

8.2 BUSINESS CONTINUITY PLAN UPDATE

Contact Person: Dale Welsh

Why is this matter confidential?

Subject to an order pursuant to Sections 90 (3) (a) (e) of the Local Government Act 1999, this matter is confidential because the Business Continuity Plan contains personal contact details for Council employees and service providers.

A. COMMITTEE TO MOVE MOTION TO GO INTO CONFIDENCE

No action – this motion passed in the open section.

B. THE BUSINESS MATTER

8.2 BUSINESS CONTINUITY PLAN UPDATE

Responsible Executive Manager : Dale Welsh

Report Author : Paula Paterson

Delegated Authority : Matters for Information

Attachments : 1 [Business Continuity Plan](#)

Purpose

The purpose of this report is to provide the Corporate Governance Committee ('the Committee') with an update on business continuity matters.

STAFF RECOMMENDATION

The Corporate Governance Committee note the update on business continuity matters.

Relevance to Strategic Plan

A robust Business Continuity Plan (BCP) demonstrates commitment to planning in preparation for business interruption events which may impact Council. Planning for business interruption events will enable us to respond, recover and return to normal business operations in a timely manner so that we are able to achieve the objectives set out in the Council's Strategic Plan 2020-24.

Relevance to Community Engagement Policy

There is no requirement to undertake public consultation as part of this report.

Background

A Crisis Management Response Framework (CMRF) is in place which is the framework for managing the operations of the organisation in preparation for, responding to, managing during and recovering from an unforeseen event or crisis. The CMRF encompasses workplace emergency management (i.e. evacuation of a Council managed facility), community emergency management (i.e. bushfires and floods) and business continuity (i.e. interruption of a critical function).

Within the CMRF the BCP is the key document for managing business interruption events. In July 2022 an internal audit of the City of Playford's Business Continuity and Disaster Recovery Plans was undertaken by KPMG. The audit identified areas where business continuity planning and disaster recovery processes could be improved.

Current Situation

As a result of the 2022 internal audit, the following seven findings were made:

Finding 1: The BCP had not been reviewed from an overall business continuity perspective in the prior two years

Finding 2: Formal testing of the BCP had not been conducted within required timeframes

Finding 3: The DR plan had not been updated or tested in accordance with the required timeframes

Finding 4: There is an opportunity to review and refresh the Continuity Management Team (CMT) membership

Finding 5: There is an opportunity to reduce and simplify the 54 critical business functions identified across Council

Finding 6: There is an opportunity to establish a formalised mechanism for community engagement

Finding 7: There is an opportunity to conduct an architectural review of technology processes implemented during COVID-19.

To address these findings (where agreed), the following actions were developed with approximate timeframes for implementation.

Finding 1 - Actions:

- Maintain adherence to the review schedule for the BCP
- Develop and deliver ongoing and effective BCP awareness training
- Develop an understanding with workers who have laptops that there is an expectation these are taken home each night
- Perform quarterly audit to determine targeted messaging for those who haven't taken them home.

Current Status: Complete

- Updates to the BCP were completed in September 2022 to address the outcomes of the audit and to review the makeup of the Continuity Management Team (CMT). The BCP was again updated in July 2023 to address changes of key workers and significant changes to the organisations structure. The BCP is a fluid document that is regularly updated in line with any changes that happen organisationally which practically affect the application of the BCP.
- A training package has been developed to provide key workers with an overview of business continuity planning. The training provides information on how the BCP is developed, where critical functions are identified, the contents of critical function sub-plans and the role of the CMT in a business interruption event. The training has been delivered and is an ongoing program that is delivered to relevant new managers or senior managers to ensure that there is an awareness of business continuity matters for key stakeholders across the organisation.
- All staff emails have been periodically sent regarding the requirement to take home laptops (where one is provided) as part of BCP.
- Audits are occurring each month and identifying staff who are not taking laptops home. Where requirement is not being met, an individual conversation is held with staff reminding them of requirements.

Finding 2 - Actions:

- Undertake desktop review
- Undertake mock scenario
- Monitor and review BCP Plan performance following test events and update relevant procedures and processes as part of ongoing continuous improvement.

Current Status: Due to be Completed by 01 August 2023

- The development of a desktop testing exercise of the BCP has been included as an action in the Risk and WHS Business Plan. This action is scheduled for completion by the end of August 2023.
- The exercise will involve a mock scenario to assess staff response and recovery processes to a business interruption event.
- If there are any improvements identified as a result of the exercise, these will be considered and the relevant BCP Sub-Plan will be updated (where applicable).

Finding 3 - Actions:

- Perform a review of the DR plan with updates for cyber security scenarios
- Develop a schedule of DR Tests that span for a 2-year future window, schedule DR tests each 6 months rotating between large and small scopes of tests
- Undertake tests according to the schedule
- Post-test, review DR plan in line with learning from the test scenario.

Current Status: Complete

- See CGC agenda item- Disaster Recovery Plan Update for further information

Finding 4- Actions:

- Review CMT membership

Current Status: Complete

- A review of the CMT membership has been completed, with amendments made as necessary

Finding 5- Actions:

- See finding 1

Finding 6- Actions:

- This finding was not agreed with by management, therefore nil actions were developed as a result of the audit

Finding 7- Actions:

- Perform an architectural review of infrastructure, systems and connectivity fit for business purpose
- Review ICT Acceptable Use Procedure in line with the Worker Code of Conduct Policy to be clear about where personal devices are to be used when working remotely
- Ensure an ongoing and effective delivery of cyber awareness education

Current Status: Due to be Completed by 01 June 2023

- Improvements have been identified and included in the ICT Work Plan

- Identified requirements have been included in a draft review of ICT Acceptable Use Procedure. The next step of this is to go through the Policy Governance Framework for policy approval.
- Cyber awareness training has been developed and implemented through the Leadership 101 Program, and is also covered during worker induction.

Future Action

The CMRF and associated documents are due for a scheduled review this year. The CMRF will be reviewed in line with the Policy Governance Framework process. A report with recommended amendments to the CMRF will be provided seeking the Committee's feedback at a future meeting.

C. COMMITTEE TO DECIDE HOW LONG ITEM 8.2 IS TO BE KEPT IN CONFIDENCE

PURPOSE

To resolve how long agenda item 8.2 is to be kept confidential.

STAFF RECOMMENDATION

Pursuant to Section 91(7) of *the Local Government Act 1999*, the Committee orders that the following aspects of Item 8.2 be kept confidential in accordance with Committee's reasons to deal with this item in confidence pursuant to Sections 90(3)(a)(e) of the *Local Government Act 1999*:

- Attachment(s) for Item 8.2

This order shall operate until the next scheduled annual review of confidential items by Council at which time this order will be reviewed and determined in accordance with Section 91(9)(a) of *the Local Government Act 1999*.