# Business Continuity

A guide to understanding what it means to your business

# Business Continuity Planning

Developing your business continuity plan

A Business Continuity Plan (BCP) is to assist you in recording how you will respond to an emergency or a disruption.

There are numerous scenarios that could affect your business, but you need to be aware of specific risks and deal with any serious ones. Any planning should focus on the outcomes of disruption not its causes.

A business continuity incident would mean that you have lost one of more of the following:
- Loss of critical systems e.g. ICT failure
- No access, or damage to, facilities e.g. loss of a building due to a power cut, flooding
- Loss of key resources e.g. specialist supplies you need to deliver your business
- Loss of key staff or skills e.g. through sickness or severe weather events

**Risk management**
To manage different outcomes, it is helpful to identify other ways of working should the worse happen.

If your ICT network were to become affected by a virus!
- Who would you need to inform that you have been affected by a virus? How would you contact them?
- Would your staff know what to do?
- Is your key data backed-up?
- Have you stored your digital data elsewhere as a hard copy?
- How would you go about recovering your data? What third party support would you need?
- Could you continue to work without ICT to maintain your time-critical activities?

To manage risk in the above scenario, it would be about checking your anti-virus, firewalls and network security arrangements and identifying whether they are good enough to protect your systems?

Hackers like to target SMEs as they can provide the easiest route in to find customer data; just think of the reputational damage caused by the theft of personal customer data. Think "what more can you do to ensure that your data is safe?"

**Responding to disruption**
As well as recording the different ways of working that need to go into your plan, you should also know who will lead on any of your responses and who, within your business has the authority to make important decisions.

A lot of your incident responses with be about communication and information sharing e.g. with staff, customers, suppliers and anyone else who may have an interest in your business, you should also include a communications strategy as part of your plan.

Document designed by the Business Development Team
For additional business support, please contact us at
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**Useful websites**

For further advice and guidance in developing your business continuity arrangements, please visit the following websites:

Business Continuity Institute

The Cabinet Office (UK Resilience)

Continuity Central

The Centre for the Protection of National Infrastructure (CPNI)

The National Counter Terrorism Security Office (NaCTSO)

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