BUSINESS CONTINUITY POLICY

Section	Risk Management
Contact	Director Risk & Assurance
Last Review	June 2018
Next Review	June 2021
Approval	SLT 18/08/91
Effective Date	August 2018

Purpose

Massey University is committed, through the adoption of Business Continuity Management best practices, to achieve its business continuity aim of responding to disruptions from internal or external events in a way that ensures essential services/functions are maintained or restored in a timely fashion, whilst minimising the impact to staff, students, other critical stakeholders, the University's reputation and the wider community.

Massey University recognises that some events may exceed the capacity of business as usual management processes and structures. This policy and associated documents aim to provide a mechanism for the identification of essential services and development of contingency plans that will enable management to focus on maintaining and resuming the University's essential services/ functions and eventual full restoration of University operations and services.

The Business Continuity Policy is aligned to *AS/NZS 5050:2010 Business continuity-Managing disruption-related risk.*
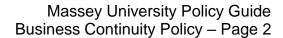
Scope

This policy applies to all essential business services/ functions of the University and to all members of the University community involved in the delivery of these services including staff, students, visitors and contractors.

The operations and services of the University's controlled entities are excluded from the scope of this policy.

Policy Objectives

The Business Continuity Management Policy seeks to:

- Ensure the identification and continuity of essential business services/ functions;

- Allocate BCM roles and responsibilities to staff in the event of a major disruptive event, emergency or crisis situation;

- Allocate management responsibility for the implementation, monitoring and review of BCM documentation;

- Provide a consistent approach to BCM aligned to the Standards Australia AS/NZ 5050:2010 - Business Continuity – Managing Disruption-Related Risk; and

- Integrate BCM within the University's Risk Management Framework, Crisis Management, IT Disaster Recovery and Emergency Procedures.

Massey University will

- Establish Business Continuity Plans (BCP), to ensure business continuity for University Shared Services, and Colleges.

  - Business Continuity Plans will address the general management aspects of the continuity process; identify essential resources, IT and other infrastructure, and key dependencies.

  - Business Continuity Plans will include actions for the reactivation of all essential University services, and will include provision for loss of supply of services by those external agents upon which the University is critically dependant.

- Periodically review the University level Business Impact Analysis (BIA), which identifies essential University services and operations.

- Ensure Business Continuity Plans are reviewed at least annually to ensure currency of information, and response strategies. The plans will be reviewed for possible updating within 30 days of any major operational or system changes that will have a material effect on the contingency strategy of any College/Department/Section.

- Undertake exercises for training and evaluation purposes of Business Continuity Plans annually or within 3 months of any major operational or system changes that will have a material effect on the contingency strategy of any College/ Shared Service.

Responsibilities

- The Senior Leadership Team, on the advice of the University Emergency Management Committee, will approve the University's Business Continuity Policy

- The University Emergency Management Committee is responsible for providing oversight of the preparedness of business continuity plans, disaster recovery plans, emergency and crisis management processes to ensure reliability and the mitigation of operational risk.

- The Risk Management Office is responsible for periodically reviewing the University level BIA, and for the implementation of business continuity management including the development of appropriate business continuity templates, training, facilitating testing and monitoring of the BCM program.

- BCM Sponsor: DVCs/PVCs are Sponsors of all BCPs that sit within their College/ Shared Service. Plan Sponsors are responsible for ensuring overall business continuity readiness, providing support for the planning process and embedding a BCM culture.

- BCM Plan Owners: Heads of Department (HoD) are business continuity plan owners, and will use all reasonable endeavours to ensure that the essential services / functions, for which they have responsibility, are able to continue through, or resume soon after a major disruptive event, and that arrangements are in place to achieve this. This requires the proactive devolution of business continuity planning within their areas of responsibility to function owners, to ensure the development, resourcing, maintenance, testing and review of business continuity plans takes place on schedule. HoDs/ University Managers are expected to encourage the active participation of staff in business continuity issues, and must ensure that key personnel are able to perform competently during a major disruptive event.

- Function Owners: Each essential service/ function noted within the departmental BCP has an appointed function owner. Function owners are those staff members responsible for the management of the service/ function during times of BAU. They are responsible for the execution of continuity arrangements for the specific essential function/s should they be interrupted.

- All staff should familiarise themselves with their relevant BCP and support processes that will appropriately manage a significant disruption to University operations and services.

Definitions:

Business Continuity: Business continuity is "the uninterrupted availability of all key resources supporting essential business functions" (Australian National Audit Office, 2000)

Business Continuity Plans: A collection of procedures and information that is developed, compiled and maintained in readiness for use to help ensure that business processes can continue, or resume quickly following a major disruptive event. (Associated terms: Business Recovery Plan, Disaster Recovery Plan, and Recovery Plan)

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

Business Impact Analysis: Detailed risk analysis that examine the nature and extent of disruptions and the likelihood of the resulting consequences. May include consideration of the University's business functions, people, processes, infrastructure, resources, information, interdependencies and the nature and extent of capability loss over time.

Essential Service/ Function: An essential service or function is an activity that is critical to the core mission of the University and one that must be continued through, or resumed soon after, a major disruptive event, to ensure the viability of the University is maintained, and its ability to continue to serve its key stakeholders. (Associated terms "critical functions/ services")

Major disruptive event: May be Natural (e.g. flood, hurricane, earthquake), Accidental (e.g. fire, contamination), Commercial (e.g. loss of supply of critical services) or Wilful (e.g. sabotage, vandalism, arson, terrorism). Associated terms: "major crisis', 'disaster'.

Stakeholders: Those people and organisations that may affect, or be affected by, or perceive themselves to be affected by, a decision or activity.

Audience:

All staff

Relevant Legislation:

None

Legal compliance:

None

Related documents and procedures:

AS/NZS 5050:2010 Business Continuity – Managing disruption-related risk Standards Australia/Standards New Zealand
ISO31000; Risk Management Principles and Guidelines
Emergency Management Policy
Strategic Emergency Management Framework
Risk Management Policy
Risk Management Framework

Document management control:

Prepared by: Director, Risk and Assurance
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