NHS England

Part 1 – Plan Resource A Business Continuity Management System

<mark>Insert your trusts logo and amend as necessary</mark>

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Contents

1) Scope

- What/who is in scope of your business continuity management system.
- Level of acceptable risk, limitations, and exclusions. This should be linked to the Board risk appetite.
- Review Statutory, Regulatory, and contractual duties
- Interest of stakeholders
- Identify key products and services within scope of the Business Continuity Management System.

2) Objectives

- List the objectives and obligations for the organisations business continuity management system.

3) Purpose

- Determine the resources needed to provide the Business Continuity Management System (BCMS).
- List the roles and responsibilities for colleagues (including the Senior Responsible Officer, person(s) who are responsible for implementation of the BCMS.
- Identify competencies and authorities of individuals.
- Roles should be in relation to planning and system maintenance (response roles in Business Continuity Plan (BCP)

3.1 Individual Role within the strategy
- List the responsibilities, competencies, and authorities for each role within the BCMS

4) Risk Assessment

- Where and how will risks be documented (e.g. Risk Register).
- Identify what the acceptable level of risk is to the organisation. How these risks will be reviewed or monitored.
- May also include how risk mitigation/management strategies are created.

5) Business Impact Analysis

- Document how the Business Impact Analysis (BIA) will be conducted, including the method that will be used and the frequency of review.
- Confirm how the information from the BIA will be used to inform planning e.g. information from the BIA such as the Recovery Time Objective & Recovery Point Objective can be used to dovetail service Business Continuity Requirements into that delivered by IT.

6) Business Continuity Plans

- Plan system should be in place (levels at which plans exist etc)
- What the plan should contain and how often they should be updated, monitored, and reviewed.
- Ensure if ownership and tasks are assigned, they link back to roles and responsibilities.
- Also mention how BC plans will be version controlled, if different to normal (e.g. held on SharePoint etc)
- Retention of plans should also be included.
- Ensure location of where electric and hard copies of business continuity plans are clearly documented.

7) Training

- Detail how training needs will be assessed.
- Confirm the frequency of training and the records that will be kept.
- Identify how competency will be assessed following training.
- Confirm how training will be delivered e.g. online, classroom, mandatory and induction.
- Organisations may want to include a section on awareness if this is not going to be included in the communications section later.
- Confirm how training will be evaluated for continual improvement.

8) Exercising

- Detail how exercise needs will be assessed and the frequency of these exercises.
- Document how exercises will be evaluated and how exercise results will be reported, and learning/actions monitored.
- Confirm what and how records will be kept in relation to the exercise (participation lists, scenario, etc)

9) External Suppliers and Contractor

- Detail how plans for providers are requested and reviewed.
- Review plans as part of the supplier procurement process and not after award of contract.
- Define what is acceptable assurance from a provider.
- Include who or how you intend to carry out joint exercising with suppliers and contractors.
- Organisations using external suppliers and contractors should review BC plans as part of the procurement process, ahead of any contracts being signed.

10) Governance & Audit

10.1 Governance

- Confirm how documents within the BCMS are approved, how documents are reviewed, updated and re-approved.
- Confirm how the board of your trust are assured with regards to the BCMS.
- How action plans will be monitored.
- Provide oversight and support of the business continuity programme, including provision of adequate resources and approval of budget.
- Ensure the business continuity programme aligns with the organisation's objectives.

10.2 Audit

- Outline minimum standards for audit.
- Confirm how auditors will be selected and how the audits will be conducted.
- Identify whether your organisation would undertake an internal and external audit.
- Detail the frequency and the type of audit.
- Describe how audit results will be published (Audit Reports, Action Plans)

10.3 Documentation Control

- Include a section on document control to include version control procedures.
- Identify how changes will be documented and communicated.
- Confirm how records will be stored and maintained.
- Detail how external documentation will be controlled/marked.
- Confirm how historical documents will be identified and removed.

11) Communication

- Describe the methods to be used to communicate the BCMS to all staff.
- Confirm the frequency of communications and how communications will be assessed (assessment of awareness levels for example).
- What is your internal clearance process.

12) Review of BCMS

- Outline the maintenance and review arrangements, as well as identifying the different levels of review e.g. (Management Review/User Review).
- Detail how reviews will be conducted and by whom.
- Identify the frequency of the different reviews and how results will be reported and acted upon.
- Also confirm who will approve these actions.