Business Continuity Plan Template

**This document is intended to be used in conjunction with the Business Continuity Plan Toolkit which provides step by step guidance and examples.**

**You can complete an electronic version of your Business Continuity Plan from the LLR Prepared website Businesses page using the Make a Plan button.**

This is a simplified template designed for use by small or medium sized businesses to create a basic Business Continuity Plan. Other templates and on-line products exist that can be used for undertaking comprehensive Business Impact & Risk Analysis (BIRA) and continuity planning. We suggest you review a number of these before deciding which is best for you.

Whichever approach you take, the following steps will need to be completed and the toolkit, together with the template, have been designed to guide you through the process.

|  |  |  |
| --- | --- | --- |
| Step 1 | Assign responsibilities | Identify those within the organisation who will be responsible for business continuity |
| Step 2 | Analyse your business | Understand the impact of disruption and the priorities for recovery |
| Step 3 | Identify dependencies | Identify the activities and resources that are critical to your operational priorities |
| Step 4 | Assess the risks | Identify points of vulnerability |
| Step 5 | Develop your strategy | Decide how you could recover business critical operations, or what you would do if this were impossible |
| Step 6 | Develop your plan | Document the plan activation process in step by step format |
| Step 7 | Exercise your plan | Train staff on the plan and their roles, test the underpinning arrangements |
| Step 8 | Plan maintenance | Establish a schedule for ongoing review and updating. |

**Complete the following details:**

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| --- | --- | --- | --- |
| Company Name: | | | |
| Document version number: | | Date: | |
| **Distribution list** | | | |
| **Name** | **Email** | | **Issued on** |
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**Table 1: Ownership / Responsibility for Business Continuity**

Identify the people within your organisation who have responsibility for overseeing, delivering and maintaining business continuity resilience.

|  |  |  |
| --- | --- | --- |
| **Role** | **Position** | **Name** |
| Board or senior management sponsor |  |  |
| Business Continuity Lead |  |  |
| Business Continuity Support |  |  |
|  |  |  |
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**Table 2: Business Impact Analysis**

What are your core products, services and business functions? For each that you list provide answers to the following questions:

* Is it time critical? If so, what is the typical lead time?
* Would your customers tolerate delays?
* Are you providing this service in a competitive or regulated market?
* Does the income from this service or function contribute significantly to overall revenues and profit?

Refer to the Toolkit for a suggested 5 level priority rating scale.

|  |  |
| --- | --- |
| Description (service or function): | |
| Is it time critical? If so, what is the typical lead time? |  |
| Would your customers tolerate delays? |  |
| Are you providing this service in a competitive or regulated market? |  |
| Does the income contribute significantly to overall revenues and profit? |  |
| Priority rating (1 to 5) |  |

|  |  |
| --- | --- |
| Description (service or function): | |
| Is it time critical? If so, what is the typical lead time? |  |
| Would your customers tolerate delays? |  |
| Are you providing this service in a competitive or regulated market? |  |
| Does the income contribute significantly to overall revenues and profit? |  |

|  |  |
| --- | --- |
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| Is it time critical? If so, what is the typical lead time? |  |
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| Are you providing this service in a competitive or regulated market? |  |
| Does the income contribute significantly to overall revenues and profit? |  |

|  |  |
| --- | --- |
| Description (service or function): | |
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| Would your customers tolerate delays? |  |
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| Does the income contribute significantly to overall revenues and profit? |  |

**Table 3: Operational Dependencies**

For each of the products, services and functions identified as having Priority Level 1, identify the resources required for delivering them and the MINIMUM LEVEL at which these would be required to conduct operations to a minimum acceptable level.

A separate table should be completed for each service or function.

Repeat also for products, services and functions identified as having Priority Levels 2 and 3.

|  |  |  |
| --- | --- | --- |
| Description (product, service or process): | | |
| **Essential resources (critical dependencies)** | **Description** | **Quantity** |
| Staff |  |  |
| Specialist skills & expertise |  |  |
| Computer systems and comms |  |  |
| Equipment |  |  |
| Supplies and third party services |  |  |

|  |  |  |
| --- | --- | --- |
| Description (product, service or process): | | |
| **Essential resources (critical dependencies)** | **Description** | **Quantity** |
| Staff |  |  |
| Specialist skills & expertise |  |  |
| Computer systems and comms |  |  |
| Equipment |  |  |
| Supplies and third party services |  |  |

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| --- | --- | --- |
| Description (product, service or process): | | |
| **Essential resources (critical dependencies)** | **Description** | **Quantity** |
| Staff |  |  |
| Specialist skills & expertise |  |  |
| Computer systems and comms |  |  |
| Equipment |  |  |
| Supplies and third party services |  |  |

**Table 4: Risk Assessment**

Taking each resource that was identified in Step 3 as a critical dependency for an essential process, determine whether there are identifiable hazards that could give rise to business disruption or interruption.

Identify any backup arrangements that could be deployed in their place.

Allocate a risk matrix score (see Toolkit).

|  |  |  |  |
| --- | --- | --- | --- |
| **Essential resources (critical dependencies)** | **Hazards (vulnerability)** | **Backup available?** | **Risk Matrix Score** |
| Staff |  |  |  |
| Specialist skills and expertise |  |  |  |
| Computer systems and comms |  |  |  |
| Equipment |  |  |  |
| Supplies and third party services |  |  |  |
| Transport |  |  |  |

**Tables 5a to 5c: Contingency Plans**

Using the information from steps 2 and 3 build up a statement of requirements for your Business Continuity Plan, then determine how these requirements will be met. Refer to the toolkit for suggestions.

**Table 5a: Operational Capability – Phase 1 Recovery**

|  |  |  |
| --- | --- | --- |
| What operational capability needs to be reinstated during Phase 1? | | |
| **Critical requirements** | **Description and quantity** | **Solution or contingency measure** |
| Services / functions |  |  |
| Minimum staffing levels |  |  |
| Premises (buildings / utilities) |  |  |
| Systems / comms / information |  |  |
| Equipment |  |  |
| Raw materials / consumables |  |  |
| Third party assistance |  |  |

**Table 5b: Operational Capability – Phase 2 Recovery**

|  |  |  |
| --- | --- | --- |
| What operational capability needs to be reinstated during Phase 2? | | |
| **Critical requirements** | **Description and quantity** | **Solution or contingency measure** |
| Services / functions |  |  |
| Minimum staffing levels |  |  |
| Premises (buildings / utilities) |  |  |
| Systems / comms / information |  |  |
| Equipment |  |  |
| Raw materials / consumables |  |  |
| Third party assistance |  |  |

**Table 5c: Operational Capability – Phase 3 Recovery**

|  |  |  |
| --- | --- | --- |
| What operational capability needs to be reinstated during Phase 3? | | |
| **Critical requirements** | **Description and quantity** | **Solution or contingency measure** |
| Services / functions |  |  |
| Minimum staffing levels |  |  |
| Premises (buildings / utilities) |  |  |
| Systems / comms / information |  |  |
| Equipment |  |  |
| Raw materials / consumables |  |  |
| Third party assistance |  |  |

**Table 6: Business Continuity Plan Document**

Complete the following information.

|  |
| --- |
| **AUTHORITY** The following people have authority to lead this response: |
| **PRIORITY CONTACT DETAILS**   |  |  |  | | --- | --- | --- | | Company employees | Working hours | Out of hours | | Third parties | Working hours | Out of hours | |
| **ROLES AND RESPONSIBILITIES**   |  |  |  | | --- | --- | --- | | **Role** | **Nominated / Deputy** | **Responsibilities** | | Coordinator |  |  | | HR |  |  | | Media / Comms |  |  | | Operations |  |  | | *Add others as required* |  |  | |
| List of supporting contracts with relevant details: |

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| **ACTION PLAN**   |  |  |  |  | | --- | --- | --- | --- | | **Ref** | **Action description** | **Target timeframe** | **Who** | | 1 |  |  |  | | 2 |  |  |  | | 3 |  |  |  | | 4 |  |  |  | | 5 |  |  |  | | 6 |  |  |  | | 7 |  |  |  | | 8 |  |  |  | | 9 |  |  |  | | 10 |  |  |  | | 11 |  |  |  | | 12 |  |  |  | | 13 |  |  |  | | 14 |  |  |  | |  | *Add others as required* |  |  | |

**Table 7: Training and Testing Schedule**

To ensure that your Business Continuity Plan can be efficiently and successfully implemented when needed it is vital that all staff and third parties who have a role within it are familiar with the strategy and their roles. This will require an ongoing programme including:

* Validation (walk through)
* Familiarisation training (desk top exercise)
* Testing
* Refresher training

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| --- | --- | --- | --- |
| **Activity** | **Scope, objectives and frequency** | **Date** | **Completed** |
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**Table 8: Plan Maintenance Schedule**

Your Business Continuity Plan should be audited at regular intervals to ensure it remains up to date and reflects the changing nature of the business. This process will also provide the opportunity to maintain awareness of BCM amongst staff and suppliers.

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| --- | --- | --- | --- |
| **Activity** | **Scope, objectives and frequency** | **Date** | **Completed** |
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