

THIS IS NOT A BUSINESS CONTINUITY MANAGEMENT PLAN



What is BCM?



Management process that enables any organisation to:

Identify core services and essential supporting services which, if interrupted for any reason would have the greatest impact on the community, health economy & the organisation

Identify & mitigate the risks and threats to the continuation of the core services

Develop plans which enable the organisation to maintain and or recover core services in the event of a disruption in the shortest possible time

"business continuity is not a project it is a culture"

Key Principles for BCM



Identify core services and the resources needed to maintain them

Assess progress on BCM programme against a recognised standard or national/organisational guidance (BS 25999) (BS ISO 22301) (Framework for Scotland)

Establish contracting processes with all contractors/suppliers that explicitly describe their BCM arrangements

"you can't prepare for everything but you can prepare for anything"

Why BCM ?

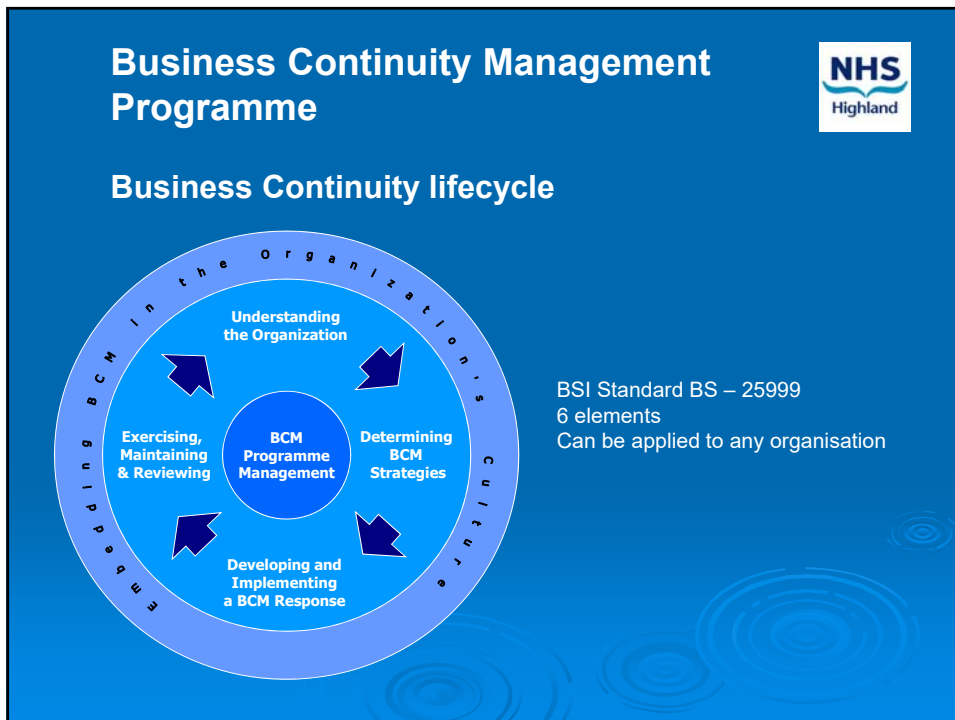
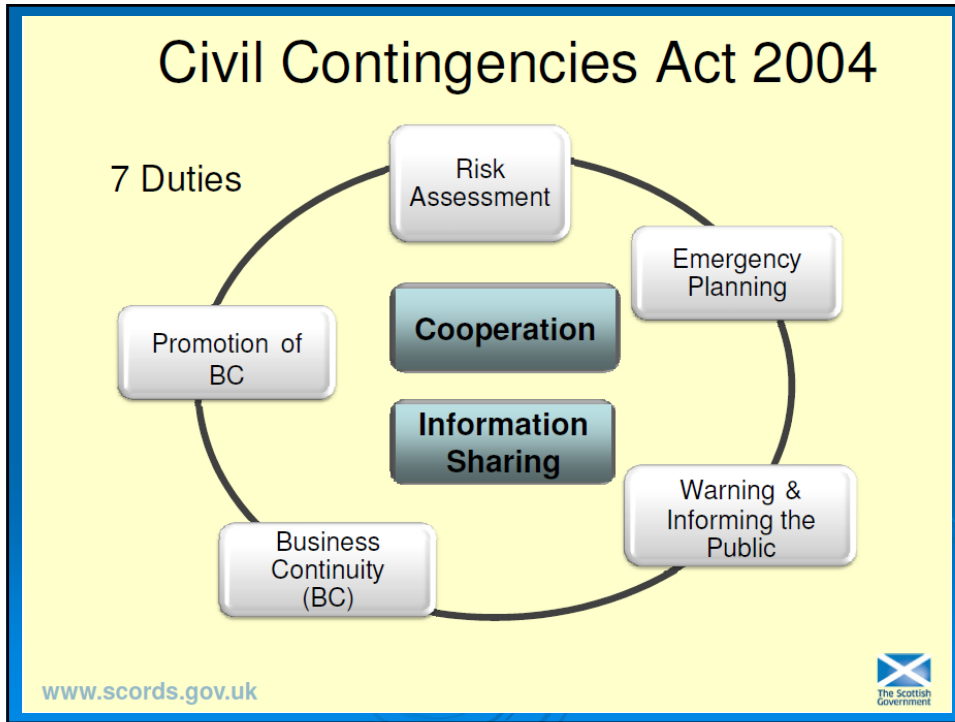


CCA introduced 2004(Contingency Planning Scotland) Regulations 2005 and is a modernisation of:
Emergency Powers Act 1920 & Civil Defence act 1948.



Focuses on local arrangements for civil protection.
Establishes framework of roles and responsibilities for local responders.
Requirement to 'put in place business continuity management arrangements'

"one cannot leap a chasm in two jumps"



NHS HIGHLAND RESPONSE



Business Continuity management programme

Core services identified – policy completed - 2010

Business impact/Risk assessment/Core plan templates agreed

Lead authors identified for each core service – training provided

Business impact assessment & Risk assessment/ strategies agreed

Core plans completed as action cards – signed off by senior management

3 yr rolling training programme – overseen by HEPBC group

Programme subject to internal and external audit

"failing to plan is planning to fail"

Governance for Operational Units



BC Lead for each operational unit - first point of contact

Op units - Emergency Planning & Business Continuity group

Highland Emergency Planning & Business Continuity group

Strategic Risk Management group

Scottish Government Health Resilience Group

"planning is easy – it's doing the work that's difficult"

Core Services



- Statutory Emergency medical services
- Emergency surgical services
- Urgent primary care medical services
- Emergency diagnostic services
- Payroll
- Maternity services
- Cancer services
- Renal services
- Mental health services
- Adult social care

"better to have the BC plan & not need it, than to need the plan & not have it"

Essential supporting services



- Estates – emergency water plans (residential)
- SCART
- IT – Business Continuity Planning and Disaster Recovery
- Portering
- Catering
- Domestic services

"Plan to be better today, but don't ever plan to be finished"

Roles and Responsibilities



Have a core service? - You need a plan!

Operational Unit managers – implementation of BCM for core services within areas of management

Clinical Leads / Heads of Departments for Core Services - Identify “Lead Author” for completion of Business Impact Assessments, Risk Assessments & final Core Service plan

Individual employees - responsible for ensuring they are familiar with Business Continuity plan & their role within it

“an untested plan is only a strategy”

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Plan ahead it wasn't raining when Noah built the Ark



"Just because the river is quiet does not mean the crocodiles have left"

Disaster Recovery Plan



DISASTER PLAN OBJECTIVES

"A DISASTER IS DEFINED AS AN INCIDENT WHICH RESULTS IN THE LOSS OF COMPUTER PROCESSING AT THE NHS HIGHLAND SITE AT EITHER THE RAIGMORE PBX ROOM , RAIGMORE COMPUTER ROOM OR ASSYNT HOUSE COMPUTER ROOM, TO THE EXTENT THAT RELOCATION TO A STANDBY FACILITY MUST BE CONSIDERED"

SPECIFIC GOALS OF THE DISASTER RECOVERY PLAN



To be operational at the standby facility within the minimum amount of time following standby invocation

To operate at the standby facility until the original location is either re-instated or replaced.

To reinstate computer systems facilities in the NHS Highland premises within the minimum time period.

To minimise the disruption to NHS Highland's computer applications and service delivery.

