

UHI | SHETLAND

RISK REGISTER 14

BUSINESS CONTINUITY PLAN (LOCAL)

2023-24



RISK REGISTER 14

A Business Continuity Plan (BCP) is a document that outlines how a business will continue to operate during an unplanned disruption in service.


BUSINESS CONTINUITY

A BCP is having a plan to deal with major disruption like cyber-attacks, floods, fires, and other disruptive occurrences.

PLAN

The plan outlines process and instructions that the organisation should follow in the face of a disaster.

2023-24



CAUSES OF A DISRUPTION TO NORMAL BUSINESS

- Cyber attack
- Fire
- Flood
- Loss of key personnel
- Terrorist attack
- Pandemic / local outbreak (norovirus)

ACTIONS ALREADY IN PLACE TO

MINIMISE RISK

- + BCP in place, regularly reviewed at Operations and Estates
- + List of Business Critical ICT services in place, and BCP in place at UHI level for these
- + Risk Register 12 and actions to support the cyber-security of UHI Shetland
- + BCP SharePoint available to all staff named in the BCP.
- + Since UHI cyber-attack, documents now stored on SharePoint and on Cloud.

ACTION 1 TO MINIMISE RISK

- + **Identification of all Business Critical Functions**
- + ICT Business Critical Functions have already been identified.
- + Any further critical functions to be identified, and plan to be put in place for that function.
- + Action Owner – Operations and Estates, GM, MN, AS

ACTION 2 TO MINIMISE RISK

- + **Ensure BCP is up to date with correct staff, and that each staff member named has a clear detailed account of their responsibilities during a period of BCP**
- + Frequent checks of BCP for accuracy
- + Hard copy to be stored in both sites and at home of GM and AS
- + Details to be added to BCP Roles for clarity on what each person is expected to do in an emergency situation
- + Action Owner – GM, AS, MN, Operation and Estates

ACTION 3 TO MINIMISE RISK

- + **Gold/Silver/Bronze command structure to be designed and implemented:**
 - ★ 'GSB' command structure is used heavily by the emergency services.
 - ★ Designed to establish a clear hierarchical framework and operational clarity for the command of incidents or disasters.
 - ★ Gold: Overall control of the organisation's resources at the incident. Not normally on site, and would formulate the strategy for dealing with the incident.
 - ★ Silver: Coordinates individual strategies / operationally – 'tactical lead'
 - ★ Bronze: Operational level – working at the scene/taking responsibility for different locations if needed.

- + Action Owner – GM, AS

ACTION 4 TO MINIMISE RISK

+ Testing schedule to be implemented

★ Action the Audit recommendation that SUHI develops a testing plan/schedule for business continuity which should be reviewed regularly to ensure a strategic approach to testing is developed and implemented. This plan should ensure that varying categories of events are scheduled to be tested on a regular basis, based upon the likelihood and overall risk. Findings and outcomes should be formally documented, with lessons learned also documented.

★ Action Owner – Estates and Operations, GM, AS

ACTION 5 TO MINIMISE RISK

- + **Business Continuity Training**
 - ★ For relevant staff
 - ★ Refresher training implemented thereafter

- + Action Owner – Estates and Operations, GM, AS

RESIDUAL RISK PRE-ACTION: 16

RESIDUAL RISK POST-ACTION: 9

Key

RISK MAP (for Gross risk & residual risk)		TIMESCALE 3 YEARS				
IMPACT						
5 - Catastrophic	5	10	15	20	25	
4 - Major	4	8	12	16	20	
3 - Significant	3	6	9	12	15	
2 - Minor	2	4	6	8	10	
1 - Insignificant	1	2	3	4	5	
	1 - Very Rare	2 - Unlikely	3 - Possible	4 - Likely	5 - Almost Certain	
	LIKELIHOOD					

An aerial photograph of a beach. The top half of the image shows clear, turquoise water with some darker patches of seaweed or rocks. The middle section features white, foamy waves washing onto a sandy beach. The bottom half is a close-up of the light-colored sand, showing some small dark spots and footprints.

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THANKS