# Business Continuity Management Arrangements document

## Issue sheet

<table>
<thead>
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<tbody>
<tr>
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<td>S:\BSA\IGM\Mng IG\Developing Arrangements and Strategy\Develop or Review BCM Policy\Current and Final</td>
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<tr>
<td>Title</td>
<td>NHS Business Services Authority Business Continuity Management Arrangements</td>
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<tr>
<td>Author</td>
<td>Gordon Wanless</td>
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## Revision details

<table>
<thead>
<tr>
<th>Version</th>
<th>Date</th>
<th>Amended by</th>
<th>Approved by</th>
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<tbody>
<tr>
<td>Initial release</td>
<td>4.09.2007</td>
<td>-</td>
<td>IGSG</td>
<td>In 1.2 add in where disaster recovery fits in with business continuity including a definition of terms</td>
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<td>In 5.2 amend the fourth bullet point to add “provision of advise / guidance on the” after “the”.</td>
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<td>Insert a 6.10 covering Internal Audit</td>
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<td>a</td>
<td>27.10.2011</td>
<td>G Wanless</td>
<td>IGSG</td>
<td>Change Overall BC Owner to be CEO from COO</td>
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<td>Make changes required as per PwC Audit</td>
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<td>Findings</td>
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| b | 31.01.2014 | G Wanless   | BCMF    | Change of BS25999 to BS ISO 22301  
Updating/adding of business area Business Continuity Managers                                                                                           |
| c | 17.04.2015 | C Gooday    | BCMF    | Update 6.4 with change of role titles                                                                                                     |
| d | 17.11.2017 | C Gooday    | G Wanless | Update for ISMS format and revised IG Arrangements links                                                                                       |
| e | 07.09.2018 | G Wanless   | BCMF    | Reinstatement of correct wording for section 2 of the Business Continuity Management Arrangements document                                    |
1. **Arrangements Summary**

1.1. This Business Continuity Management Arrangements document will ensure the protection of all NHSBSA’s products and services in accordance with the international requirements standard for business continuity management (BCM) (i.e. BS ISO 22301).

2. **Introduction**

2.1 Business continuity management (BCM) is a business-owned, business-driven process that establishes a fit-for-purpose strategic and operational framework that:

- proactively improves the NHS Business Services Authority (NHSBSA)'s resilience against the disruption of its ability to achieve its key objectives
- provides a rehearsed method of restoring the NHSBSA's ability to supply its key products and services to an agreed level within an agreed time after a disruption
- delivers a proven capability to manage a business disruption and protect the NHSBSA's reputation.

2.2 BCM is complementary to a risk management framework that sets out to understand the risks to the NHSBSA, and the consequences of those risks.

BCM is supported by an effective disaster recovery (DR) regime. DR is defined as a protocol and associated execution to recover lost computing-system usage (applications), data and data transactions committed up to the moment of system loss.

Risk management seeks to manage risk around the key products and services that the NHSBSA delivers. Product and service delivery can be disrupted by a wide variety of incidents, many of which are difficult to predict or analyse by cause.

By focusing on the impact of disruption, BCM identifies those mission critical activities (MCAs) i.e. products and services on which the NHSBSA depends for its survival, and can identify what is required for the NHSBSA to continue to meet its obligations (e.g. provide key first priorities for each MCA and recovery requirements, timing and sequence to meet those MCAs). Through BCM, the NHSBSA can recognise what needs to be done before an incident occurs to protect its people, premises, technology, information, supply chain, stakeholders and reputation.

2.3 The benefits of an effective BCM programme are that the NHSBSA:
• is able to proactively identify the impacts of an operational disruption
• has in place an effective response to disruptions which minimises the impact on the NHSBSA
• encourages cross-team working
• is able to demonstrate a credible response through a process of testing
• could enhance its reputation
• might gain a competitive advantage, conferred by the demonstrated ability to maintain delivery.

2.4 The outcomes of an effective BCM programme are that:

• MCAs are identified and protected, ensuring their continuity
• an incident management capability is enabled to provide an effective response
• the NHSBSA's understanding of itself and its relationships with other organisations, relevant regulators or government departments, local authorities and the emergency services is properly developed, documented and understood
• staff are trained to respond effectively to an incident or disruption through appropriate testing
• stakeholder requirements are understood and able to be delivered; staff receive adequate support and communications in the event of a disruption
• the NHSBSA's supply chain is secured
• the NHSBSA's reputation is protected
• the NHSBSA remains compliant with its legal and regulatory obligations.

3. Scope

3.1. This Business Continuity Management Arrangements document applies to all employees, Non-executive Directors, contractors, agents, representatives and temporary staff working for or on behalf of the NHSBSA. These will be referred to as Staff in the remainder of this Business Continuity Management Arrangements document.

3.2. This Business Continuity Management Arrangements document applies to all products and services provided by the NHSBSA, whether or not the provision of these is outsourced.

3.3. The recovery of Technology services from a Business Continuity incident will be covered by the IT Disaster Recovery Arrangements.

3.4. The resilience and security of NHSBSA information in a Business Continuity incident will be governed by the Information Security Arrangements.

4. Objectives
4.1. The objectives of this Business Continuity Management Arrangements document are:

- ensures that all BCM activities are conducted and implemented in an agreed and controlled manner.
- ensures that the NHSBSA achieve a business continuity capability that meets changing business needs and is appropriate to the size, complexity and nature of the NHSBSA.
- puts in place a clearly defined framework for the ongoing BCM capability.

5. Key outcomes (or Expected Results)

5.1. Minimise the disruption to NHSBSA services from a BCM incident.

5.2. Ensure staff and stakeholders are informed of recovery progress so that they can take appropriate actions to minimise any wider impact.

6. Principles

6.1. In meeting with the international requirements standard for BCM, the NHSSBA will ensure:

- the set-up activities for establishing a business continuity capability. These incorporate the specification, end-to-end design, build, implementation and initial testing of the business continuity capability.

- the ongoing management and maintenance of the business continuity capability. These activities include embedding business continuity within the NHSBSA, testing plans regularly, and updating and communicating them, particularly when there is significant change in premises, personnel, process, market, technology or NHSBSA structure.

7. Responsibilities

Corporate Business Continuity Manager
The Corporate Business Continuity Manager responsibilities have been allocated to the Head of Information Governance role within the NHSBSA.

The Corporate Business Continuity Manager responsibilities include:

- Ensuring that an appropriate BCM Business Continuity Management Arrangements document for the NHSBSA is produced and kept up to date.
- Ensuring that the appropriate BCM procedures, practices and plans are formulated and adopted by the NHSBSA in support of this Business Continuity Management Arrangements document.
• Representing the NHSBSA on BCM matters.
• Providing the appropriate leadership and direction for the BCM team operating within the NHSBSA.
• Setting the standard of BCM training for staff across the NHSBSA.
• Acting as a central point of contact on BCM within the NHSBSA.
• Implementing an effective framework for BCM.

Head of Communications

The Head of Communications responsibilities include.

• Ensuring that there is an appropriate BCM communication plan produced and kept up to date.

Information Asset Owners

All Information Asset Owners across the whole of the NHSBSA are directly responsible for:

• All responsibilities detailed in the Business Continuity Arrangements.
• Assisting in the preparation and maintenance of policies, procedures, protocols, plans and guidance in compliance with BCM. BCM plans should be reviewed no less frequently than annually.
• Ensuring that staff that have a role in the BCM team for the business area have an awareness of their role and what they need to do to fulfil that role.
• Providing advice and guidance to all enquiries from internal and external sources.
• Auditing appropriate systems in accordance with risk analysis reviews.
• Ensuring that business continuity is included as part of their business area’s risk register and business plan.
• Ensuring that testing of the business area’s BCP preparedness is carried out no less frequently than annually.
• Ensuring that a complete copy of the business area’s BC plan is stored in a secure but accessible off-site location.
• Ensure that a copy of the business area’s BC plan is available on the business area’s intranet.
• ensuring that staff are made aware of any BCM notices and BCM responsibilities.
• ensuring that staff have had suitable BCM training.
All Staff

All staff are directly responsible for:

- All responsibilities detailed in the Business Continuity Arrangements.
- Being aware of the existence of the business unit’s BCM plans and where these are located.
- Keep a copy of the emergency contact number and use it in a business Continuity situation.
- All staff have a responsibility to inform their business area Business Continuity Manager or the NHSBSA Corporate Business Continuity Manager of any new product or service as soon as possible after it has been identified.

8. Related policies

8.1. This Business Continuity Management Arrangements document follows:

- Information Governance Policy
- Information Security Policy
- IT Disaster Recovery Policy

9. Penalties

9.1. Any user who violates this Business Continuity Management Arrangements document will be subject to disciplinary action.