[Organization logo]

[Organization name]

BUSINESS CONTINUITY PLAN

Code:	
Version:	
Date of version:	
Created by:	
Approved by:	
Confidentiality level:	

Commented [27A1]: To learn how to fill out this document, and to see real-life examples of what you need to write, watch this video tutorial: "How to Write a Business Continuity Plan According to ISO 22301".

To access the tutorial: In your Inbox, find the email that you received at the moment of purchase. There, you will see a link and a password that will enable you to access the video tutorial.

Commented [27A2]: All fields in this document marked by square brackets [ ] must be filled in.

Commented [27A3]: Learn more in this article:

Business continuity plan: How to structure it according to ISO 22301 http://advisera.com/27001academy/knowledgebase/business-continuity-plan-how-to-structure-it-according-to-iso-22301/

Commented [27A4]: The document coding system should be in line with the organization's existing system for document coding; in case such a system is not in place, this line may be deleted.

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Change history

Date	Version	Created by	Description of change
	0.1	27001Academy	Basic document outline

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1. Purpose, scope and users

The purpose of the Business Continuity Plan is to define precisely how [organization name] will manage incidents in the case of a disaster or other disruptive incident, and how it will recover its activities within set deadlines. The objective of this plan is to keep the damage of a disruptive incident at an acceptable level.

Commented [27A5]: Please insert the name of your company.

This plan is applied to all critical activities inside the scope of the Information Security Management System (ISMS) [Business Continuity Management System (BCMS)].

Commented [27A6]: This is to be inserted instead of the ISMS in case the project involves only the BCMS.

Users of this document are all staff members, both inside and outside the organization, who have a role in business continuity.

2. Reference documents

- ISO 22301 standard, clause 8.4
- ISO/IEC 27001 standard, clause A.17.1.2
- List of statutory, regulatory, contractual and other requirements
- Business Continuity Policy
- Business Impact Analysis questionnaires
- Business Continuity Strategy

3. Business Continuity Plan

3.1. Plan content

The Business Continuity Plan consists of these major parts:

- [illegible]
- [illegible]
- Disaster Recovery Plan – a plan that defines solutions for the recovery of IT infrastructure [illegible]
- [illegible] each activity

Each of these plans defines its activation procedure.

3.2. Assumptions

[illegible]

Commented [27A7]: [illegible]

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3.3. Appointments and authorities

Crisis Management Team		
[illegible]	[illegible]	[illegible]
CEO	Business Continuity Manager	Activates/deactivates Business Continuity Plan Authorizes purchase above USD 5000
Business Continuity Manager	IT Manager	Coordinates IT tasks from Business Continuity Plan
Crisis Management Support Team		
[illegible]	[illegible]	[illegible]
CEO assistant	Courier	Provide the Crisis management team with administrative support
Courier	CEO assistant	Deliver messages and materials if other services are not working

The purpose of the Crisis Management Team is to make all key decisions and coordinate actions during the disruptive incident. The purpose of the Crisis Management Support Team is to relieve the Crisis Management Team from administrative and other operational activities, in order to focus on managing the disruptive incident. Members of the Crisis Management Support Team are directly responsible to the Crisis Management Team.

Recovery managers for individual activities are appointed in the recovery plans for the said activities.

Authorizations for action during disruptive incident are the following:

Type of decision	*Who is authorized*
How small incidents related to IT and communications technology are resolved	Employees in [name of organizational unit]
How all other small incidents are resolved	Employees in [name of organizational unit]
Making a decision about invoking recovery plans	Crisis Manager
Making a decision about the selection of alternative site (out of area or remote alternative site)	Crisis Manager
Informing employees about the invocation of recovery plans	Crisis Manager, if he/she is unable to do it, then recovery manager for individual activity
Implementing all tasks necessary for the recovery of individual activities	Recovery Manager for individual activity
Content of the communication for different interested parties	Crisis Manager
Selecting information to be provided to the public media during disruptive incident	[illegible]

Commented [27k8]: To learn more about this topic, read this article:

Beyond the BCM Manager: Additional roles to consider during the disruptive incident https://advisera.com/27001academy/blog/2016/12/05/beyond-the-bcm-manager-additional-roles-to-consider-during-the-disruptive-incident/

Commented [27A9]: List all names.

Commented [27A10]: [illegible]

Commented [11]: These are just examples please change this information according to your company practice.

Commented [12]: These are just examples please change this information according to your company practice.

Commented [27A13]: E.g. IT department

Commented [27A14]: E.g. Operational department

Commented [27A15]: E.g. Public Relations Officer

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Purchases during disruptive incident - over [amount]	[job title]
Purchases during disruptive incident - up to [amount]	[job title]

Commented [27A16]: E.g. CEO

Commented [27A17]: E.g. Procurement manager

3.4. Plan activation; plan deactivation

Commented [27k18]: To learn more about this topic, read this article:

Activation procedures for business continuity plan
https://advisera.com/27001academy/blog/2011/09/26/activation-procedures-for-business-continuity-plan/

[redacted] been contained or eradicated.

Disaster Recovery Plan and recovery plans for particular activities are activated exclusively by the [redacted].

Disaster Recovery Plan and recovery plans may be deactivated by recovery managers for individual [redacted] activities.

3.5. Communication

Commented [27k19]: To learn more about this topic, read this article:

Enabling communication during disruptive incidents according to ISO 22301
https://advisera.com/27001academy/blog/2016/12/19/enabling-communication-during-disruptive-incidents-according-to-iso-22301/

[redacted] from the list is to be used first; in case it is not available, the next one is used):

1. [list all means of communication as provided in the Strategy]
2.

Commented [27A20]: E.g. mobile phones, telephones, E-mail, [redacted]

[redacted] in the Crisis Management Team is responsible for coordinating communication with all [redacted].

Commented [27A21]: E.g. Business Continuity Manager, Security Manager, Information Security Manager, etc.

[redacted] specified in the Incident Response Plan.

3.6. Sites and transportation

[Job title] is responsible for ensuring access to each provided alternative site. Appendix 3 – List of [redacted].

Commented [27A22]: E.g. Facilities officer

[redacted]

3.7. Order of recovery for activities

Activities must be recovered in the following order:

No.	*Name of activity*	*Recovery time objective*

Commented [27A23]: Fill in this table by copying the information from the Business Continuity Strategy.

Typically, IT department will have the shortest recovery time objective.

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1	IT Department	4 hours
2	Financial department	24 hours
3	Production department	3 days

Commented [24]: These are just examples. Please change this information according to your company practice.

3.8. Interdependencies and interactions

[redacted] for activities.

3.9. Required resources

Resources that are required for the recovery of the activities are listed in their recovery plans; the [redacted]

[redacted] Team, is equipped as follows:

Commented [27A25]: Copy from Business Continuity Strategy.

Name of resource	***Description***	[redacted]	[redacted]	[redacted]
[redacted]				
[redacted]				
[redacted]			immediately	
Data in paper form:				
[redacted]			immediately	

Commented [27A26]: [redacted]

Commented [27A27]: [redacted]

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IT and communication equipment				
Workstations			within 2 hours	
Telephone			immediately	
Mobile phones			immediately	
Communication channels				
Telephone land lines			immediately	
Internet access			within 2 hours	
Other equipment				
TV set			immediately	
Radio			immediately	
Facilities and infrastructure				
Computer network			within 2 hours	
Furniture			immediately	
Internal services				
Electricity			immediately	

4. Restoring and resuming business activities from temporary measures

The purpose of restoration and resuming the business activities from temporary measures is to bring the business operations back to business as usual – to the normal state as it was prior to the disruptive incident.

The steps described in this section are not time critical – they are to be performed in proportion with the impact of the disruptive incident and in accordance with available resources. The decision to activate each of the following steps is made by the Crisis Manager.

The following steps need to be performed, in this order:

1. Preservation of the damaged assets and evaluation of damage
2. Assessment of the situation and determining options and responsibilities
3. Developing an action plan – determining the steps needed to return activities to normal state

4.1. Preservation of damaged assets and evaluation of damage

[Job title] will nominate the team for preserving the damaged assets – the focus of this team is to prevent the damage from spreading.

Commented [27A28]: E.g. Business Continuity Manager, Security Manager, Information Security Manager, etc.

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[redacted] will nominate the team for evaluation of damage. The evaluation must consist of the following: name of the asset, location of the asset, type of damage, and cost of damage.

Commented [27A29]: E.g. Business Continuity Manager, Security Manager, Information Security Manager, etc.

Commented [27A30]: [redacted]

4.2. Assessment of the situation & determining options and responsibilities

Depending on the extent of the damage, the Crisis Manager needs to decide the following: (1) [redacted] whether there are enough human resources to support normal operations, etc.

Based on these decisions the Crisis Manager must nominate responsible persons for the following:

a) [redacted]
b) [redacted]
c) [redacted]
d) [redacted]
e) Repairing the equipment
f) [redacted]
g) [redacted]
h) [redacted]

4.3. Developing action plans

Each responsible person must develop an action plan for his/her area of responsibility, which will – [redacted] perform the review of the steps once they are completed.

5. Validity and document management

This document is valid as of [date]

This document is stored in the following way:

- [redacted]
- [redacted]

Commented [27A31]: It is usually stored at all alternative sites for activities; the need for storage at suppliers / outsourcing partners must also be assessed.

Commented [27A32]: Store the document to enable access only to authorised persons; assess whether persons outside the organization must have access.

The owner of this document is [job title], who must check and if necessary update the document at least once a year.

Commented [27A33]: This is only a recommendation; adjust frequency as appropriate.

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When evaluating the effectiveness and adequacy of this document, the following criteria need to be considered:

- [illegible]
- [illegible]
- [illegible]

6. Appendices

- Appendix 1 – Incident Response Plan
- Appendix 2 – Incident Log
- Appendix 3 – List of Business Continuity Sites
- Appendix 4 – Transportation Plan
- Appendix 5 – Key Contacts
- Appendix 6 – Disaster Recovery Plan
- Appendix [number] – Activity Recovery Plan for [name of activity]

Commented [27A34]: List separately for each activity.

[job title]

[name]

_____

[signature]

Commented [27A35]: Only necessary if the Procedure for Document and Record Control prescribes that paper documents must be signed.

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