

Effective BCM is built on 'seven Ps'

- **Programme** - proactively managing the process
- **People** - roles and responsibilities, awareness and education
- **Processes** - all organisational processes, including IT
- **Premises** - buildings and facilities
- **Providers** - supply chain, including outsourcing
- **Profile** - brand, image and reputation
- **Performance** - benchmarking, evaluation and audit

I arrived at the office at 8.15am to find most of the ground floor without electricity. Without the plan, I wouldn't have had a clue how to start investigating the problem or getting it resolved. We were up and running by 9.45am. Thanks for your help.

E-mail sent to the Emergency Planning Unit, August 2006

For more information on the process of BCM visit the BCI website (www.thebci.org/gpg.htm) and see the document entitled "Good Practice Guidelines 2005"



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What is Business
Continuity
Management
(BCM)

A brief
introduction



What is BCM

BCM is a management process that helps manage the risks to the smooth running of an organisation or delivery of a service, ensuring that the business can continue in the event of a disruption.

These risks could be from the external environment (e.g. power outages, severe weather) or from within an organisation (e.g. systems failure, loss of key staff).

BCM provides the strategic framework for improving an organisation's resilience to interruption. Its purpose is to facilitate the recovery of key business systems and processes within agreed time frames while maintaining the responder's critical functions and the delivery of its vital services.

BCM is an ongoing process to help organisations anticipate, prepare for, prevent, respond to and recover from disruptions, whatever their source and whatever aspect of the business they affect.

BCM is a generic management framework that is valid across the public, private and voluntary sectors. It is about maintaining the essential business functions of an organisation in an emergency.

BCM METHODOLOGY

The Business Continuity Institute has developed a five-stage process, which has become widely accepted, known as Publicly Available Specification - (PAS 56).

This model provides a generic framework that is applicable across the public, private and voluntary sectors.

Work is underway to integrate the methodology set out in PAS 56 into a British Standard.

This work is not expected to radically change the five-stage process set out in the guidance.

DELIVERING BCM ARRANGEMENTS

In order to be successful, BCM must be regarded as an integral part of a responder's normal management processes.

A key factor in achieving this is an acceptance by top-level management of the need to put in place effective BCM arrangements. Like any change management programme, the commitment of the top team is essential because it has:

- Overall control of resource allocation;
- Leverage across the organisations;
- Responsibility for taking decisions about attitudes to risk;
- Accountability for governance arrangements; and
- A strong influence on the culture of the organisation.