

# City College Stratford

## Business Continuity Management

### Policy

Version January 2020

This document will be reviewed once annually and whenever there is a significant change to the business, to ensure continual alignment with the current needs of the organisation.

## Business Continuity Policy Statement

City College Stratford has a duty to our customers to ensure the products and services we provide continue to be delivered at acceptable levels during a disruptive incident. Incidents may be caused by problems with IT, telephones, the building or external environment (such as weather) or.

### Aims

- Ensure the welfare of all staff and visitors on site.
- Maintain communications with staff during operational disruption.
- Reduce the frequency and impact of significant operational disruptions.
- Continue to deliver agreed products, services, and business areas during operational disruption.
- Maintain public and customer confidence and City College Stratford reputation.

### Objectives

- To establish and maintain a business continuity programme that aligns with ISO 22301 and industry best practice.
- To identify, assess, prioritise and maintain a register of key products and services, and their recovery time objectives.
- To document, analyse and regularly review operational risks that threaten the delivery of our key products and services, and implement controls necessary to bring the risk within our risk appetite.
- To ensure the agreed resources required to recovery key products and services are available and maintained.
- To create and regularly maintain a corporate incident management plan, so incidents have an appropriate, effective and efficient response.
- To establish a method of communication to all staff for the purpose of issuing guidance during a major incident.
- To create robust business continuity and disaster recovery plans for agreed key products, services and IT applications.
- To ensure all plans are regularly exercised and maintained so they may be effective and efficiently implemented during disruption.

- To create, assess, prioritise, and maintain a register of key suppliers and ensure that all key suppliers have appropriate business continuity arrangements to protect the delivery of their services to City College Stratford and our customers.
- To regularly review business continuity requirements to ensure they reflect our current needs.

## **1. Policy introduction**

City College Stratford ensures the products and services we provide continue to be delivered to our customers at agreed levels during operational disruption. This is achieved through the business continuity programme.

The business continuity programme not only identifies and documents workarounds for key products and services, but is also integrated with the corporate strategy to support the successful achievement of mission objectives through continued delivery of agreed parts of the business.

## **2. Corporate strategy & business continuity programme integration**

The corporate strategy and mission statement objectives include the following key deliverables:

1. Support the creation and implementation of the business continuity policy and plan
2. Secure all business asset and resources
3. Ensure all responsible staff are aware of the business continuity plan and how to invoke it
4. Ensure business is restored in a shortest possible time after critical recovery

The business continuity programme supports these deliverables by:

1. Regularly carry out centre risk assessment
2. Regularly maintain and test all alarms in the center
3. Regularly carrying out fire evacuation procedures
4. Backing up all critical IT systems and infrastructure

### 3. Business continuity programme aims

The business continuity programme will:

- Ensure the welfare of all staff and visitors on site.
- Maintain communications with staff during operational disruption.
- Reduce the frequency and impact of significant operational disruptions.
- Continue to deliver agreed products, services, and business areas during operational disruption.
- Maintain public and customer confidence and City College Stratford reputation.

### 4. Programme Objectives

- To establish and maintain a business continuity programme that aligns with ISO 22301 and industry best practice.
- To identify, assess, prioritise and maintain a register of key products and services, and their recovery time objectives.
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- To create and regularly maintain a corporate incident management plan, so incidents have an appropriate, effective and efficient response.
- To establish a method of communication to all staff for the purpose of issuing guidance during a major incident.
- To create robust business continuity and disaster recovery plans for agreed key products, services and IT applications.
- To ensure all plans are regularly exercised and maintained so they may be effective and efficiently implemented during disruption.
- To create, assess, prioritise, and maintain a register of key suppliers and ensure that all key suppliers have appropriate business continuity arrangements to protect the delivery of their services to City College Stratford and our customers.
- To regularly review business continuity requirements to ensure continual alignment with the corporate strategy.

## 5. Business continuity framework

The standard management method Plan, Do, Check, Act (PDCA) will be applied to the design and implementation of the business continuity programme.

### Plan (establish)

- Documented business continuity policy, objectives, targets, controls, processes and procedures, relevant to improving business continuity in order to deliver results that align with the corporate strategy.

### Do (implement and operate)

- Implementation of the policy, controls, processes and procedures through:
  - Documented business impact analysis and operational risk assessment;
  - Identification of appropriate business continuity strategies;
  - Establishing an incident response structures and processes;
  - Documenting business continuity plans for key products and services and areas key to the delivery of the corporate strategy;
  - Implementation of exercises to validate the effectiveness of plans.

### Check (monitor and review)

- Programme performance evaluation through methods of monitoring, measurement, analysis and evaluation of processes, including audits of plans and management reviews.

### Act (maintain and improve)

- Implementation and follow-up of lessons learnt, as identified from incidents and exercises.
- Continual improvement through identification of nonconformity and corrective action plans.

## 6. Roles & Responsibilities

### Board

- Understand and support awareness of business continuity;
- Support staff with business continuity roles, within areas of responsibility, to demonstrate leadership and commitment;
- Ensure department directors and heads meet the business continuity targets;
- Discuss quarterly reports and act on any issues identified, as required.

### Department Directors and Heads

- If the department has experienced significant disruption due to a recent incident, discuss operational risk and business continuity in the management team meetings to identify controls and plans to mitigate disruption.
- Agree a primary and alternate business continuity champion, responsible for business continuity within the department.
- Ensure staff assigned the champion role complete their actions (Business Impact Analysis, operational risk assessment, plan development, exercises);
- Ensure the department has robust continuity plan(s) which are signed-off;
- Ensure all members of the management team are aware of their responsibilities in the department's business continuity plan;
- Monitor results of plan reviews and exercises.

### Department Business Continuity Champions

With help and guidance from the Business Continuity Manager (including provision of templates and assistance with completion), over the course of the year complete and maintain department:

- Business Impact Analysis;
- Operational risk register;
- Continuity resource requirements register;
- Call cascade;
- Business Continuity Plans (and Disaster Recovery Plans where appropriate);
- Plan exercise timetable with two exercises per year.

In addition:

- Respond to major operational incidents when required. This will involve:
- Bringing department situation reports to Incident Management Team meetings and implementing, communicating and coordinating the department Business Continuity Plan.
- Attend quarterly meetings held by the Business Continuity Manager.
- Generally raise awareness of business continuity in the department, including the department continuity plan and staff roles and responsibilities in the plan.

### Business Continuity Manager

- Establish and maintain a business continuity management framework and agree business continuity champions for each department;
- Schedule and chair quarterly meetings with champions;
- Ensure the business continuity programme aligns with standards and best practice;
- Provide monthly reports to the Directors and the board (see Reporting for more details).

## **7. Maintenance & Continual Improvement**

### Maintenance

Business areas within scope will be responsible for regularly updating their business continuity plans (which will also go through a formal review at least once annually). All contact details held in the plans will be updated no less than once quarterly. *Contact details stored by departments for Business Continuity purposes must comply with data protection.*

### Continual Improvement

To ensure continual improvement the Business Continuity Manager will:

- Ensure the business continuity programme achieves its intended outcomes, directing and supporting individuals as necessary.
- Ensure the resources needed are available (with support from the Board where necessary).
- Follow-up lessons learnt from exercises to ensure they are implemented.
- Ensure internal audits of the programme are conducted and the improvements identified are implemented.

Quarterly performance reports on the implementation of the business continuity programme and a summary of incidents will be collated by the Business Continuity Manager and provided to the Board so they may take appropriate actions to improve resilience in their areas of responsibility.



## 8. Plan Structure

The Plan is in four sections, each with a specific purpose. Please take a moment to understand each.

1 EMERGENCY RESPONSE	Purpose is to SAVE LIVES and contain damage to business. Emphasis on practised capability
2 CRISIS MANAGEMENT	Purpose is to provide TOP-LEVEL DIRECTION and MAINTAIN CONFIDENCE in the business
3 BUSINESS RECOVERY	Purpose is to resume ACCEPTABLE LEVELS of business operation by preparing and adapting
4 CONTACTS	Essential internal and external PEOPLE and ORGANISATIONS whose support may be required

## Impact Matrix

Severity	Financial	Reputation	Production	Health and Safety	Compliance
Low					
Minor					
Moderate					

<b>Major</b>					
<b>Catastrophic</b>					

## 9. Key Contacts

The following sections contain key contact information for use in a disruption. It is important they are regularly reviewed and kept up-to-date

### Emergency Responder Contacts

Organisation	Event	Contact	Out-of-Hours	Office	Website	Comments
Mahabub Sumon	Any	07903726642	Yes	Yes	www.citycollegestratford.com	Please contact for Any Emergency Situations.

### Customer Contacts

Contact	Company	Out-of-Hours	Mobile	Office	Email	Role
Alima Akhter	City College Stratford	No	07518822489	02085341220	info@citycollegestratford.com	Chief Administrator
Mizanur Rahman	City College Stratford	Yes	07583522266	02085341220	dr.m.rahman@citycollegestratford.com	Academic Manager

### Critical Supplier Contacts

Contact	Company	Out-of-Hours	Mobile	Office	Email	Role
Sharif Wadud	City College Stratford	Yes	07838499357	02085341220	s.wadud@citycollegestratford.com	Finance Manager
Sarfaraj Ahmed	City College Stratford	Yes	07730589671	02085341220	s.ahmed@citycollegestratford.com	IT & Administrator

### Key Staff Contacts

Contact	Role	Out-of-Hours	Mobile	Travel Time	Email	Relevant Competencies
Mahabub Sumon	Operations manager	Yes	07903726642	25/35 minutes	m.sumon@citycollegestratford.com	Overall responsibilities for organisation covering all aspects.
Mizanur Rahman	Academic Manager	Yes	07583522266	40/60 minutes	dr.m.rahman@citycollegestratford.com	Overall Academic Responsibilities
Vallathan Rajendhiran	Quality Manager	Yes	07809556934	25/35 minutes	val@citycollegestratford.com	Delivery Quality Manager