

Standard Operating Procedures (SOP) for:			
<b>Business Continuity</b>			
SOP Number:	<b>DG02</b>	Version Number:	<b>1</b>
Effective Date:	<b>15 July 2014</b>	Review Date:	<b>27/05/2015</b>

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Reviewer:	<b>Chris Day, Director of IT Services</b>

Authorisation:	
Name / Position	<b>Chris Day, Director of IT Services</b>
Signature	<b>C Day</b>
Date	<b>15 July 2014</b>

Accountability:	
Position	Line Managers
Responsibility:	
Position	The Principal QMUL Business Continuity Manager Directors/ Heads of Department Risk Assessors Business Continuity Coordinators

Revision History			
Version	Description	Author	Date
1	Initial version.	William Mordaunt	17/08/2010
1	Annual Review – No Change	Chris Day	27/05/2014

Purpose and Objective:	
To ensure that business continuity plans are developed and maintained in accordance with the College business continuity strategy.	
To define standards for the development and maintenance of business continuity plans.	

References:	
QMUL Business Continuity Strategy SOP DG01 – Information Risk Assessments	

SOP Text
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	Responsibility	Activity
1.	The Principal	The College shall identify a named individual to perform the role of Business Continuity Manager.
2.	QMUL Business Continuity Manager	The QMUL Business Continuity Manager shall formulate and agree a business continuity strategy in line with the College's objectives and strategy.

3.	Directors/ Heads of Department	Each Director/Head of Department shall identify a Business Continuity Coordinator for their department. The allocation of these responsibilities at a suitably high level shall serve to embed the management of BCP into the organisation.
4.	QMUL Business Continuity Manager/ Directors/ Heads of Department	The QMUL Business Continuity Manager/ Directors/ Heads of Department shall ensure that adequate resources (financial, organisational, technical, environmental) are available to address the requirements of business continuity planning.
5.	Business Continuity Coordinators	Business Continuity Coordinators shall conduct a business impact analysis for their departments. They shall identify the business processes performed by the directorate or department and their criticality. Examples could include paying suppliers, providing a potable water supply, providing an e-mail service, etc. For each service identified, the maximum tolerable period of disruption (MTPD) shall be identified. The MTPD is the maximum length of time that a service can be unavailable before irreparable harm is caused to the organisation.
6.	Business Continuity Coordinators	Business Continuity Coordinators shall conduct a risk analysis for each process, focussing on the most critical ones identified in the business impact analysis. Refer to SOP DG01 - Information Risk Assessments.
7.	QMUL Business Continuity Manager	<p>The QMUL Business Continuity Manager shall liaise with Business Continuity Coordinators to develop strategies to maintain the College's critical processes through an interruption. The strategies shall focus on:</p> <ul style="list-style-type: none"> <li>• The identification of alternative operating methods to be used after an interruption to maintain or resume the Colleges's critical processes</li> <li>• The protection of vulnerabilities and single points of failure in critical processes identified in the risk analysis.</li> </ul>
8.	Business Continuity Coordinators	<p>The Business Continuity Coordinators within each directorate or department shall formulate and document detailed business continuity plans that are consistent with the College BCP strategies.</p> <p>Each plan shall address:</p> <ul style="list-style-type: none"> <li>• The reduction of the likelihood of specific threats identified in the risk analysis</li> <li>• Mitigation measures to address threats</li> <li>• How situations resulting from risk events impacting critical processes are managed.</li> </ul> <p>This shall include roles and responsibilities, notification, invoking of business continuity plans, assessment phase, recovery phase, through to return to normal operation. Plans shall include details of the resources required for execution, e.g. staff, skills, premises, technical, information, equipment, supplies, services and support from third parties.</p>

9.	QMUL Business Continuity Manager/ Business Continuity Coordinators	The QMUL Business Continuity Manager shall liaise with Business Continuity Coordinators to ensure that adequate training is provided for those persons involved in business continuity plan execution. Staff awareness training shall also be provided to ensure that all staff are aware of business continuity plans and how their roles may change if plans are invoked.
10.	QMUL Business Continuity Manager/ Business Continuity Coordinators	The QMUL Business Continuity Manager shall liaise with Business Continuity Coordinators to ensure business continuity plans are regularly tested. Testing may take a variety of forms, from desktop exercises to full exercising of plans.
11.	QMUL Business Continuity Manager/ Directors/ Heads of Department	The QMUL Business Continuity Manager shall liaise with Directors and Heads of Departments to ensure that business continuity plans are updated to incorporate lessons learned from testing and any changes to business processes, risks, impacts or the IT environment.