



# Council Policy BUSINESS CONTINUITY MANAGEMENT

<b>Corporate Plan Reference:</b>	'A sustainable Council' 'Good governance'
<b>Endorsed by Council:</b>	2 July 2015
<b>Policy Author:</b>	Governance Advisor

## POLICY BACKGROUND

This policy has been developed as part of Council's Risk Management Framework to assist the organisation prepare for disruptive events to its operations. The Policy defines Council's approach to business continuity management and the principles by which business continuity plans will be developed and maintained.

## COUNCIL POLICY

The objective of business continuity management is to minimise the impact of a disruptive event on operations and the delivery of services to the community by ensuring that the organisation develops an effective Business Continuity Framework and that relevant Business Continuity Plans are in place. Examples of disruptive events include: natural disasters; fire or flood damage to council facilities; IT business systems failure; and telecommunications failure.

A key outcome sought from Council's Business Continuity Framework is to identify the minimum level of acceptable performance the organisation wishes to maintain in the event of a disruption, and to clearly state the infrastructure and resources required to achieve and sustain critical business objectives.

Council's Business Continuity Framework is made up of the following:

- Business Continuity Management Policy - defines Council's approach to business continuity management and the principles by which business continuity plans will be developed and maintained within the organisation.
- A Local Disaster Management Plan which aims to minimise the effects of, coordinate the response to, and ensure the recovery from a disaster or an emergency affecting the Noosa Shire.
- Master Business Continuity Plan - provides the required detail for the coordination and management of the organisation during a significant disruptive event, the process for relevant business continuity plan activation and deactivation, and detail regarding BCP training and exercise requirements to ensure preparedness for disruptive events.
- Specific Operational Business Continuity Plans - considers the impact of disruptive events on critical operations and also documents procedures to allow continuity of services in the event of significant disruption.

## Approach to Business Continuity Management

Business Continuity Management at Council will align to the *AS/NZS 5050:2010 Business continuity – Managing disruption-related risk* standard, which was developed to assist organisations maintain continuity of their operations through effective management of disruption-related risk. This will equip the organisation with the capacity to:

- Stabilise any disruptive effects as soon as possible;
- Continue and/or quickly resume those operations that are most critical to Council's objectives to ensure the delivery of essential services to the community;
- Expedite a return to normal operations and recovery; and
- Capitalise on any opportunities created by an event.

## ROLES AND RESPONSIBILITIES

The CEO and Leadership Team are responsible for overseeing Business Continuity Management across the organisation.

The Governance Branch is responsible for the coordination of business continuity management including the oversight of appropriate documentation, training, coordinating testing and monitoring of the Business Continuity Management Framework.

Directors and Managers are the Business Continuity Plan owners with responsibility for undertaking business impact analysis and ensuring that all critical functions under their responsibility have Business Continuity Plans established, maintained and reviewed. The Governance Advisor will assist with this process.

Each critical function within a Department or Branch will have an appointed Business Continuity Plan owner who has the responsibility for actioning continuity arrangements when a critical function is interrupted. The owner must also ensure that relevant employees are aware of and trained in the actioning of the plan.

## MEASUREMENT OF SUCCESS

- Business Continuity Management is supported across the organisation.
- Business Continuity Plans are developed for critical operations and services following business impact analysis.
- Testing of Business Continuity Plans is carried out at appropriate times.
- Minimal interruption to Council's operations during and following a disruptive event.

## DEFINITIONS

**Acceptable Level of Performance** means the lowest acceptable level of product or service that can be tolerated during a disruption.

**Business Continuity** means the ability of Council to provide service and support for its customers and maintain critical operations before, during and after a significant disruption.

**Business Continuity Management** means the process for managing operations during and following a disruption, to ensure that critical functions can be maintained or restored quickly with minimal impact on staff, customers and the community.

**Business Continuity Plan** means an approved and tested document with instructions and procedures that provides guidance on the management of operations to minimise the impact of a significant disruption.

**Business Impact Analysis** is a detailed risk analysis that examines the nature and extent of possible disruptions and the likelihood of the resulting consequences in order to gather information about critical functions, dependencies and resource requirements.

**Business Continuity Management Framework** means the components that provide the foundation for Business Continuity Management at Council and the arrangements for designing, implementing, monitoring, reviewing and continually improving Business Continuity throughout the organisation.

**Significant disruption** means a sudden, unplanned event resulting in inconvenience and disruption to operations, which requires non routine management.

## RELEVANT LEGISLATION, STANDARDS AND POLICIES

*Local Government Act 2009*

*Local Government Regulation 2012*

AS/NZS 5050:2010 Business continuity – Managing disruption-related risk

AS/NZA 31000:2009 Risk Management – Principles and guidelines

*Disaster Management Act 2003*

Queensland Disaster Management Strategic Policy Framework

### Version control:

Version	Reason/ Trigger	Change (Y/N)	Endorsed/ Reviewed by	Date
1.0	New		Council	02/07/2015
	Eg. Review			