

ISO 22301 Toolkit – Business Continuity Management System

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Introduction

A Business Continuity Management System (BCMS) based on ISO 22301, the international standard for business continuity, has been implemented by Organization Name to ensure the quality of its products and services and help their customers to be satisfied.

In this document, we are going to describe the business operation, external and internal factors that affect it, and briefly describe the organization's direction. Defining its scope and setting high-level objectives will allow the BCMS to be well defined.

Organizational Context

The following sections outline the organizational structure of Organization Name. The business environment and markets in which it operates are constantly changing. Any significant changes will be incorporated into this document annually. As a result of these changes the BCMS will also be updated.

Activities

Organization Name is constantly developing and introducing new products and services to its target markets to stimulate business growth.

Describe:

- How does the organization work?
- When was it established?
- Which companies are part of its group, if any?
- In what sector does it mainly operate?
- Who are its primary clients?
- Where does the company operate?
- How much does it turn over annually?

Objectives and Policies

Having a BCMS ensures that Organization Name consistently provides customer-friendly, satisfying services while achieving business objectives. In order to establish a clear relationship between the business objectives and the BCMS for the current financial year, this section outlines the major business objectives and policies.

Risk Management

Risk Management Strategy

In order to manage risk and opportunity at the highest level, Organization Name is committed to adopting broadly the principles of the ISO 31000 standard (Risk management - principles and guidelines) so that:

- Creates value and protects it
- All organizational processes incorporate it
- Contributes to decision-making

- Uncertainty explicitly addressed
- An organized, structured and timely manner
- Information based on best available sources
- Customized
- Human and cultural aspects are considered
- Integral and transparent
- Change-oriented, dynamic, and iterative
- The organization's performance is continually improved

Understanding the Requirements of Interested Parties

The interested parties and requirements for the BCMS are identified in this section of the document. In addition, it summarizes the relevant legal and regulatory requirements the organisation must comply with.

Interested parties are generally defined as "persons or organizations who are affected, affected or perceive themselves to be affected by a decision or action".

Purpose and Scope of the BCMS

Purpose

The BCMS is intended to:

1. Establish business continuity management policy and objectives based on understanding the organization's needs
2. The BCMS must be reviewed and monitored for effectiveness
3. Based on objective metrics, continuously improve the organization's business continuity

Scope of the BCMS

As part of the certification process for Organization Name, the BCMS boundaries are defined as follows:

The Organization Name Service Catalogue contains information about the products and services related activities, as well as a list of business units/stakeholders. It is intended that the scope of Organization Name's BCMS reflect the internal and external factors mentioned in sections 4.2 and 4.3 and the requirements mentioned in section 5 of this document. Additionally, it contains information about the needs of the organization's stakeholders and the applicable legal and regulatory requirements.

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It is necessary for employees as well as other interested parties in the delivery of critical business processes to possess the required competences. When there aren't enough skilled workers, resourcing issues may arise, legal compliance is compromised and business risk is increased, for example if inadequate preparation is not done.

It is important for Organization Name to focus on providing employees with training so that they can meet the business' needs and fulfill their duties. It is necessary for every department such as production to develop and maintain specific skills within the team, especially since these can rapidly change as technology develops, for example with new software releases or as new systems and controls are introduced.

As part of the business continuity management system (BCMS), the following documents should be reviewed to provide further context, scope, objectives, resourcing, and role, responsibilities, and authorities.

Competence Development Procedure

1.1 Assess Competence Requirements by Role

It is specified in the document BCMS Roles, Responsibilities and Authorities, that specific individuals within the organization are assigned specific roles and duties in order to manage and improve the BCMS. Most of the time, and allocated role is part of a larger, more general role that the individual fulfils, i.e. the individual's time is not exclusively dedicated to business continuity management system.

Assess Existing Competence Levels

A questionnaire approach is utilized to examine the current competency levels of individuals who are to fill specified roles. The persons who will fill each role are initially identified. The documented Business Continuity Management Plan, which outlines the resources required to meet objectives and manage and enhance the BCMS, contains information about BCMS resources.

Establish Competence Development Actions

Some alternatives may be considered in recommending development actions:

- Staff with a higher level of expertise, such as mentors, conducts informal training
- Formal training can be obtained through online or in-person courses
- A recruitment of additional staff with the relevant competence(s) is needed
- Utilization of third-party resources ad-hoc, such as consultants or contractors
- Utilization of third-party resources through an agreed-upon support contract that ensures access to the requisite degree of expertise

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1 Introduction

In order to meet its obligations to customers and other stakeholders, Organization Name has established effective plans to deliver business continuity in key business functions.

As part of this commitment, the organization has implemented a Business Continuity Management System (BCMS) that meets the standards of the ISO 22301 international standard for business continuity management systems and will pursue certification to this level in the near future.

According to the standard, our business continuity targets must be compatible with our policies, measurable where possible, properly communicated within the company (and outside where necessary), and updated as part of the BCMS management review process.

During the financial year 20xx-xx, the organization will set business continuity objectives and implement plans, including:

- Who will be responsible
- What will be done
- What resources will be required
- When it will be completed
- How the results will be evaluated

2 Business Continuity Objectives

A system of monitoring and measurement, which records progress against targets, is crucial to evaluating whether or not the BCMS is working as intended.

The BCMS document describes high-level business continuity objectives. The Business Continuity Policy, which is also an important component of the BCMS, defines the BCMS Context, Requirements, and Scope, as well as the overarching framework for determining lower-level objectives.

The document Process for Monitoring, Measurement, Analysis, and Evaluation outlines methods for determining the extent to which objectives are met.

3 Plan to Achieve Objectives

To fulfill our goals, we must have a well-defined plan that is appropriately resourced and has the full backing of top management. The success of this plan will decide whether Organization Name delivers products and services to the business continuity standards demanded by our customers and other stakeholders.

4 Resources to Manage and Improve the BCMS

In addition to the resources needed to accomplish the objectives outlined in this paper, the following resources will be needed on an on-going basis to administer and enhance the BCMS.

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1 Purpose

A project's lifecycle includes the planning, implementation, and evaluation stages regarding all software configurable items. This document provides guidelines for Software Configuration Management activities to ensure the integrity of all software configurable items throughout the lifecycle.

2 Scope

This procedure includes the following activities:

- Finding and classifying software configurable items;
- Manage changes and revisions to configurable items in a systematic manner;
- Keeping track of the status of all configurable items and establishing control over them.

3 Responsibility

As part of the project execution and delivery process, the Software Head/Programmer is responsible for overall Configuration Management. It must be approved and audited any modification(s) made to the SCI (Software Configuration Item). It is their responsibility to ensure that this procedure is followed.

4 Tasks Descriptions

4.1 Configuration Identification

This procedure generally identifies configurable items in accordance with the information given in the items list below. Project managers are responsible for identifying and documenting any specific changes for any given project.

4.2 Configuration Control

Whenever changes are made, they are saved in the most recent folder, and the configuration is managed properly. If a customer requests proper version control after delivery, it is handled on a case-by-case basis by the director.

4.3 Change Request

Identify Need for Change

- Problems – are fixes to CM controlled products (e.g., Discrepancy reports, corrective action reports)
- Enhancements – are improvements to CM controlled products.

4.4 Configuration Status Accounting

Our accounting process involves keeping the latest version of the software in its location and by filename, as well as maintaining proper accounting with Source Safe.

MANAGEMENT REVIEW MEETING AGENDA			
Meeting Title:		Meeting Date:	
Department / Function:		Meeting Time:	
Meeting Room Name:		Location:	
Attendees		1.	
		2.	
		3.	
		4.	
		5.	
PURPOSE: To review the business continuity management system to ensure its continuing suitability, adequacy and effectiveness.			
S. No	Discussion	By Whom	Time Allocated
1	Follow-up actions from previous management reviews		
2	Changes in external and internal issues relevant to the BCMS		
3	BCMS performance		
4	Review of business impact analysis and risk assessment		
5	Opportunities for improvement		
Prepared By:		Reviewed By:	Approved By:
BCMS Manager		BCMS Head	BCMS Head