

# Major national health service provider seeks assistance to update Business Continuity Programme

ITBC was engaged by a major national health service provider to assist in the review of its Business Continuity Programme.

## Objective

Successfully navigating recent events such as South Australia's Power Outage (Sept 2016) and Cyclone Debbie (March 2017) meant that the organisation was highly aware of the need for robust business continuity plans.

In 2017, they were updating their Business Continuity Programme which included updates to policy and framework, updating of Business Impact Analysis and exercising of Business Continuity Plans.

## Problem

- Availability of internal resources in short timeframe to develop and complete a Business Continuity exercising strategy that gave the most critical plans the most rigorous exercising.
- Ensuring that all plans regardless of how critical had a base level of review and robustness to satisfy key internal and external stakeholders.

## Solution

- Review of plans by functional area and criticality to blood supply.
- Exercise strategy & schedule created ensuring risk based thinking to develop and exercise most critical plans having most robust exercise regime.
- Desktop walkthrough of all critical and business essential plans with stakeholders.
- Desktop scenario exercise for critical plans with stakeholders.
- Self-facilitated guide produced for and managed desktop walkthroughs of less critical but important "business supporting" plans.
- Updated all plans including developing a "BCP on a page" for clearly showing key flow of each plan.

# “With ITBC’s assistance we have better plans, wider acceptance and understanding of Business Continuity throughout the organisation”.

## Benefits

- **Uplifted Business Continuity capabilities throughout the organisation**

The plan walkthroughs and desktop scenarios allowed the participants from front line staff through to senior management to increase their understanding of business continuity, its application within and its importance to the organisation.

- **Wider acceptance of Business Continuity Plans**

The opportunity of stakeholders to influence the contents of the plan during the exercises reinforced ownership and acceptance of each plan.

- **Consistent content/format across Business Continuity Plans**

The enhanced plans have a consistent content and format across the organisation, promoting ease of usability during an incident.

- **Business Impact Analysis Review**

As exercise participants understanding of business continuity increased, stakeholders

realised there was some misalignment of core activity business impacts and ratings within the BIA due to changes in the business processes or misunderstanding of BIA process in original workshops; driving a “mini” review/update of BIA data

- **Enhanced BC and Crisis management capabilities**

The deployment of an external BC consultant provided “value add” by undertaking intense exercising over a short timeframe; freeing the organisation’s staff to focus energy on enhancing crisis management processes. BC enhancements in other areas were also realised as different capabilities and perspectives were brought to the BC programme.

- **The organisation is better prepared to manage an incident.**

The Board and Executive have greater confidence that the organisation is better prepared than ever to manage incidents that may impact the ability of the business to operate and supply critical services.