An aerial photograph of a university campus, heavily tinted with a dark blue color. The image shows various buildings, courtyards, and green spaces. The text is overlaid on this background.

Emergencies and Business Continuity E-Learning

An introduction to resilience

US

UNIVERSITY
OF SUSSEX

Do you know what to do during an incident?



Introduction

This e-learning module will provide you with information on how you and your colleagues can be prepared for emergencies and disruptive incidents.

Thank you for taking the time to view this information, it should take you no more than 10 minutes to complete the module.

Please let us know if you feel we can improve the content

Contact us: incidents@sussex.ac.uk



What is Business Continuity?

Business continuity is concerned with ensuring that the University, or parts of the University can continue to function and provide a service when it has been affected by emergencies or other business interruptions.

“Chance favours only the prepared mind”

Louis Pasteur 1854



Definitions

Emergency - 'a situation which threatens life, property or the environment'

Business Continuity - 'delivering services to pre-defined levels when faced with disruption'

Resilience - 'the ability to cope with difficulties'

Major Incident – 'major damage, disruption or loss with University-wide impact'

Contact us: incidents@sussex.ac.uk



What is Business Continuity?

- Understanding the risk of disruption caused by:
 - loss of people, premises, equipment, utilities or infrastructure
 - interruptions to the supply chain
- Identifying measures to control the impact of disruptive incidents
- Understanding the most critical activities and making contingency arrangements



Why is BC Important?

- You will be able to identify hazards, threats and vulnerabilities
- You will be prepared for disruption
- You will know what to do when an incident occurs
- You will be involved in planning alternative arrangements
- You and your team will respond effectively to incidents
- Planning for incidents will speed up recovery time
- All of this will serve to support the achievement of objectives



What does this mean for you?

- All staff should know what to do in the event of disruption
- Your School/Division should maintain a documented BC Plan
- Your team should review the plan annually or following an incident
- You can ask us for templates and further support



Contact us: incidents@sussex.ac.uk

The BC Planning Process

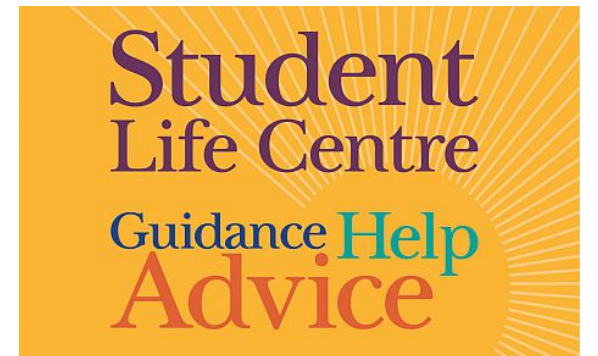
1. Know what your School/Division does and what is most critical.
2. Identify the resources you need to be able to undertake these activities.
3. Consider the impact of disruption. Could you continue to operate? If so, how long could you operate for? Are safeguards already in place?
4. Explore how likely it is that disruption could occur.
5. Agree alternative arrangements, which maintain work to an acceptable level.
6. Is it feasible to put these alternative arrangements in place?



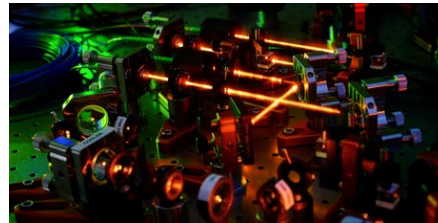
Core Services



Sussex
Estates and Facilities



Priority Activities

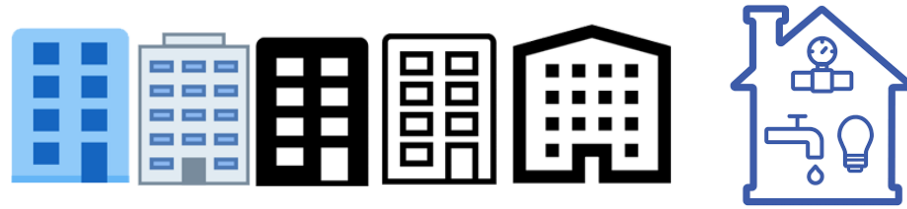


US
UNIVERSITY
OF SUSSEX

Key Events



Resource Requirements



Activity	Resources Required
Teaching	Lecture Theatre, Seminar Room, Lecturer, IT
Research	Laboratories, Equipment and Materials, Research staff
Self-directed study	Study spaces (e.g. Library), IT, support staff
Catering	Kitchen equipment and staff, canteen, toilets
Cleaning	Cleaning equipment and staff, vehicles, waste disposal
Security	Control room, CCTV, Security staff, vehicles



Contact us: incidents@sussex.ac.uk

US
UNIVERSITY
OF SUSSEX



Types of Disruption



US
UNIVERSITY
OF SUSSEX

Contact us: incidents@sussex.ac.uk

Types of Disruption

DISRUPTIVE
BY
DESIGN



Incidents at UK Universities



US
UNIVERSITY
OF SUSSEX

How we Prepare for Incidents

Emergency and Business Continuity advisors will support you in developing your plans

The Incident Management Group promotes emergency and business continuity planning

University Policies, procedures and guidance documents have been developed

Templates are available so that School/Divisional plans can be developed and maintained

Training will be provided and exercises will be arranged to validate plans

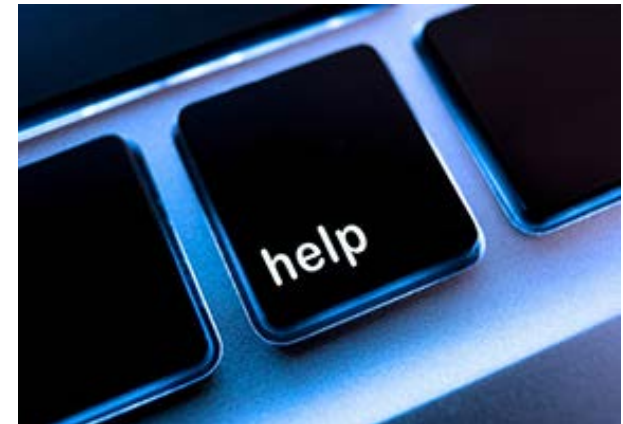
Contact us: incidents@sussex.ac.uk



BC Planning – Top Tips

- Have a documented plan for coping with disruption
- Specify alternative ways of working in various scenarios
- Make your plans risk based, examine what is most likely to happen
- Discuss and agree your plans with the whole team, make this part of the routine
- Consider practical mitigation measures - they aren't always expensive
- Understand vulnerability and single points of failure
- Be aware of your key dependencies and your supply chain

Contact us: incidents@sussex.ac.uk



How we Respond to Incidents

Your BC Plan should specify the following:

1. Who is responsible for managing an incident
2. Who else should be informed (depending on scale)
3. How and when decisions will be made and communicated
4. Where you will go if relocation is necessary
5. What equipment you will need to continue operating



Contact us: incidents@sussex.ac.uk

Remember

- Plan B doesn't have to be perfect - that's Plan A!
- Plan B is unlikely to ensure 100% operating capacity
Accept that things might not be ideal for a while
- Plan B should define an acceptable level of operating
- Plan B should prioritise the most critical activities and the ones to stop doing
- Plan B should enable you to prepare for resumption and recovery
- Plan B should be known by all staff

Who goes where and does what, by when?



Further Action to Take Now

1. Go away and find out:
 - a. What would happen if your core activities became disrupted?
 - b. Would the impact be worse at certain times of the year?
 - c. What resources/support are essential to their delivery?
2. Talk with your colleagues about incidents that can cause disruption
3. Report any concerns about vulnerabilities to your manager
4. Ask to see a copy of your School's/Division's Emergency/BC Plan
5. Reflect on previous incidents and review these arrangements
6. Contact us for more information: incidents@sussex.ac.uk



Thank you for completing this
Introduction to Emergencies and
Business Continuity

Contact us: incidents@sussex.ac.uk

