**CONTINGENCY PLAN TEMPLATE**

**Title: Failure of xxxxx** (Insert name of critical resource, e.g. telecommunications, power etc.)

*Remember that different sections of Your Business will react differently to a common disruption as their critical business functions will be different than yours. This means that you should NEVER use the same business contingency plan (for example ‘Loss of power or telecommunications”) for different business units or sections!*

**Location: Primary Site** (the location where this plan will be actioned and stored)

**Plan ID: XXXNN** (*the plan identification number, e.g. CSBCP01)*

**Plan Purpose:**

**Outline the steps that should be taken in the event of the loss of a particular resource or service. (E.g. The steps to be taken for loss of power to this building).**

**Distribution List:**

Provide a list of people who have copies of this plan and their location and contact details

**Responsible Personnel:**

Define who has overall responsibility for all resources and services of the system in the event of failure and who will be directing the response and recovery. (This would normally be the business unit manager).

Also list the person/s will ensure that all required actions are performed by qualified personnel. (This may also be the business unit manager, or a higher level manager who has overall responsibility for delivery of this business unit’s service or output).

**Reasons for failure:**

Determine the reasons for failure:

* Identify the possible reasons for failure in priority order

(Determining the reasons for failure will assist you in deciding how long the disruption will last and help to determine the extent of the disruption. E.g. for a power failure the reasons could be partial failure of power because of local circuit problems, failure of power to the whole building, street or suburb, town or city etc)

Warning Indicators:

* Identify warning signs or indicators of failure. (E.g. for a loss of power it might be room lights not working, internal phone lines not working. Your response and actions will be determined by what has actually gone wrong or failed and how long it will take to fix the problem).

**Areas Affected:**

Identify areas that are affected:

* List areas that may be affected (This refers to functional work areas as well as physical areas of the Department. E.g. contact with the rest of Your Business may be affected, contact with clients, data entry, scheduled important meetings, urgent reports, as well as areas like this room, the building, the entire office floor etc.)

**Recovery Time Objective (RTO):**

State the recovery time objective:

(This is the time up to which the system is monitored and after which the plan is implemented in order to prevent serious business impact)

(This can be expressed in units of minutes, hours, days, weeks etc. For example, an air traffic controller system may have a RTO of 5 minutes because that is the minimum time they can operate without their system before a serious business impact occurs. For a taxi dispatch system the RTO may be 1 hour).

Your response here will be in the form of: 1 hour or 5 minutes, 1 day etc

**Notification:**

Call for assistance and notify personnel (Consider placing contact phone numbers and other details here or in an attachment page).

**Internal**

* List personnel Internal to the site to be notified in priority order (This may be business unit manager, front office staff, switchboard operators etc. Note that you may need to notify a person/group who will be charged with spreading your notification message to all other internal staff and you may need a mechanism to ensure that your message will be delivered with clarify and a degree of swiftness).

**External**

* List External resources providers and other sites to be notified in priority order (This will be your business partners or other sections of Your Business who rely on your services or who regularly communicate with you. Your business unit “may be off the air” while you are invoking and carrying out the steps outlined in this contingency plan)

Make sure you fill in the business interruption contact log attached to your plan. This is to ensure that you have carried out all the necessary steps and to assist you in the recovery phase and provide information when you evaluate your response at a later stage.

Resources for notification

* List resources required for notification (This may include items such as pages, mobile phones, local phone systems, other plans etc.).

**Backup Resources:**

Check and monitor the status of backup resources in priority order. (Backup resources includes items like a generator, UPS devices, access to document storage etc.).

Recover backup resources if necessary in priority order

* List backup resources available (incl. any documents or plans that are referenced)

**Initial Response**

Determine the estimated duration of failure and compare with Recovery Time Objective

If estimated duration of outage is **less than RTO**, implement - Monitoring tasks.

*(The monitoring, initiation and sustaining tasks described below may include those responsible for carrying out the tasks and a suggested time limit that must be complied with for the tasks to be successfully implemented. E.g. the laboratory technician has 30 minutes to place specimens from the pathology machines into the refrigerators in the “event of a power failure”. The fridges will be powered by the back up generator. Their task may be slightly different if the disruption goes over the RTO and in the event of “sustaining tasks ”, specimens may have to be moved from the fridges and placed in dry ice and eskies and couriers deliver the specimens to other laboratories.)*

**Monitoring tasks**

Responsibility: *Who is responsible for carrying out these monitoring tasks.*

* List monitoring tasks and those responsible for carrying out these tasks

If estimated outage is **greater than RTO**, implement – Initiation tasks

Initiation tasks

Responsibility: *Who is responsible for carrying out these initiation tasks.*

* List initiation tasks and those responsible for carrying out these tasks

**Sustaining**

Monitor situation and re-evaluate at **X hour intervals**.

**After Y hours**, decide if the sustaining tasks listed below are to be implemented.

(For example, every 2 hours we monitor the situation up to 6 hours and we then decide if we then commence the series of “sustaining tasks”.)

Sustaining Tasks

Responsibility: *Who is responsible for carrying out these sustaining initiation tasks.*

* List tasks and internal and external personnel to be notified.

Rostering of staff (If staff need to be rostered or existing changes to roster need to be changed, list what must be done by who.)

* Additional resources required (Outline what additional resource will be required if the disruption continues, e.g. additional couriers, demountable offices, buses to ferry staff to emergency data centre etc.)

NB. Some sustaining tasks may require the initiation of other business contingency plans. Consider the loss of power where the “Y” sustaining time is 6 hours and the emergency generator will only last for 5 hours, you may have to invoke the BCP for telecommunications failure as your PABX system UPS and your building generator will not power your PABX beyond the 6 hours!

**Recovery**

If confirmed that failure has ended, commence recovery tasks:

Recovery Tasks

Responsibility: Who is responsible for carrying out these recovery tasks.

* List the tasks (and the responsible task holders) required for the return to normal operations in priority order, and the internal and external personnel to be notified.

**Updates and Plan Location**

When implemented, record events on attached Business Interruption Event Log.

Review and update when there are additional or changed conditions specified.

Locations of the plan are specified

A copy of the plan is made accessible to appropriate staff specified.