



Divisions of General Practice

Information Management Maturity Framework
(IMMF)

Toolkit – Business Continuity Template



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Toolkit – Business Continuity Template

Purpose

The purpose of the Business Continuity Template is to assist Divisions to address the action tasks below.

Action Tasks	Capacity Gap	IMMF Element
Develop a business continuity plan addressing the needs of all the Division's programs and services.	Reactive to Defined	Compliance and Quality

This task should have been identified from the IMMF gap analysis and toolkit specification.

This tool provides a high level IM Business Continuity Planning (BCP) template that can be used to develop a Division's basic BCP. This will assist CEOs with their general organisational risk management and progression towards satisfying any BCP or risk management accreditation requirements.

A high level understanding of BCP is a pre-requisite for the use of this tool (refer Toolkit - Business Continuity Checklist).

Knowledge of the Business Continuity Template is a pre-requisite for using more advanced tools including:

- Division's Business Continuity Plan Scenarios
- Guidelines for IM Risk Management
- IM Guidelines for Risk Analysis

Explanatory Notes

BCP requires a Division to identify and understand what are its key business functions and what are the IM resources that are necessary to achieve those functions.

Within a Division, BCP can be described as the process of developing contingency plans and mechanisms to ensure timely information recovery, the restoration of essential records and business resumption in the event of information corruption or loss.

The BCP templates provide a high level logical structure and guide to the development of a Division's BCP.

Key documents - This tool was developed with reference to AS/NZS HB 292-2006 A Practitioners Guide to Business Continuity Management and AS/NZS 4360, Risk management.



Instructional Design

This tool consists of one part – BCP Template

Division CEOs should review the guidelines and consider the Division's requirements in relation to IM that will enable the organisation to maintain an acceptable level of business operation during periods of unplanned interruptions.

The BCP Template is not exhaustive, it is a simple tool that can be used to ensure that the basic BCP process has been initiated and that the Division management has considered what needs to be done to maintain essential business functions operating if an adverse event occurs. CEOs may find that some elements of the template are irrelevant to their Division, while other template elements may require further detail and research.

BCP is a management issue that requires senior management commitment and involvement; consequently the BCP Template should be discussed and completed with senior staff within a Division.

The completed template should form the basis of a Division's BCP.

BCP procedures and policies should be included in the Division's procedures manual and relevant position descriptions.

There is one prominent and several related Australian Standards relevant to BCP and risk management. In addition, there are several good online resources relating to BCP evolution, processes and case studies.

Summary of outcomes and resources

Workstreams	Outcomes	Resources
New processes or procedures to be adopted.	The BCP Template is completed and is used to develop the Division's IM BCP. The Division's Procedures Manual is updated with selected elements from the Template.	This tool is self administered by the CEO and senior program staff.



Part 1 – Business Continuity Template

General guidelines

Business Continuity Plans should describe how IM can be maintained at a level that will enable an organisation to function at an acceptable level during unplanned interruptions.

As an organisation's IM capability increases so does its reliance on IT and IM procedures and processes.

A critical step in the BCP process is to consider:-

1. Are there adequate procedures implemented to ensure that the backup information can be restored?
2. Can relevant people can access that information?
3. Is the integrity of the information maintained?

Testing and measuring the business continuity plan can provide the organisation with information regarding the effectiveness of controls and the suitability of its BCP.

BCP Template

The suggested BCP Template element is not exhaustive. The template is a simple tool that can be used to ensure that the basic BCP process has been initiated and the Division's management has considered what needs to be done to keep essential functions operating if an adverse event occurs.

CEOs may find that some of the templates are irrelevant to their Division, while other templates may require further detail and research.



Step 1 - Identify Critical Business Functions that are supported and enabled by IM and IT

The key consideration is to identify and understand what are the Division's key functions that rely on IM and IT.

Critical Function	Critical success factors	Functional interdependencies	Priority
Eg. Staff Payroll	Payroll must be lodged by the 10 th of each month	IT Functionality including software must be operational	High

Step 2 - Determine IM requirements that support and enable Critical Business Functions identified in Step 1.

Critical Function	Resource	Acceptable outage time
Eg continued – Payroll	Data	1 day

Step 3 – List current procedures and identify work to be done to satisfy resource requirements

Current procedures in relation to resources will indicate the preparedness or resilience of resources.

Resource (some examples)	Current procedures/comment	Work to be done to satisfy resource requirements
Data		
Data is backed up on a daily basis	A daily tape is stored off-site by a specialised organisation	Need to ensure that the data back-up tape can restore necessary data within 1 day (as detailed in step 2) - Check Access time for tape - Check Hardware will work - Ensure adequate maintenance policy exists and is implemented
IT infrastructure		
People (IT Key personnel)		



Step 4 - Identify and list key people responsible in relation to BCP

A key consideration is how to ensure that the information is kept current; a strong link with HR policies and procedures may be beneficial.

	Person – position (examples)	Mobile	Tel.	Responsibility
P1	John Smith - CEO	04xx xxx xxx	02 xxxx xxxx	Person who can declare a disaster, invoke the IT Disaster Recovery Plan and declare the disaster has ceased
P2	Fred Jones - Deputy	04xx xxx xxx	02 xxxx xxxx	Provide support and in the absence of the CEO make decisions regarding BCP
P3	Susan Brown - CIO	04xx xxx xxx	02 xxxx xxxx	Ensure BCP procedures and policies are implemented

Step 5 – Develop a Communication Plan for Stakeholders

This is a dynamic document that will need to be kept current and will change as the business and the environment in which it operates changes. A Division will need to determine what are the "trigger points" for each outage.

Name/Group to be notified (Employees, suppliers, stakeholders etc)	Responsible Person	Completed/Comments
Senior Management	P3	
Suppliers	P2	

References and further reading

- AS/NZS 4360:1999 Risk management
- HB 292-2006 A Practitioners Guide to Business Continuity Management
www.saiglobal.com
- Business Continuity Management – Keeping the Wheels in motion (Australian National Audit Office)
 ▪ www.anao.gov.au/uploads/documents/Business_Continuity_Management.pdf

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