

## Business Continuity

Business continuity is essentially the plan to recover client facing services with the minimum of interruption thereby preserving the market and business profitability.

To ensure that the plan is fit for purpose consider the following questions. We have also offered some 'mini guidelines' for some questions to assist your considerations. Please note that the questions are based on you having an existing plan and no 'basic' questions are asked.

- 1. Does the plan have a clear invocation process that can be initiated with the minimum of delay?**

*It is better to invoke and not need the team than to invoke late, often the initiation decision is 'too senior' and this creates delay. It could be default position to invoke if no costs are involved.*

- 2. Do staff know what is expected of them in the case of invocation?**

*Staff awareness sessions can make the response considerably better. They do not need to be long nor detailed but like a safety brief on an aircraft it sensitizes the staff to actions.*

- 3. Has the plan been scrutinised by 'risk and compliance' (howsoever defined in your organisation) to ensure that its implementation is not going to create additional problems of regulatory breach?**

*This is usually easy to remedy even if it means going to source documents yourself. Do note the difference between; legislation, regulation, guidelines and what is euphemistically described as 'best practice'.*

- 4. Has the plan been inspected reviewed or audited by any third party?**

*It is always useful to have somebody else 'sanity check' the plan. Those responsible for planning can sometimes, because of various pressures, build errors into a plan that are obvious to a person not so involved.*

- 5. Do you feel that your schedule of exercises and training will ensure that the plan will be operationalized well by the response teams?**

*In our experience smaller more frequent exercises can be more beneficial than infrequent large scale simulations at keeping the issues fresh and current in the minds of the response teams.*