

# Business Continuity Exercise – Information (Unobtainable) and Information Systems (Unavailable)

NHS England – Emergency Preparedness, Resilience and Response (EPRR)

# Content

- Business Continuity Management Cycle
- Exercise
  - Aim
  - Objectives
  - Ground Rules
  - Exercise Background
- Scenario & Questions
- Feedback / Evaluation

# Elements of Business Continuity Management



# Aim

To provide delegates with an opportunity to evaluate and enhance the operational effectiveness of the business continuity plans (inputs & outputs) and provide learning opportunities.

# Objectives

- To facilitate learning opportunities
- To enable delegates to identify the strengths and weaknesses of the business continuity plans
- To assess the interoperability of the business continuity plans and use subsequent learning to outline further enhancements

# Ground Rules

- Please nominate a scribe.
- The exercise should be viewed as an opportunity to rehearse the responses in the plan and to identify problems - and potentially make mistakes - in a safe environment.
- Any comments, problems, issues or other contributions made should be captured in helping improve the plan.

# Exercise Background

Any organisation is susceptible and could lose access to information assets (digital or non digital). Equally, information systems may be unavailable for numerous reasons, e.g. network failures, (localised or national infrastructure), flooding or fire.

NHS Digital are the national provider of information, data and IT systems within the health and social care sector and interface with telecommunications providers. Localised IT departments representatives liaise directly with NHS Digital during IT outages or telecommunications failures.

# Inject One

At 09:00 Hrs members of staff have noticed the telephone and IT systems are unresponsive.

Upon further investigation it appears that due to excavation work being undertaken outside your premises the contractors have severed the primary and secondary network cables.



# Considerations

- What are the immediate actions required?
- Who should be informed and why?
- What are the next steps, evaluate the options?



*Add Timeframe*

# Inject Two

- At 12:00 Hrs NHS Digital advise that they have liaised with the telecommunications provider and it could take up to 24 hours to rectify the fault and restore services, although partial service maybe available with 12 hours.

# Considerations

- What are the primary concerns and actions required
- Who will undertake the leadership roles
- Who will you liaise with and why
- What are the next steps, evaluate the options.



## Inject Three

At 16:00 Hrs NHS Digital advise that services will be restored by 16:00 hrs the next day.

# Considerations

- What are the next steps, evaluate the options
- What are the prioritised activities
- Who are your interested parties
- What are your interdependencies (inputs & outputs) and how will the impact be managed
- What is the key element of your plan for managing the recovery.



# Review

## Scenarios tested:

- Horizon scanning to risks
- Understanding of plan activation procedures and communication
- Review of what is within the plans to help identify:  
leadership, interdependencies, and mitigation
- Recovery of services

# Feedback

- What actions did we capture as a result of this exercise?
- What do we see as the next steps?

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# Questions

