

Policy

Business Continuity Management Version 1.0

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Minute No 253

Division:
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Technology and Corporate Services
Corporate Governance

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1 INTRODUCTION

1.1 PURPOSE

The purpose of this policy is to ensure that Council is able to continue to deliver its key services to residents following a significant business interruption event, such as the failure/loss of a major Council facility or the failure/loss of an external resource, such as telecommunications or power supply.

The terminology of Councillor contained in this policy also applies to an Administrator/s of Council, where applicable and with any legislative modification.

1.2 OBJECTIVES AND COVERAGE OF THE POLICY

The Business Continuity Management Policy seeks to put measures in place prior to a business interruption event and to identify actions to be taken during and following such an event, to ensure that key services continue to be available to the residents of the Shire.

This policy applies to all functions of Council and to all staff involved in the delivery of these functions, including Council officers, employees, visitors and contractors.

1.3 LEGISLATIVE COMPLIANCE

There is no current legislative requirement for the implementation of Business Continuity Management; however there would be an expectation that Council undertakes business continuity planning as part of its overall Governance responsibilities.

1.4 OTHER NSW GOVERNMENT POLICY PROVISIONS

Nil

1.5 DIVISION OF LOCAL GOVERNMENT CIRCULARS TO COUNCILS

Division of Local Government Circular 07-12, Business Continuity Plans was issued in April 2007. It notes that "Councils should ensure that they have in place a well developed business continuity plan that addresses the key risks to council's continued activities and provides a well articulated plan to minimise the potential impact of these risks."

1.6 ICAC PUBLICATIONS

Nil

1.7 DEFINITIONS¹

Business continuity management: Business Continuity Management provides for the availability of processes and resources in order to ensure the continued achievement of critical objectives.

¹ Standards Australia's HB 221:2004 *Business Continuity Management*

Business interruption: Any event, whether anticipated (i.e., public service strike) or unanticipated (i.e., blackout) which disrupts the normal course of business operations at an organization location.

For definitions of other key BCM terminology, refer to Standards Australia's HB 221:2004 Business Continuity Management.

2 BUSINESS CONTINUITY MANAGEMENT

2.1 OVERALL INTENT

This Business Continuity Policy will help Council to ensure:

- The continuity of key services to the Tweed community;
- The well-being and safety of employees in their working environment;
- The protection of the organisation's assets and records.

2.2 BUSINESS CONTINUITY MANAGEMENT FRAMEWORK

Council will maintain a Business Continuity Management Framework, which will detail the whole of Council system to ensure continuity of key services following a business interruption event of sufficient magnitude to affect the ability of Council to deliver its services, either as a whole, or in part.

This whole of Council Business Continuity Management Framework will be underpinned by specific Business Continuity and Business Recovery Plans developed by Directorates for key services under their control.

This framework will include the following:

- Council's Business Continuity Policy
- Definition of the interrelationship between the various business continuity documents within Council
- Identification of key services to be maintained in the event of a business interruption event. This will be supported by a Business Impact Analysis and will state acceptable service levels e.g. maximum acceptable outage times
- Responsibilities for training of staff and regular testing of the plans
- Responsibilities and timing for reviews of the plans
- Reference to specific plans developed by Directorates

2.3 BUSINESS CONTINUITY PLANS

Each Director is responsible for developing Business Continuity Plans and Business Recovery Plans to support identified critical services under their control. These plans should support the levels of service determined, on a whole of Council basis, in the Business Continuity Management Framework.

It is the responsibility of each Director to ensure that staff receive adequate training and that plans are kept current and that they undertake review, testing and maintenance of these plans, as required by the Business Continuity Plan Framework document.

2.4 RESPONSIBILITIES

1. Manager Corporate Governance is responsible for overseeing the management and assessment of risk across Council. On the advice of the Risk Management Committee will set the policy for Council's business continuity management.
2. Manager Corporate Governance is responsible for the implementation of business continuity management, including the oversight of appropriate documentation and the setting of requirements for training, testing and monitoring of the business continuity plans.
3. Directors are the Business Continuity Plan owners with responsibility for ensuring that all critical functions under their responsibility have been identified and that Business Continuity and Recovery Plans are established, maintained and reviewed.
4. All staff of Council are expected to recognise the importance of business continuity, to be familiar with the provisions of this policy, and to support the processes that will manage appropriately any threat to business continuity.

2.5 SUPPORTING DOCUMENTS

- Business Continuity Management Framework
- Risk Management Policy
- Risk Management Framework
- Critical Incident Management Policy
- Critical Incident Management Procedure
- Emergency Response Procedures
- Disaster Management Plans

3 OTHER MATTERS

3.1 STATUS OF THE POLICY

The provisions of the Business Continuity Management Policy shall be reviewed annually, in April.