planning

Glossary

Frequently used terms and how they should be interpreted in the context of the Civil Contingencies NOS

Business continuity plan

A documented set of procedures and information intended to deliver continuity of critical functions in the event of a disruption

Business impact analysis

A method of assessing the impacts that might result from an incident and the levels of resources and time required for recovery

Organisation

Public, private or voluntary bodies

Links to other NOS

This unit is linked to

1. CC AB1 Anticipate and assess the risk of emergencies

SFJCCAD1

Develop, maintain and evaluate business continuity plans and arrangements

2. CC AD2 Promote business continuity management
3. CC AE1 Create exercises to practice or validate emergency or business continuity arrangements
4. CC AE2 Direct and facilitate exercises to practice or validate emergency or business continuity arrangements
5. CC AF1 Raise awareness of the risk, potential impact and arrangement in place for emergencies.

SFJCCAD1

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