
Overview

This standard is about developing, maintaining and evaluating business continuity plans and arrangements to ensure that organisations continue to exercise core functions in the event of a business disruption or emergency. You develop business continuity plans in collaboration with colleagues, team members and stakeholders and confirm the scope and objectives. You evaluate your organisation's structures and processes and assess alternative strategies to mitigate the effective of business disruption. You also produce a framework for business continuity management, ensuring that resources are proportionate to the potential impact. The standard includes presenting your plans and encouraging colleagues and team members to take ownership, providing training if required.

This standard is for all managers and leaders.

Performance criteria

You must be able to:

1. develop business continuity plans and arrangements by collaborating with colleagues, team members and stakeholders
2. confirm the required aim, scope and objectives of business continuity plans and arrangements
3. identify key products or services and the critical activities and resources that support them
4. evaluate the resilience of the structures and processes of the organisation and external organisations
5. identify and assess alternative strategies to mitigate the effects of business disruption or emergencies
6. develop business continuity plans and arrangements that can mitigate the effects of business disruption or emergencies
7. produce a framework for business continuity management, co-ordination and control
8. develop procedures for determining when the business continuity plan must be invoked
9. define roles and responsibilities of colleagues and team members involved in business continuity management, co-ordination and control
10. outline prioritisation of organisational processes or services
11. develop procedures for activating response arrangements
12. agree provision of resources to support business continuity plans
13. provide resilient information and communications systems
14. check that the resources committed to business continuity management are proportionate to the potential impact of business disruption or emergencies
15. present business continuity plans and arrangements to colleagues, team members and stakeholders to promote understanding
16. establish the ownership of business continuity plans and arrangements within different business units
17. communicate business continuity plans and arrangements to colleagues, team members and other stakeholders
18. arrange training for colleagues and team members
19. provide exercises to validate and practice business continuity plans and arrangements
20. review business continuity plans systematically in response to organisational changes, changes to the potential impact of disruption or emergencies and lessons identified from incidents and exercises

Knowledge and understanding

You need to know and understand:

1. how to engage colleagues, team members and stakeholders in developing business continuity plans and arrangements
2. the legal, organisational, codes of practice and policies relevant to your role and the activities being carried out
3. how to confirm the aim, scope and objectives of business continuity plans and arrangements
4. the importance of involving stakeholders in the business continuity planning process and recognising their requirements and expectations
5. the potential impact of disruption or emergencies on the organisation
6. how to analyse the impact of disruptions or emergencies on the business
7. the local arrangements for managing emergencies
8. how to develop a framework including the procedures for determining when the business continuity plan must be invoked, the roles and responsibilities of key people in the organisation, prioritisation of organisational processes or services
9. the procedures for activating response arrangements, provision of resources (e.g. people, premises, technology, equipment)
10. how to provide resilient information and communications systems
11. how to identify aspects of business continuity planning which can be addressed by training
12. how to plan for provision of resources in the event of a business disruption or emergency
13. the information needs following a business disruption or emergency
14. how to identify critical and non-critical functions of the organisation
15. the organisation's structure, governance and business processes
16. the organisation's priorities for processes or service delivery
17. the methods of raising awareness of business continuity plans and arrangements
18. the importance of obtaining ownership of plans and arrangements at the appropriate level
19. the importance of developing a business continuity management culture within an organisation
20. how and why business continuity plans must be systematically reviewed

Skills

1. Analysing
2. Communicating
3. Consulting
4. Evaluating
5. Influencing
6. Leadership
7. Negotiating
8. Networking
9. Planning
10. Presenting Information
11. Prioritising
12. Problem solving
13. Reporting
14. Thinking Strategically

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Develop, maintain and evaluate business continuity plans and arrangements



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