

## XX Dept. Business Continuity Plan (BCP)

Owner of XX Dept. BCP	<i>[Name of individual with ultimate authority in the department]</i>
Job Title	<i>[Job title of the above individual]</i>
Contact Details	<i>[Telephone number and email of individual]</i>
Review Date & Schedule	This plan will be reviewed every 2 years or after any incident
Exercising & Testing Schedule	This plan will be exercised annually

**To activate this plan immediately go to:**

**Equipment Failure: Action Card XXX**

**ICT Failure: Action Card XXX**

**Loss of Operating Premises: Action Card XXX**

**Staff Shortage: Action Card XXX**

**Supplier Failure: Action Card XXX**

## Appendix B – Business Continuity Plan: BCP Template - Introduction

<b>Purpose</b>	To provide a checklist for continued delivery of service for the XX department during a business continuity incident. See action card 02.XXX for background
<b>Plan Objectives</b>	<ul style="list-style-type: none"> <li>- That staff in department XX fully understand their role and responsibilities in the event of a business continuity incident</li> <li>- That any important department information which would be useful in an emergency is produced and recorded in this BCP</li> <li>- That clear escalation and communication routes can be seen and followed using this document</li> <li>- That identified risks are documented and have associated mitigating activities to help reduce their impact</li> </ul>
<b>Plan Implementation</b>	<p>Minor business interruptions occur on a daily basis and are dealt with using normal services and resources. A business continuity incident may be declared to make all staff aware that there is a major problem with the provision of normal services.</p> <p>When a business continuity issue is highlighted the XX department will link with the DMT, and if appropriate the COO or Deputy COO may wish to invoke the Trusts internal incident procedure so the incident can be managed within a formal command and control arrangement. If the COO or Deputy COO is unavailable then the Duty Manager on call should be contacted.</p> <p>If an incident has been declared by the COO or Deputy COO, a major incident, business continuity incident or critical incident will be instigated. Events will be coordinated by the Incident Coordination Centre, which is located on Level 4 in the Chilmark Corridor and can be found via a large sign which will be placed outside the door.</p>

## Appendix B – Business Continuity Plan: BCP Template - Introduction

### Risk Assessment (*some examples below*)

Hazard	Risk to Service	Existing Controls/Mitigating Actions
Equipment Breakdown	Equipment Failure	<i>&lt;Any existing controls or mitigating actions should be included here – these do not need to be exhaustive and can link to other docs/DATIX etc.&gt;</i>
Power Supply interrupted		
Damage to internal telephone network	ICT Failure	
Damage to the data network		
Localised hardware failure		
Loss of major application		
Contamination	Loss of operating premises	
Fire		
Flooding		
Loss of heating/cooling		
Clustered notice giving	Staff Shortage	
Epidemic illness		
Industrial action		
School closures		
Contract Breach	Supplier Failure	
Industrial action by drivers		
Industrial action in Supplier		
Stock management failure		
Supply chain collapse		

## Appendix B – Business Continuity Plan: BCP Template - Introduction

### Internal Plan Activation Triggers

This is important because it determines when you need to escalate for wider support. If unsure, complete the impact assessment on Action Card XX.

Incident Level	Description	Example	Plan Activation	Escalation
1 – Low Level Incident	This level would consist of routine issues which can be dealt with within <b>business as usual (BAU)</b> measures and will <b>not impact upon any critical activities/services</b>	Spills, generic maintenance issues, minor ICT problems, daily staff fluctuations...	<b>No</b>	Escalation should stay within the department to ensure BAU capabilities are met or referred to SME's if support is required.
2 – Moderate Level Incident	Loss of <b>non-critical activities/services</b> due to a minor disruption or incident which is not expected to last more than the <b>Recovery Time Objective (RTO)</b> and will <b>not impact on critical activities/services</b> .	Local IT failure, telecoms disruption, localised infectious disease outbreak, local flooding...	<b>YES</b> This plan will support the department so the most critical functions can continue while the non-critical activities/services are restored	Escalation should stay within the department, however the COO / DCOO should be made aware through the DMT  If senior management support is required then escalate through the agreed channels
3 – Significant Level Incident	Loss of <b>critical activities/services</b> due to a disruption or incident which has a <b>potential to last more than the RTO</b> but will need the co-ordination of a senior manager.	Utility failure, damage to site, partial loss of key suppliers...	<b>YES</b> This plan will support the department in their ability to continue their most critical functions by recovering the affected activity within the RTO	Escalate through the agreed channels
4 – Extreme Level Incident	Loss of <b>critical activities/services</b> due to disruption or incident which is <b>expected to last more than the RTO</b> and may cause risk to patient and staff safety	Fire resulting in evacuation, complete prolonged IT or utility failure, breakdown of critical equipment...	<b>YES</b> This plan will support the department in their ability to continue their most critical functions as soon as possible	Escalate through the agreed channels