

Crisis Management and Business Continuity

Tech Managers' Forum

Agenda

Ref	Item
1.	Overview of crisis management and the College plan
2.	Business continuity planning lifecycle
3.	Resources available to help you
4.	Any questions

What is a crisis?

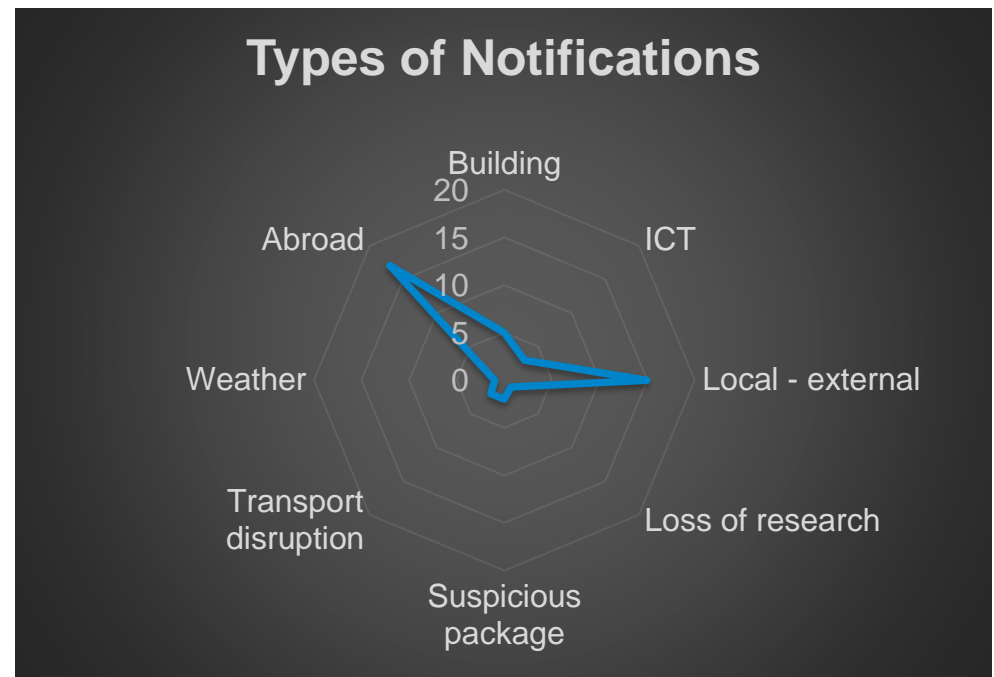
Crisis

- Abnormal and unstable situation.
- Threatens:
 - People
 - reputation
 - strategic objectives
 - viability of the College



Stats

- 63 notifications since Nov17. 30 notifications in 2019
- Some will require:
 - Investigation
 - Standby
 - Partial invocation
 - Full invocation



Triggers for invocation

- Communications
 - Core College Major Events
 - Data Protection
 - Estates & Facilities
 - ICT
 - Legal & Financial
 - Safety
 - Security
 - Staff and Students
 - Travel
 - External
-

Crisis Management Plan

Imperial College London | SharePoint | Search this site

CM Crisis_Management Private group | Not following | Next steps

Home | + New | Page details | Published 8/21/2018

Crisis Management

A crisis is an abnormal and unstable situation that is threatening, or could threaten, to harm people, reputation, the delivery of strategic objectives or the viability of Imperial College London. When an agreed escalation trigger is reached, the Incident Management Group will convene and the President's Executive Group (PEG) informed.

1. Immediate Response

This information is used for liaising the Incident Management Group, informing PEG and managing the incident.

- Contacts: LIAISING INCIDENT MANAGEMENT TEAMS →
- Agenda
- Situation Updates & Log
- Meeting Room Conference

Microsoft Teams: Communicate with your colleagues in real time by creating a Team for your Office 365 Group. Create a Team

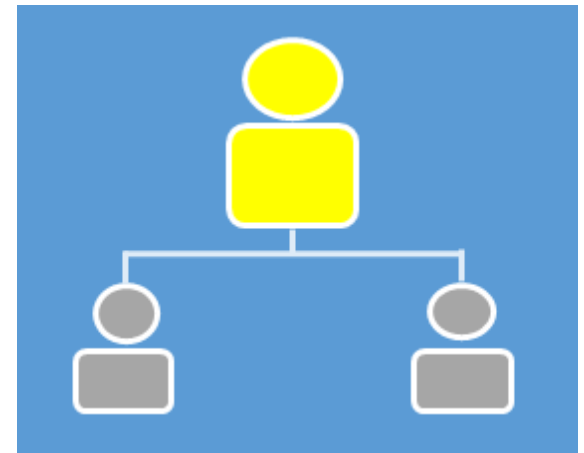
Mobile View: imperiallondon.sharepoint.com | Crisis_Management Private group | Published 8/21/2018 | Edit

Incident Management Award - sponsored by Clearview
Highly commended: Imperial College London

Teams

President's Executive Group (PEG) Plus

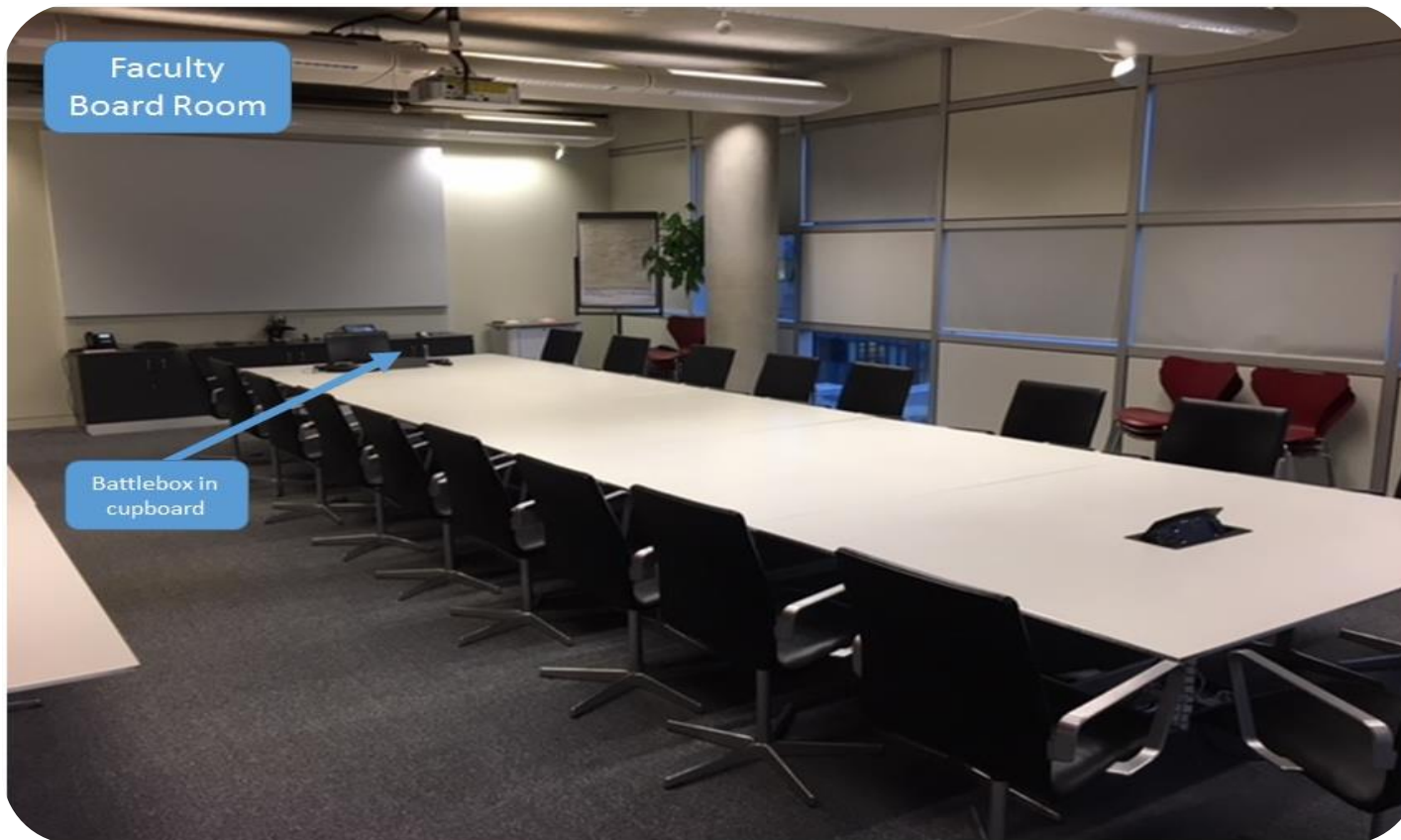
- Determine strategic aim to provide direction to IMG.
- Agree media strategy and communications.
- Oversee the response of IMG.
- Consider longer term impact on the College strategic objectives.



Incident Management Group (IMG)

- Propose IMG objectives to PEG.
- Identify actions required to deliver objectives and assign responsibility.
- Track the status of actions taken.
- Provide regular situation updates to PEG.

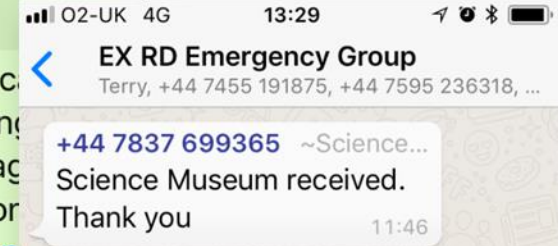
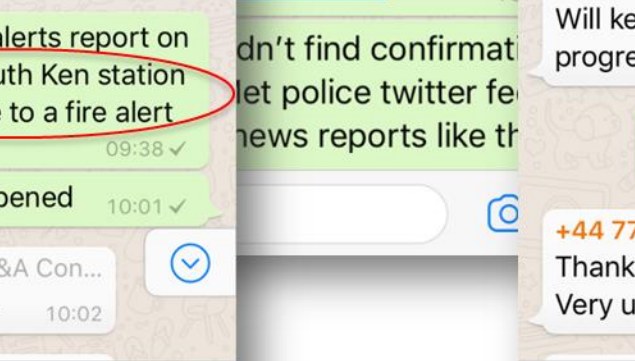
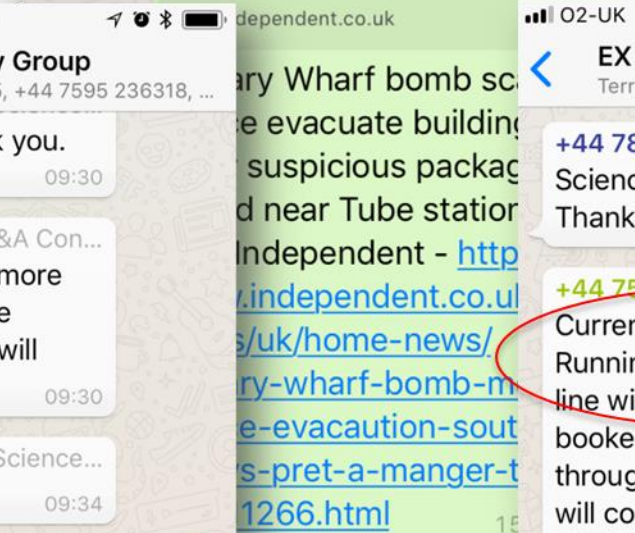
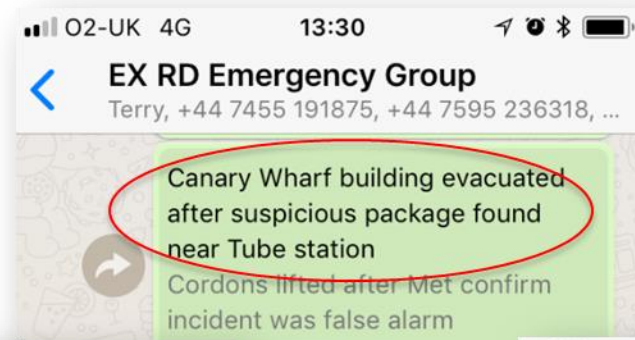
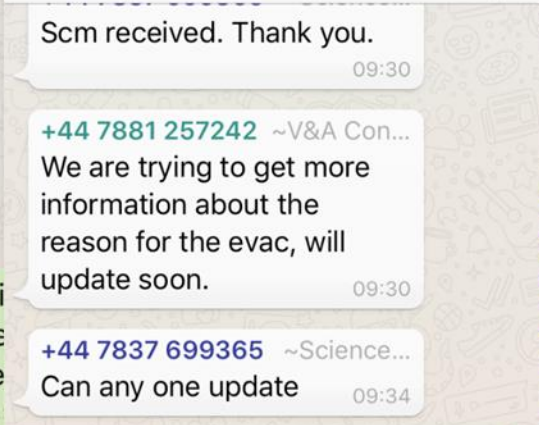
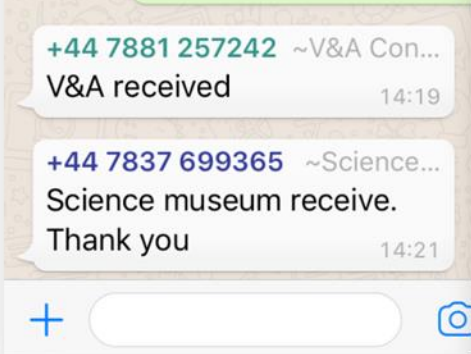
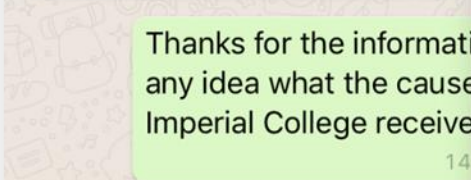
Liaising crisis management teams



Imperial College London

Business Continuity

21 October 2019



What is business continuity?

Understanding...



Services, activities and resources



Building

Staff

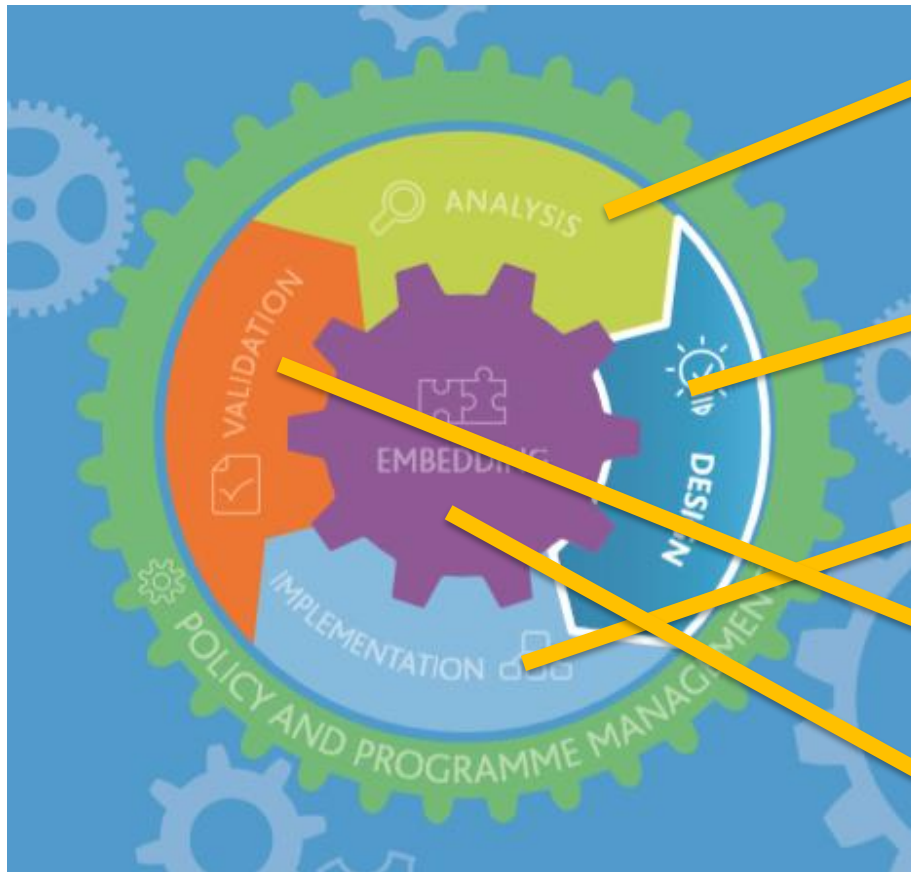
IT

Phones

Specialist equipment

Suppliers

Planning lifecycle



1. Understand how you deliver your services and prioritise by time
2. Risk assess resources that support time critical services to evaluate risk of disruption
3. Discuss & agree an appropriate business continuity solution for resources that have an unacceptable risk
4. Create a document that includes all the information needed to implement the solution
5. Test or exercise the solution to make sure it works
6. Make sure people know there is a solution in place!

Activity business impact analysis template

2019 Activity Business Impact Analysis Template - Excel

File Home Insert Page Layout Formulas Data Review View Developer Tell me what you want to do... Lee, Alastair J Share

A6

1 Faculty/Support Services: Completed by:

2 Department: Date last reviewed: xx/xx/xx

Ref	Name of Service	What activities are involved in order to deliver the Service	Working patterns for delivering the activities & peak times <i>e.g. Mon-Fri 9am-5pm</i>	Who are the Internal College stakeholders	Who are the External College stakeholders	Impact		What resources do you use to deliver the Activity						
						What is the Maximum time the Activity can be disrupted before it significantly impacts the service	Brief description of the impact if the activity is disrupted greater than the Max time	Name of campus / buildings	Staff roles required to deliver activity	Name of IT application(s)	Desk phones / work mobiles	Specialist Equipment Unique equipment / equipment not easily and/or quickly sourced	Partners & suppliers	
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Key

Service	Beneficial outcomes provided by the faculty and/or department to its recipients and interested
Activity	One or more tasks undertaken by a faculty that produces or supports the delivery of one or more

Services & Activities

Ready 73%

Outcomes

1. Prioritised list of activities that deliver the service(s)
2. Identification of internal and external activity dependencies
3. Understanding of the resources needed to action the activities (building, ICT, staff, suppliers etc.)
4. The maximum time the activity can be disrupted



Business Continuity Plan

Confidential

[NAME OF DEPARTMENT]
Business Continuity Plan

This plan is reviewed:

- Once annually;
- Immediately after any major changes to the department or services provided;
- After all tests and exercises;
- After all major incidents, once resolved.

Owner	
Version	
Date last reviewed	
File location	

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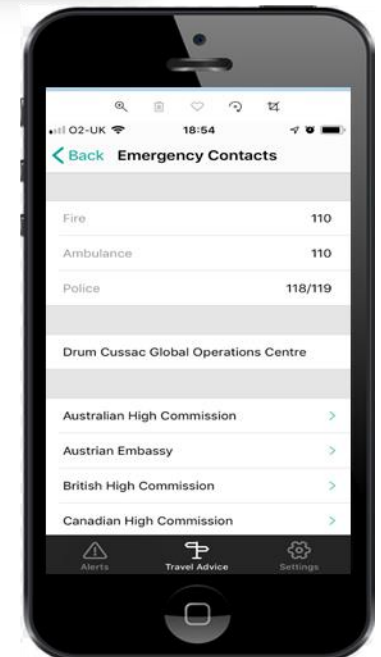
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Resources available to help you

Travel



ACT Awareness

Organisational and Staff Development

About us ▾ All Our Courses ▾ Development options ▾ Learning and Development Centre ▾ **Safety training ▾** Postdoc and Fellows Development Centre ▾ Equality Training

Home / Administration and support services / Organisational and Staff Development / Safety training / Safety Courses / Action Counters Terrorism (ACT) Awareness e-learning course

Action Counters Terrorism (ACT) Awareness e-learning course

Safety training

- Safety Courses ▾
- Testimonials
- Action Counters Terrorism (ACT) Awareness e-learning course**
- Asbestos e-Learning course
- Asbestos Awareness
- Asbestos for Maintenance and Contractors
- Biosafety Practitioner (Level 1)
- Carriage of Infectious Substances by Air
- Centrifugation for Lab Managers Supervisors and Users
- CIEH Foundation Certificate in Occupational Health and Safety
- CIEH Intermediate Certificate in Occupational Health and Safety
- Computer Health Assessor Training (formerly known as Computer Health and Safety - DSE Assessors' Training)
- Fire Safety and Awareness Training e-Learning course
- Fire Prevention and Fire Safety at Work

Overview

This e-Learning module is a 45-minute course offered by the National Counter Terrorism Security Office (NaCTSO) to provide UK organisations with nationally recognised counter terrorism guidance. Action Counters Terrorism (ACT) Awareness.

The module is interactive, includes videos (so please wear headphones) and has personal stories from people who have applied government guidance such as *run, hide, tell*.

At the end of the course you will also be able to print a certificate of completion.

Who should attend

This course is available to all staff and students and is particularly useful for those who wish to understand more about how to identify suspicious behaviour and how to stay safe in the event of an attack.

Objectives

- Better understand current terrorist methods.
- Learn how to identify suspicious behaviour and suspicious items.
- Gain a deeper understanding of how to apply the run, hide, tell police advice.

Information and Booking

No enrolment necessary, just start the e-Learning course by clicking on the button below.

Once you have completed the course, please fill in the form below, in order to record this course in your training history.

Start course now >

Register completion (Qualtrics form) >

Browser issues?

This course was tested on all 3 main internet browsers (Chrome, FireFox, ...)

<https://www.imperial.ac.uk/staff-development/safety-training/safety-courses-/act/>

Business Continuity

The screenshot displays the SharePoint interface for the Business Continuity Training site. The top navigation bar includes the Imperial College London logo, the SharePoint icon, and a search bar. The main header area features the 'BC' logo, the site title 'Business Continuity Training', and navigation links for Home, Documents, Pages, Site contents, and Edit. A 'Not following' status and a 'Share site' link are also visible. Below the header, there are options for '+ New' and 'Page details', along with a 'Published 7/22/2019' date and an 'Edit' button.

The main content area is a grid of four featured images:

- What is Business Continuity?**: A man in a blue shirt stands at a whiteboard in a meeting room, addressing a group of people seated around a table. A 'LEARN MORE →' link is at the bottom left.
- Activity Business Impact Analysis**: A close-up of a person's hands in a blue shirt carefully placing white dominoes on a dark wooden surface.
- Operational Risk**: A stack of red dominoes with the letters 'R', 'I', 'S', 'K' on them, balanced precariously on a rope.
- Business Continuity Plan**: A person's hands are shown using a smartphone while a laptop with a 'BUSINESS CONTINUITY PLAN' sign is open in the foreground.
- Tests & Exercises**: A group of people are gathered around a table in a meeting room, engaged in a discussion or exercise.

At the bottom of the page, a green banner reads: **Welcome to the College Business Continuity Planning eLearning website!**

Templates

- Business Impact Analysis
- Empirical – risk assessment
- Business Continuity Plan

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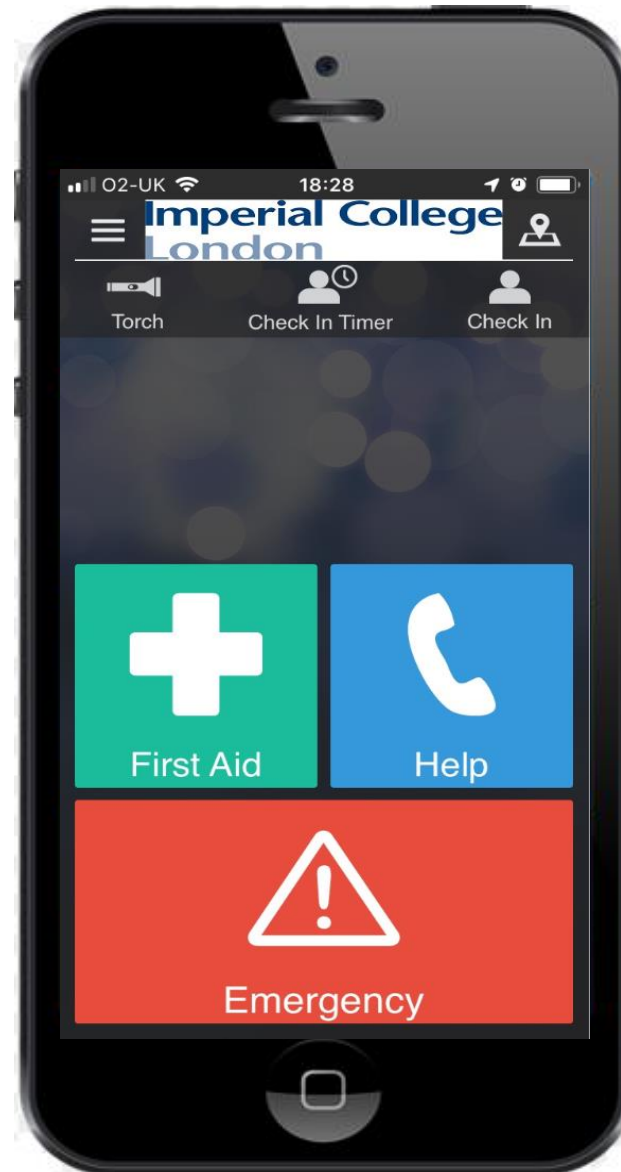
Exercises



1. Team away days
2. To validate an existing plan
3. To build a new plan

Imperial College
London

SafeZone



Any questions?
