FETAKGOMO TUBATSE
LOCAL MUNICIPALITY

Common Data Policy
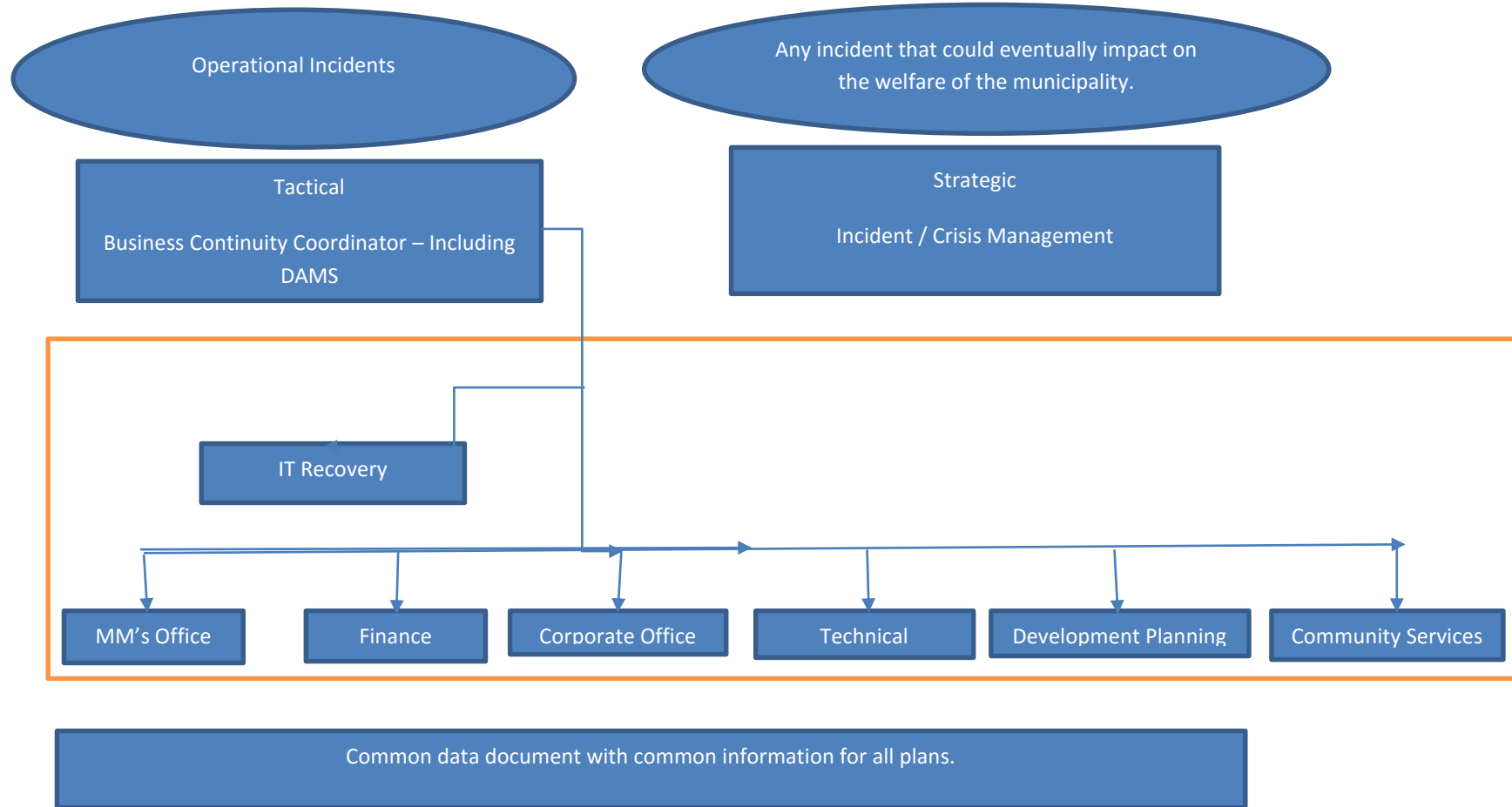
Council Resolution NR: OC148/2018

Table of Contents

1. Disaster Recovery Plans Schematic

This document contains common data relevant to each of the plans that make up the full Disaster Recovery Plan (DRP) set, and a copy will be issued to each team leader along with their relevant plan. Below is a schematic of the full set of DRPs for Fetakgomo Tubatse Local Municipality (FTLM).

Operational Incidents

Any incident that could eventually impact on the welfare of the municipality.

Tactical

Business Continuity Coordinator – Including DAMS

Strategic

Incident / Crisis Management

IT Recovery

MM's Office | Finance | Corporate Office | Technical | Development Planning | Community Services

Common data document with common information for all plans.

2. Team Lists

2.1 Business Continuity Coordinator (BCC)/Damage Assessment (DAMS)

Team Leader	Deputy	Other Members
IT Manager	IT Technician – Networks IT Technician – Infrastructure Support	1. Risk Manager 2. Finance Manager 3. Legal Manager 4. Service Provider (Mashcorp, Telkom, Vodacom, BCX, Fujitsu) 5. Communications Manager (DAMS) 6. Insurance Representative (DAMS)
The DAMS team will be created from internal and third Party resources depending on the type of incident.		

2.2 Crisis Management (CM)

Team Leader (Core Member)	Deputy (Core Member)	Other Core Members
Municipal Manager	Corporate Services Director	1. CFO 2. Development Planning Director 3. IT Manager
The CM team will be formed according to the type of incident and what skills are deemed necessary to contribute to the successful management thereof. This could well result in the inclusion of subject experts in FTLM that are not listed on the right. Any other members called upon to attend these meetings, if required, depending on the type of incident		

2.3 IT Recovery

Team Leader	Deputy	Other Members
IT Manager	IT Specialist	IT Technical

2.4 Corporate Services/IT, HR and Communications

Team Leader	Deputy	Other Members

Corporate Services Director	Governance, Compliance and Risk Manager	Human Resource Manager
		Communications Manager
		Legal Manager
		Document Controllers
		Receptionist
		Security Officer

2.5   Finance

Team Leader	Deputy	Other Members
Chief Financial Officer (CFO)	Finance Manager	**Finance Team**
		Financial Accountant
		Management Accountant
		Senior Credit Controller
		Facilities Officer
		Credit Administrator
		Credit Clerk
		2 X Office Assistant
		PA to CFO
		Procurement Team
		SCM Practitioner
		Procurement Officer

2.6   Municipal Manager's (MM's) Office

Team Leader	Deputy	Members
Municipal Manager	Executive Assistant	Personal Assistant to the MM

2.7   Development Planning

Team Leader	Deputy	Members
Development Planning Director	Chief Town Planner	Town Planner(s)
		GIS Technician(s)
		Property Valuation Officer

3.   Personnel Contact Details

Names		Department	Job Tittle	BCM team	Contact Numbers	
First	Surname				Cell	Alternate
Nontuthuko	*Busane*	MM's Office	Municipal Manager	MM's Office	0824792 926	013 231 1121
Sinah	*Mashilangoako*		Executive Assistant	MM's Office	N/A	013 231 1121
Mafori	*Phasha*	Corporate Services Director	*Director Corporate Service*	*Corporate Services*	0828204 996	013231 1144
Phogole	*Marome*	*Information Technology*	*Information Technology Manager*	*Information Technology*	*072 880 7864*	013231 1164
Japhta	*Rhamatsetse*	Information Technology	*Information Technology Specialist*	*Information Technology*	082682 0357	013231
Robert	*Mogodi*	Information Technology	*Information Technology Technician*	*Information Technology*	071 936 2070	013 231
Mphihleng	*Thobejane*	Chief Risk Officer	Governance, Risk and Compliance Office	Municipal Manager	082 8802552	013231129 9
Dorah	*Phetla*	Corporate Services	Human Resources Practitioner	Corporate Services	N/A	013231
GT	*Ratau*	Finance	Chief Financial Officer	Finance	0832957 439	013231
MF	*Maredi*	Finance	Deputy CFO	Finance	0844115 796	013231
NE	*Ndlovu*	Finance	Personal Assistant to the CFO	Finance	N/A	013231
Connie	*Phasha*	Finance	Senior Accountant	Finance	N/A	013231 1132
Mathildah	*Masemola*	Finance	Senior Financial Accountant	Finance	N/A	013231 1224
Lefty	*Gabaganenwe*	Technical	Director Technical	Technical	N/A	013231 1165
D.R	*Ntuku*	Technical	*Infrastructure Manager*	Technical	N/A	*013231 1167*

4. Resources

4.1 Command Centres

4.1.1 First Choice

FTLM's Council Chambers, No 1 Kastania Street, Burgersfort.

4.1.2 Second Choice

Stand No1 , Mashung, Ga-Nkwana.

4.2 Persons Authorised to Invoke DRP

The list below contains those persons who are authorized to invoke the DRPs, in order of priority.

#	Person/Designation	Contact Details
1.	Municipal Manager	082 479 2926
2.	Corporate Services Director	082 820 4996
3.	Chief Financial Officer	083 295 7439

4.3 Communications

4.3.1 Media Policy

- Communication to be done in line with FTLM's Communication Strategy.

4.3.2 Media Communications

- Members of staff are not authorized to discuss or give information to the media regarding any incident affecting FTLM. All media related aspects will take place through the Incident Management team.

4.3.3 Media Spokesperson

- The MM is the spokesperson(s) who is empowered to speak on behalf of FTLM. Should the MM be unavailable, the Corporate Services Director / Communications Manager is the alternative spokesperson.

Person/Designation	Contact Details
Municipal Manager	+2782 479 2926
Corporate Services Director	+2782 820 4996
Communication Manager	+2782 447 4788

4.4 Emergency Contact Details

Emergency	Contact Details
Emergency Services (A 24-hour emergency services relating to all-life threatening situations, including **ambulances, fire engines & metro police**)	N/A
Ambulance/Fire Brigade	N/A
Medical Rescue (MRI)	
Police Emergency Services (Flying Squad /Bomb Squad)	**10111**,
Hospital/Clinic	**Contact Details**
Better2Know Private STD Health Centre	+27 (0)80 099 9276
Mecklenburg Hospital	+ 27 (0)15 615 0163
Dilokong Hospital	+27(0)13 214 7265
Thaba Phala Veterinary	+27 60 809 1107
Dilokong Hospital	+27 13 214 7265
Two Rivers Medical Centre	**+27 (0) 13 230 2800**

4.5 Transportation Details

Transport will be hired through the travel and accommodation service provider to transport staff to the recovery site should the employees cars be unavailable at the time of invocation.

4.6 Extraordinary Expenses Guidelines

Employees who incur Incident costs shall be reimbursed in line with FTLM's policies.

4.7 HR's Recruitment Guidelines

4.7.1 Source Additional Team Personnel

Recruitment for additional staff at FTLM must be done according to FTLM's HR Recruitment Policy.

4.7.2 Initiate Induction and Training (If required)

Induction will be conducted according to FTLM's HR Recruitment Policy.

4.8 Seating Arrangements at Recovery Site

Note: The off-site seating referred to above should include a: Desk, Chair, Telephone (linked to a switchboard) and a Desktop PC (linked to all the required applications, printers and other standard office equipment).

Division	Total
Corporate Services	1
Development Planning	1
CFO's Office	1
MM's Office	1
Community Services	1
Economic Development	1
Technical	1
Total Work Stations	**7**

As a temporary measure, FTLM may hire a venue to accommodate other employees should the need arise.

5. Recovery Site Procedures and Responsibilities

5.1 Arriving at the Recovery Site

- The recovery teams are required to proceed to the FTLM Regional Office reception area;
- Team members will be required to complete the visitor's register and each member will be issued with an access control tag, which will only allow access to dedicated recovery areas in the recovery centre; and
- The Regional Manager will meet the recovery teams and conduct orientation briefings before recovery starts.

5.2 Responsibilities

5.2.1 Regional Office

- o Prepare the Apel recovery centre to receive FTLM's recovery teams;
- o Prepare and ship equipment, as specified in the recovery contract; and
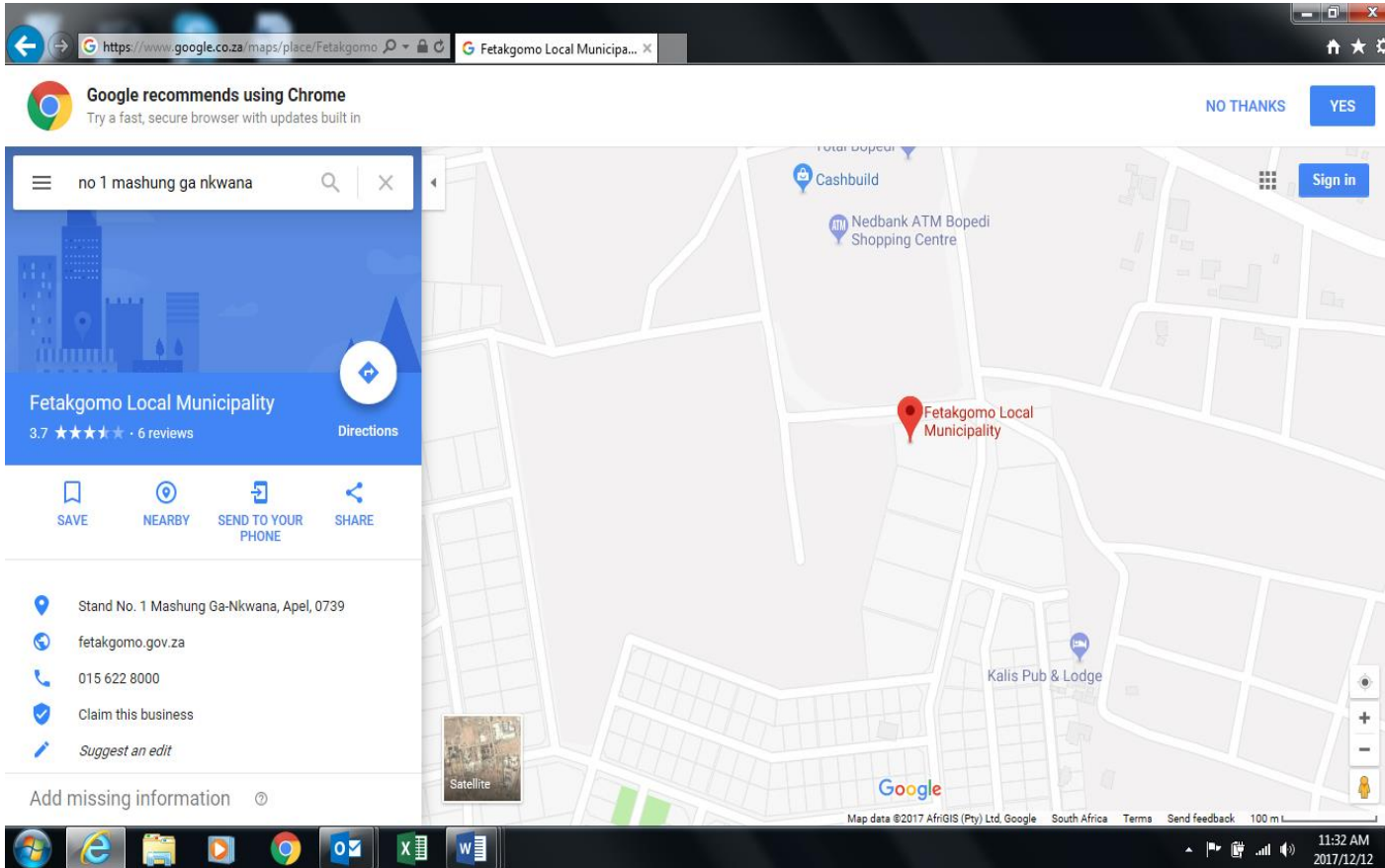- o Participate in the post-recovery review (as appropriate).

5.2.2 FTLM

- o Activate FTLM's recovery teams;
- o Confirm the receiving location(s) for equipment designated for shipment;
- o Arrange transportation of backup data to the recovery centre;
- o Retrieve critical data from storage;
- o Execute the recovery plan; and
- o Conduct a post-recovery review.

NOTE: *It is the responsibility of the IT Recovery Team to ensure that all operating and application software is brought on site as well as the most relevant data backups that will be installed onto equipment to ensure a successful recovery of FTLM's information systems.*

6. Map to the Recovery Site

6.1 Address

Stand No 1, Mashung , Ga- Nkwana, Apel.

7. Outstanding Actions

NOTE: The deployment of this DRP may be compromised whilst the following outstanding actions remain incomplete:

Description	Resp.	Start	End
Recovery Site: The establishment of a recovery site for the additional 9 seats required for IT and Business recovery requirements as identified by FTLM's Executive Directors.	FTLM/ EXCO		
Testing: Testing needs to take place to verify that the strategy solution (recovery infrastructure) mentioned above has been tested to adequately ensure its ability to meet FTLM's recovery requirements. Section 4.8.	FTLM/ EXCO		
Formal Testing of this Common Data in conjunction with the DRPs	Phogole Marome		
Media Policy: Reference should be made as to where this document is stored on the file server. See section 4.3.1	Phogole Marome		
Media Communications: Reference should be made as to where this document is stored on the file server. See section 4.3.2	Phogole Marome		
Transportation: The contact details of this service provider for transportation and accommodation should be supplied in this document. Section 4.5.	Phogole Marome		
Expenses: Make reference to where these documents are stored on the file server. Section 4.6.	Phogole Marome		
HR Recruitment Guidelines: Make reference to where this documents is stored on the file server. Section 4.7.	Phogole Marome		

8. Version Control

Document Creation or Maintenance Revision Control	
Revision Number	1
Version:	

Approval date:	
Approved by:	
Effective date:	
Audit date:	
Other information	
Related documents and other references:	• **Annexure A** – References • **Annexure B** – Glossary of Business Continuity Terms, Acronyms and Abbreviations
Contact/Reference Office:	
Applicable to:	

9. Annexure A - References

The Common Data document together with the following documents form the total DRPs for FTLM. In all cases each DRP also describes the actions required for that team to resume its critical functions in the event of an incident.

The references listed below were used during the compilation of this report as the primary sources of information.

DRP Name	Description
Business Continuity Coordinator (BCC) & Damage Assessment (DAMS)	This document describes the actions and procedures necessary for the BCC to facilitate and co-ordinate the recovery process. This document describes the actions and procedures necessary for FTLM's **DAMS Team** to assess the extent of damage post an event. They need to evaluate initial status of damage after an incident; and assist the Tactical & Crisis Management teams to estimate both the time to reoccupy the facility and salvage ability of any remaining equipment.
Crisis Management	This document describes the actions and procedures necessary for the **Crisis Management Team** to manage the incident. The document lays out decisions required and contains agendas and supporting details to prompt management regarding the press, staff, insurance, etc.
IT Recovery	This document describes the actions and procedures and contains information to enable FTLM's IT Recovery to initiate and oversee the recovery of the IT facilities.
Corporate Services/IT, HR, Legal and Communications	This document describes the actions and procedures and contains information to enable the Corporate Services/Human Resources to resume its critical functions in the event of an incident and recover lost data and enter data backlog once the systems have been restored. **NOTE: It covers Crisis Communications but does not cover Communication's Time Critical Activities.**
Finance	This document describes the actions and procedures and contains information to enable the Finance to resume its critical functions in the event of an incident and recover lost data and enter data backlog once the systems have been restored.
MM's Office	This document describes the actions and procedures and contains information to enable the MM's Office to resume its critical functions in the event of an incident and recover lost data and enter data backlog once the systems have been restored.

DRP Name	Description
Development Planning	This document describes the actions and procedures and contains information to enable the Development Planning to resume its critical functions in the event of an incident and recover lost data and enter data backlog once the systems have been restored.
Economic Development	This document describes the actions and procedures and contains information to enable the Economic Development to resume its critical functions in the event of an incident and recover lost data and enter data backlog once the systems have been restored.
Community Services	This document describes the actions and procedures and contains information to enable the Community Services to resume its critical functions in the event of an incident and recover lost data and enter data backlog once the systems have been restored.
Technical	This document describes the actions and procedures and contains information to enable the Technical to resume its critical functions in the event of an incident and recover lost data and enter data backlog once the systems have been restored.
ISO 22301: 2012	Societal security – Business continuity management systems – Requirements
ISO 22313: 2012	Societal security – Business continuity management systems – Guidance

10. Annexure B - Glossary of Business Continuity Terms, Acronyms & Abbreviations

Referenced from	Colour
BS ISO 22301/BS 22300/GPG 2013/BS ISO22399	█████
The GPG 2013	█████
Alternate Business Continuity references	█████

Term	Acronym	Definition	Source	Code
Accept Risk/Risk Acceptance		A management decision to take no action to mitigate the impact of a particular risk	BCI Dictionary	
Access Denial		A situation in which premises cannot, or is not allowed to be accessed	BCI Dictionary	
Activity		A process or set of processes undertaken by an organization (or on its behalf) that produces or supports one or more products and services.	BS ISO 22301:2012	
Alternate Site/Recovery Site or Back up Site		A site held in readiness for use during a Business Continuity Emergency/Incident/Crisis to maintain the business continuity of an organisation's mission critical activities. Note: Alternate sites may be known as '**cold**', '**warm**' or '**hot**'. They might also be called simply a **Recovery or Backup Site.**	BCI Dictionary	
Auditor		A person with competence to conduct an audit. For a BCM Audit this would normally require a person with formal BCM audit qualifications	BCI Dictionary	
Audits		Systematic, independent and documented process for obtaining audit evidence and evaluating it objectively to determine the extent to which the audit criteria are fulfilled.	BS ISO 22301:2012/BCI Dictionary	
Battle Box or Virtual Battle Box		A container – often literally a box or case – in which data and information is stored so as to be immediately available to those responding to an Emergency/Incident/Crisis. **Virtual Battle -** An electronic form of a storage location held on the internet, intranet or cloud so that data and information is immediately available post incident and accessible by the Incident Management Team	BCI Dictionary	
BCM Lifecycle		The stages of activity that an organization moves through and repeats with the overall aim of improving organizational resilience.	GPG 2013	
Business Continuity	BC	The capability of the organization to continue delivery of products or services at acceptable predefined levels following a disruptive incident. (Formerly known as Business Recovery)	ISO 22300	
Business Continuity Institute	BCI	The BCI is a Global Membership Institution for Business Continuity Professionals. The overall purpose is to promote the art and	BCI	

Term	Acronym	Definition	Source	Code
Business Continuity Management	BCM	A holistic management process that identifies potential threats to an organization and the impacts to business operations those threats, if realized, might cause, and which provides a framework for building organizational resilience with the capability of an effective response that safeguards the interests of its key stakeholders, reputation, brand and value-creating activities.	BS ISO 22301:2012	🟥
Business Continuity Management Programme		On-going management and governance process supported by Top Management and appropriately resourced to implement and maintain business continuity management. (This is the ISO definition for 'business continuity programme'.)	BS ISO 22301:2012	🟥
Business Continuity Management System	BCMS	Part of the overall management system that establishes implements, operates, monitors, reviews, maintains and improves business continuity.	BS ISO 22301:2012	🟥
Business Continuity Manager		A business Continuity Management professional who has the overall responsibility for coordination of the overall BCM planning programmes including team member training, testing and maintenance of recovery plan	BCI Dictionary	🟦
Business Continuity Plan	BCP	Documented procedures that guide organizations to respond, recover, resume and restore to a predefined level of operation following disruption.	BS ISO 22301:2012	🟥
Business Continuity Policy		The key document that sets out the scope and governance of the BCM programme and reflects the reasons why it is being implemented	GPG 2013	🟩
Business Continuity Steering Committee/ Programme Board	BCSC	A management group of personnel to give advice, guidance and management oversight who make recommendations to Top Management	GPG 2013 Manual	🟩
Business Continuity Strategy		A strategic approach by an organisation to ensure its recovery and continuity in the face of a disaster or other major incidents or business disruptions. It should define the requirements of your business and encompass the IT components of recovery. It is crucial to have an exact and agreed understanding of the business' requirements before recovery options are selected.	BCI Dictionary /CSA	🟦
Business Impact Analysis	BIA	Process of analysing activities and the effect a business disruption might have on them. (Note the GPG 2013 recommends that this is a four stage process, starting with an Initial BIA followed by Strategic, Tactical and Operational level BIA's.)	BS ISO 22301: 2012 & GPG 2013	🟥
Call Tree		A structured cascade process that enables a list of persons, riles and/or organisations to be contacted as a part of information exchange or plan invocation procedure	BCI Dictionary	🟦

Term	Acronym	Definition	Source	Code
Command Centre or Virtual Command Centre	CC	The facility used by a Crisis Management team after the first phase of a Business Continuity Emergency/Incident/Crisis. An organisation must have a primary and secondary location for a command centre in the event on one being unavailable. It may also serve as a reporting point for deliveries, services, press and all external contacts. A means of operating when it is physically impossible for members of the Incident Management Team to move to a Command Centre. **A virtual command centre** working using telephony and internet solutions including a Virtual Battle box can be established	BCI Dictionary	
Contingency Plan		A plan to deal with specific set of adverse circumstances Note: A BC Plan is a more general term for dealing with the consequences of a wider range of non-specific interruptions	BCI Dictionary	
Continual improvement		Recurring activity to enhance performance.	BS ISO 22300:2012	
Corporate Governance/Governance Risk and Compliance	GRC	The system/process by which management of the business are required to carry out and discharge legal and moral and regulatory accountabilities and responsibilities. **Governance, Risk and Compliance:** A form of Corporate Governance is the umbrella term covering an organisation's approach across these three areas. Being closely related concerns, governance, risk and compliance activities are increasingly being integrated and aligned to some extent in order to avoid conflicts, wasteful overlaps and gaps. While interpreted differently in various organisations, GRC typically encompasses activities such as corporate governance, enterprise risk management (ERM) and corporate compliance with applicable laws and regulations	BCI Dictionary	
Corrective action		Action to eliminate a detected nonconformity.	BS ISO 22300:2012	
Crisis		A situation with a high level of uncertainty that disrupts the core activities and/or credibility of an organization and requires urgent action.	BS ISO 22300:2012	
Crisis Management Plan/Incident Management Plan	CMP/IMP	A clearly defined and documented plan of action for use at the time of a crisis/incident. Typically a plan will cover all the key personnel, resources, services and actions required to implement and manage the Crisis/Incident Management process.	BCI Dictionary	

Term	Acronym	Definition	Source	Code
Crisis Management Team OR Incident Management Team	CMT/IMT	A group of individuals responsible for developing and implementing a comprehensive plan for responding to a disruptive incident. The team consists of a core group of decision-makers, normally senior management, trained in incident management and prepared to respond to any situation. The BCI prefers the use of Incident Management for normal BCM	BCI Dictionary	
Critical Business Function/or Time Critical Activity	TCA	Vital functions without which and organisation will either not survive or will lose the capability to effectively achieve its critical objectives Note: A critical business function may involve a single structural unit of the organisation, or may involve activities across several structural units. A single structural unit may have responsibility for one or more critical business functions	BCI Dictionary	
Dedicated work area		Work space provided for sole use by a single organisation, configured ready for use	BCI Dictionary	
Desk Top Exercise or Table Top /Walkthrough/Scenario		Technique for rehearsing a process, (creating a **scenario**), whereby BC team members carry out the sequence, discuss the actions they would take and their recovery tasks defined in their plans, but do not perform any of these actions. These actions, can be conducted with a single team, or multiple teams, typically under the guidance of exercise facilitators Note: The objectives of these tests are to assess the viability of the plan, find flaws and omissions and improve the plan, It also educates management and recovery team members about the plan strategies, limitations and assumptions	BCI Dictionary/CSA	
Disaster		Situation where widespread human, material, economic or environmental losses have occurred which exceeded the ability of the affected organisation community or society to respond and recover using its own resources	BS ISO 22300:2012	
Disaster Recovery (normally referring to IT type recovery)	DR	The strategies and plans for recovering and restoring the organisations technological infra-structure and capabilities after a serious interruption Note: DR is now normally only used in reference to an organisation's IT and telecommunications recovery	BCI Dictionary	
Disaster Recovery Plan	DRP	A written plan used to respond to the disruption of an organization's operations and to resume, or recover a specific IT service, services and or IT facilities essential to the performing of critical business processes within an enterprise.	CSA	
Disruption		Incident, whether anticipated (e.g. hurricane) or unanticipated (e.g. a blackout or earthquake) which disrupts the normal course of operations at an organisation location.	BS ISO 22399	

Term	Acronym	Definition	Source	Code
Diversification		A continuity and recovery strategy requiring the live undertaking of activities at two or more geographically dispersed locations.	GPG 2013	🟩
Downtime/Outage		A period in time when a service, system, process or business function is not in operation. This is often called **Outage** when referring to IT services and systems	BCI Dictionary	🟦
Embedding Business Continuity	PP2	The Management Practice within the BCM Lifecycle that continually seeks to integrate Business Continuity into day-to-day activities and organizational culture.	GPG 2013	🟩
Emergency		Sudden, urgent, usually unexpected occurrence or event requiring immediate action	BS ISO 22399	🟥
Emergency Response Plan	ERP	The actions/procedures used in response to a disaster warning or alert to minimise or contain the eventual negative effects, and those taken to save and preserve lives and provide basic services in the immediate aftermath of a disaster impact, for as long as an emergency situation prevails	BCI Dictionary	🟦
Escalation		The process by which an emergency /incident/crisis is communicated to business's continuity and/or risk and/or crisis management team.	CSA	🟦
Event		Occurrence of a particular set of circumstances	BS ISO 22301:2012	🟥
Executive Management Committee	EXCO	A person or group of people who directs and controls and organisation at the highest level. In larger organisation this might be called the Board. Directors, Executives or Senior Managers. In a small organisation, the owner or sole proprietor	BCI Dictionary	🟦
Exercise		A process to train for, assess, practice and improve performance in an organisation.	BS ISO 22301:2012	🟥
Exercise programme		Series of exercise events designed to meet an overall objective.	BS ISO 22300:2012	🟥
Exercising or Testing		Integral part of the Business Continuity Programme; development of exercises to familiarize personnel with continuity procedures and test the efficacy of the plan in order to identify opportunities to improve the plan.	CSA	🟦
Facility/Infrastructure		Plant, machinery, equipment, property, buildings, vehicles, information systems, transportation facilities, and other items of infrastructure or plant and related systems that have a distinct and quantifiable function or service	BCI Dictionary	🟦
Formal Debrief		A discussion held within weeks of the exercise, addressing the wider organizational issues that identify learning opportunities.	GPG 2013	🟩
Good Practice Guidelines	GPG	A Management Guide to Global good practice in Business Continuity. The Body of Knowledge produced by the Business Continuity Institute.	GPG 2013	🟩
Hot Debrief		A discussion about the issues and concerns held immediately following an exercise.	GPG 2013	🟩

Term	Acronym	Definition	Source	Code
ICT Continuity		Capability of the organisation to plan for and respond to incident and disruptions in order to continue ICT services at an acceptable level	BCI Dictionary	
Implementation	PP5	The Technical Practice within the Business Continuity Management (BCM) Lifecycle that executes the agreed strategies and tactics through the process of developing the Business Continuity Plan (BCP).	GPG 2013	
Incident **Incident/Disruption/Event/Interruption**		Event that might be, or could lead to, an operational interruption, disruption, loss, emergency or crisis. Situation that might be, or could lead to, a disruption, loss, emergency or crisis. (**Note: The GPG 2013** also refers to an **incident** as an **event**, **interruption** or **disruption**)	BS ISO 22301:2012 BS ISO 22300:2012& GPG	
Invocation/Activation/Alert/Disaster Declaration		**Invocation** - Act of declaring that an organization's business continuity arrangements need to be put into effect in order to continue delivery of key products and services. **Alert -** A formal notification that an emergency, incident and/or crisis has occurred which may develop into a Business Continuity Management or Crisis Management **invocation/activation**. Note: **Disaster Declaration** - The staff could be familiar with the list of assessment criteria of an incident versus disaster situation established by the BCM or Steering Committee and the notification procedure when a disaster occurs. Usually, for the invocation of 3rd party services or insurance claims there will be need for a formal disaster declaration	BS ISO 22301:2012/BCI Dictionary	
Key Performance Indicators	KPI	Benchmark measurement based on objectives, targets and defined industry standards	BCI Dictionary	
Management Practices		Policy and Programme Management and Embedding Business Continuity stages of the BCM Lifecycle.	GPG 2013	
Manual Procedures		An alternative method of working following a loss of IT systems. As working practices rely more and more on computerised activities, the ability of an organisation to fall back to manual alternatives lessens. However, temporary measures and methods of working can help mitigate the impact of a Business Continuity E/I/C.	CSA	
Maximum Acceptable Outage/Maximum Tolerable Outage	MAO/ MTO	The duration after which an organisation's viability will be threatened if an IT systems or service cannot be resumed. Mainly suitable for IT Disaster Recover Planning. Sometimes **MAD** is used (**Minimum Acceptable Disruption**) in the same context. **MTO** is the same as **MAO**	BCI Dictionary	
Maximum Tolerable Data Loss	MTDL	The maximum loss on information (electronic and other data) which an organisation can tolerate. The age of the data could make operational recovery impossible or the value of the lost data is so substantial as to put business viability at work	GPG 2013	

Term	Acronym	Definition	Source	Code
Maximum Tolerable Period of Disruption	MTPD	The time it would take for adverse impacts, which might arise as a result of not providing a product/service or performing and activity, to become unacceptable.	BS ISO 22301:2012	■
Minimum Business Continuity Objective	MBCO	A minimum level of services and/or products that is acceptable to the organization to achieve its business objectives during a disruption.	BS ISO 22301:2012	■
Organisation		Person or group of people that has its own functions with responsibilities, authorities and relationships to achieve its objectives.	BS ISO 22301:2012	■
Organisational culture		The combined assumptions, beliefs, values and patterns of behaviour that are shared by members of an organization. The way in which an organization views itself, its place in its market and the environment in which it operates.	GPG 2013	■
Organisational resilience	OR	The capability to anticipate key events from emerging trends, constantly adapt to change and to bounce back from disruptive and damaging incidents.	GPG 2013	■
Outsourced Activities		Those processes that are performed by, or in part by, a third party.	GPG 2013	■
Plan, Do, Check, Act	PDCA	Establish, Implement and operate Monitor and review, Maintain and improve.	BS ISO 22301:2012	■
Policy and Programme Management	PP1	The first stage of the BCM Lifecycle. It is the Professional Practice that defines the organizational policy relating to Business Continuity and how that policy will be implemented, controlled and validated through a BCM programme.	GPG 2013	■
Post incident acquisition		A continuity and recovery strategy where resources are provided following an incident at short notice.	GPG 2013	■
Process		A set of interrelated or interacting activities which transforms inputs to outputs.	BS ISO 22301:2012	■
Products and services		Beneficial outcomes provided by an organisation to its customers, recipients and interested parties.	BS ISO 22301:2012	■
Professional Practices	PPs	The activities that make up the six stages of the BCI's Good Practice Guidelines BCM Lifecycle.	GPG 2013	■
Reciprocal Agreement		A prearranged agreement between two or more entities to share resources in response to an incident	BCI Dictionary	■
Recovery Point Objective	RPO	The point to which information used by an activity must be restored to enable the activity to operate on resumption. Also referred to as Maximum Data Loss.	BS ISO 22301:2012	■

The information contained within this document is confidential and for the exclusive use of the FTLM. The contents of this document may not be disclosed to third parties without the written consent of the FTLM.

Document Name: Draft Common Data   **Issue Date: December 2017**   **Page 21 of 23**

Term	Acronym	Definition	Source	Code
Recovery Strategies		An approach by an organisation that will ensure its recovery and continuity in the face of a disaster or other major outage. Plans and methodologies are determined by the organisations strategy. There may be more than one methodology or solution for an organisational strategy. The techniques and tools used to describe, control and deliver a series of activities with given deliverables, timeframes and budgets.	BCI Dictionary	
Recovery Strategy Response		Immediate and on-going activities, tasks, programs and systems to manage the immediate effects of an incident that threatens life, property, operations or the environment. The reaction to an incident or emergency to assess the damage or impact and to ascertain the level of containment and control activity required	BCI Dictionary	
Recovery Team		The Recovery Team will ensure medium to long term recovery plans are executed and reported on to EXCO. The Recovery Team consists of representatives from various departments and specialists as necessary; more than one recovery team may exist for one situation.	BCI Dictionary	
Recovery Time Objective	RTO	The period of time following an incident within which a product or an activity must be resumed, or resources must be recovered.	BS ISO 22301:2012	🟥
Replication		A continuity and recovery strategy where resources are copied to a dormant site, only being brought into live operations after an incident.	GPG 2013	🟩
Resilience		Adaptive capacity of an organization in a complex changing environment.	ISO Guide 73	🟥
Resources		Assets, people, skills, information, technology (including plant and equipment), premises, and supplies and information (whether electronic or not) that an organisation has to have available to use, when needed, in order to operate and meet its objectives	BCI Dictionary	
Risk		Effect of uncertainty on objectives	ISO Guide 73	🟥
Risk Assessment		Overall process of risk identification, risk analysis and risk evaluation.	ISO Guide 73	🟥
Risk Management	RM	Coordinated activities to direct and control an organization with regard to risk.	ISO Guide 73	🟥
Safe Separation Distance		An adequate geographical spread between the original and duplicate resources, the various suppliers, the replica operations or the base site and its recovery site.	GPG 2013	🟩
Service Level Agreement	SLA	A formal agreement between a service provider (whether internal or external) and their client (whether internal or external), which covers the nature, quality, availability, scope and response of the service provider. The SLA should cover day-to-day situations and disaster situations, as the need for the service may vary in a disaster.	CSA	

Term	Acronym	Definition	Source	Code
Single Point of Failure	SPOF	Unique (single) source or pathway of a service, activity and or process, typically there is no alternative, and loss of the element could lead to total failure of a mission critical activity and/or decency	BCI Dictionary	
Stakeholder		Individual or group having an interest in the performance or success of an organisation e.g. customers, partners, employees, shareholders, owners, the local community, first responders, government, and regulators	BCI Dictionary	
Stand Down		A formal announcement that alert status is over and the plan will not be invoked any further	BCI Dictionary	
Standby		A continuity and recovery strategy where a facility is available to be made operational as required.	GPG 2013	🟩
Standby Service		Any alternative sites, facilities, equipment or resources that may be available for use following a disaster	BCI Dictionary	
Subcontracting		A continuity and recovery strategy where third parties who are used to produce a product or service provide process infrastructure and undertake activities.	GPG 2013	🟩
Supply Chain		The linked processes that begins with the acquisition of raw material and extends through the delivery of products or services to the end user across the modes of transport. The supply chain may include suppliers, vendors, manufacturing facilities, logistics providers, internal distribution centres, distributors, wholesalers, and other entities that lead to the end user	BCI Dictionary	
Technical Practices		The Analysis, Design, Implementation and Validation stages of the BCM Lifecycle.	GPG 2013	🟩
Test		A unique and particular type of exercise, which incorporates an expectation of a pass or fail element within the goal or objectives of the exercise being planned.	BS ISO 22301:2012	🟥
Threat		Potential cause of an unwanted incident, which can result in harm to individuals, a system or organization.	BS ISO 22300:2012	🟥
Threat Analysis		The process of evaluating threats to identify unacceptable concentrations of risk to activities and single points of failure.	GPG 2013	🟩
Top Management		Person or group of people who directs and controls an organization at the highest level.	BS ISO 22301:2012	🟥
Validation	PP6	The Technical Practice within the BCM Lifecycle that confirms that the Business Continuity Management (BCM) programme meets the objectives set in the Business Continuity (BC) Policy and that the organization's Business Continuity Plan (BCP) is fit for purpose.	GPG 2013	🟩
Work Area Recovery	WAR	Restoration of office activities at an alternative location which provides desks, telephony, office systems and networking capability	BCI Dictionary	