



## Summary of Business Continuity workshop held 6<sup>th</sup> November 2019:

### Scenario 1

This scenario was split into 3 sub scenarios with each group choosing one to focus on, all looked at the initial response to a slow burn and sudden impact type event. The focus was on considering existing procedures and also how you may be able to support the emergency services response.

The emergency services will always have primacy during an emergency, but will look to engage with businesses where possible to gain a better understanding of risks on site, staff numbers and details etc.

Reference was made to the Joint Emergency Services Interoperability Principles JESIP and how they can be used by other organisations to give a Decision making model, situational awareness reporting templates etc. A link was mentioned <https://www.jesip.org.uk/home>

There was some good discussion around the difference between the document, that supports the audit process and the practical plan that is used in anger. This was referenced against the requirements of the ISO and previous BSI standards.

Most attendees agreed that there was a need for a simple contact list with all key numbers on. Some did state that there was a reliance on single points of contact being expected to deal with all issues, even if on holiday!!

With the specific issue around a lottery type win and loss of staff, it was also considered what steps could be put in to prevent or reduce the impact of such an event.

### Scenario 2

This scenario focussed on the need to resume critical services/functions once the response piece has been achieved. While the usual method of identifying critical services, is as a result of conducting a Business Impact Analysis, The use of a table top exercises also allows for a developed understanding of what is critical to the business.

The main areas that the scenario looked at developing were around:

**Loss of staff**, what are the minimum numbers required? What skills or training do they require? Can you find replacements from within the organisation with those skills or where would you have to go to get those staff.

**Loss of access to premises**, this considered the short, medium and long term implications of loss of access into your workplace.

The need to identify temporary short term solutions, which may include establishing reciprocal arrangements with neighbours.

The medium to longer term solutions, which may include relocation or redevelopment.

Where any specialist processes are undertaken on the site then this will also drive the need to identify potential venues in a little more detail.

**Loss of IT and data**, finally we considered the impacts of a loss of ICT systems and data corruption. While it was agreed that GDPR arrangements have been adopted throughout the majority of businesses, it was clear what additional impacts may result from the loss of ICT.

It was also acknowledged the Disaster Recovery (DR) plan should support the reinstatement of ICT systems. However, this is more of a technical solution to the recovery and reinstatement of services.

**Scenario 3**, the final scenarios looked at the longer term of returning to a new state normal or Business as usual. Time was running out, so this was more a flying visit to the Recovery process.

Consider staff welfare and if family members are included. In the event of the loss of staff through trauma, this may have a lasting effect.

Where organisations use paper records or hold historic documents think about protecting these in fire proof lockers etc, or additional specialist document and data recovery services do exist so should be considered.

The recovery process may start during the business resumption stage

#### **Overall comments:**

The scenarios seemed to be well received. It was clear that most organisations have procedures and processes in place, but not all may have been written down and in a single place.

The issues of gaining accreditation to the standards was also discussed and how like all standards the emphasis will be on evidencing the process. ownership, etc. This will produce a lengthy and detailed document.

The use of action cards and aid memoires can support the application of BC in a more practical manner.

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