

# Business Continuity Plans

## WHAT is a BCP

A business continuity plan (BCP) outlines the alternative processes and resources needed to continue to operate to a minimum level of capability and performance during a disruptive event. Once critical operational resources are recovered, a BCP guides how we transition back to normal operations and performance levels.

## HOW do I know if I need a BCP?

Some of our functions can temporarily be suspended during a disruptive event with little or no negative consequences. On the other hand, there are certain functions that must continue in order to manage the effects of a disruptive event. These areas are called critical business functions and are identified by completing a business impact assessment.

## WHO is responsible?

### BCP owner (DDG/RD)

Identify critical business functions and ensure BCPs are developed, tested and updated.

### BCP leads (Director or above)

Maintain and test BCP, activate and manage BCP deployment, test and update.

### BCP team members

Understand BCP role and responsibilities.

### All staff

Awareness of BCM framework and business continuity planning.



## Quick definition lookup

### Business Continuity Plan (BCP)

A documented collection of strategies and actions for use in a disruptive event to enable a critical business function to continue to deliver its services to an acceptable minimum level and transition to normal operations and performance.

### Critical Business Function

A business function, or part thereof, identified as essential for the continuation of critical services (direct service delivery, managing areas of lowest risk appetite and our contribution to the short-term financial viability of staff and stakeholders).

### Business Impact Assessment (BIA)

A risk-based assessment used to identify the department's critical business functions.

### Maximum Acceptable Outage (MAO)

The maximum period of time the department can tolerate the disruption of a critical business function.

## Identify critical business functions



Critical business functions are identified by conducting a business impact assessment.



## Identify response strategies



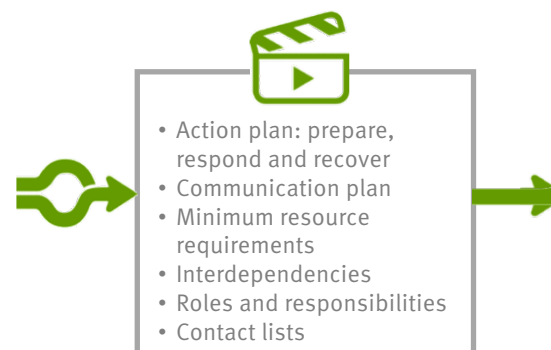
Response strategies identify alternative ways of operating if access to one or more of our critical operating resources is seriously impacted.



## Develop business continuity plan



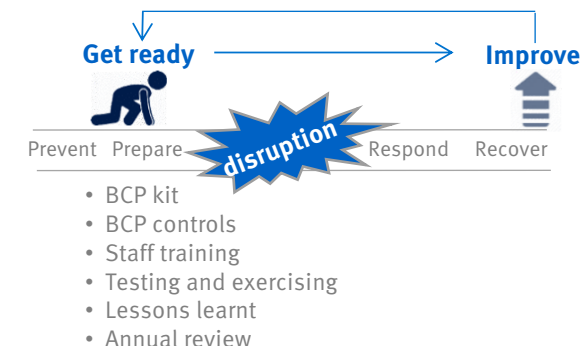
A BCP should contain action-oriented strategies and information needed to guide continuity of the function.



## Maintain and improve



Once developed, it is important to ensure BCPs are effective, ready to activate, tested and continually improved.



## MORE information?

Further information is available on the [Business Continuity Management](#) OnePortal page

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## BCP activation

BCPs are activated when a disruptive event cannot be managed within business-as-usual capability and the impact to critical operating resources is likely to exceed the maximum acceptable outage time.

The department adopts a scalable approach to BCP activation, depending on the complexity and severity of an event. Here are three examples to help illustrate different situations requiring different levels of BCP activation:

1. Disruption to a single critical business function
2. Disruption to multiple critical business functions within a region, branch or division
3. Activation of disaster management arrangements and emergency response plans (ERPs) and BCPs

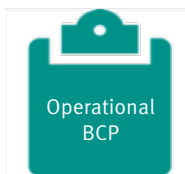
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### Disruption to a single critical business function Management response – Disruptive event management

Event lead:

#### Operational BCP Lead

- Prioritise and coordinate resources
- Situational reporting and communications



- Damage report
- Operational needs

#### Interdependent BCPs

**Resource Recovery Support**  
(i.e. Information Technology, Infrastructure and Human Resources branches)

- Issues resolution
- Status updates

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### Disruption to a whole division or region Management response – Disruptive event management

Event lead:

#### Coordination BCP Lead

- Prioritise and coordinate resources
- Prioritise resumption of functions
- Situational reporting and communications



- Damage report
- Operational needs

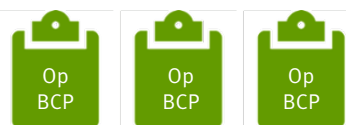
#### Interdependent BCPs

**Resource Recovery Support**  
(i.e. Information Technology, Infrastructure and Human Resources branches)

- Issues resolution
- Status updates

- Damage assessment
- Operational needs
- Escalation of issues
- Status updates

#### Operational BCP Leads



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### Disaster and/or emergency requiring multiple BCPs Management response – Disaster and emergency management

- **ERP** – leading the disaster response and recovery efforts
- **BCP** – ensuring continuity of critical services, including prioritising resumption of functions
- Prioritisation and coordination of resources
- Intelligence monitoring and sharing
- Situational reporting and communications

Event lead:

#### Executive Response Controller



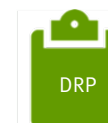
- Single point of contact
- Relay direction from the Executive Response Controller
- Feed information up to Executive plans

#### Resource Recovery Support

Information Technology, Infrastructure and Human Resources branches

- Implement plans

#### IT DRP Leads



#### Regional Response Controllers



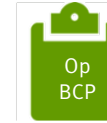
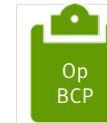
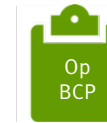
#### School Response Controllers



#### Coordination BCP Leads



#### Operational BCP Leads



- Issues resolution

- Damage report
- Operational needs
- Escalation of issues
- Status updates

- Damage assessment
- Operational needs
- Escalation of issues
- Status updates