**Business Continuity Plan (BCP) Template**

**conducted for**

COMPANY NAME

**Department**

Operations

**Prepared by**

XYZ

**Conducted on**

27 Feb 2019

**Location**

**Completed on**

01 Feb 2019 04:56 PM

**Score**

0/0.0 - 0.00%

**Inspection**

|  |  |  |
| --- | --- | --- |
| Question | Response | Details |
| **Scope & Objectives** | | |
| Purpose of the BCP including which business functions are prioritized for recovery during an emergency | * To ensure continuity of IT services and customer lines in the event of an power shutdown * Power disruption could be caused by emergency weather conditions or building fire * Service offerings impacted: Customer Support desk, Sales teams, HR support | |
| **Operations at Risk and Recovery Plan** | | |
| Add operational area at risk | | |
| Operation 1 | | |
| Operational Area | Customer Support | |
| Description of operation | Customer support team looking after 24 hour global regions | |
| Rate impact on business continuity | Critical | |
| Impact description | All global live chat and calls go through this team | |
| Recovery strategy | All live chat and calls routed to Level 2 teams in regional offices. Individuals in each region have been assigned to take up leadership roles for backup support in the event of operational disruption. | |
| Operation 2 | | |
| Operational Area | Finance Team | |
| Description of operation | Finance team responsible for customer invoicing as well as global employee payroll | |
| Rate impact on business continuity | High | |
| Impact description | Customers would experience delays in billing requests and disputes. Internal staff would be affected by internal payroll delays | |
| Recovery strategy | Automatic emails sent to customers requesting billing inquiries notifying of delays. Staff immediately informed of potential delays in payroll. In the event of greater than 24 hour disruption, finance team is relocated to temporary office for business continuity. | |

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| Question | | Response | | Details | |
| **Roles & Responsibilities** | | | | | |
| Add BCP committee member | | | | | |
| Member 1 | | | | | |
| Representative | | ABC PERSON | | | |
| Role | | Team Leader | | | |
| Contact details | | 111 3456 | | | |
| Description of responsibilities | | * Must ensure all team members are aware of recovery plan procedures * Must also encourage customers to make sure their email address on file are updated to ensure they would receive emails notifications regarding delays (if there are) | | | |
| Full Name & Signature | ABC PERSON | | 01 Feb 2019 04:55 PM | |  |
| Member 2 | | | | | |
| Representative | |  | | | |
| Role | | Head of Operations | | | |
| Contact details | | [ABC@XYZ.com,](mailto:ABC@XYZ.com) 0123 456 7895 | | | |

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| Question | | Response | | Details | |
| Description of responsibilities | | * Must contact key stakeholders in case of power shutdown * Inform IT Director of emergencies and to pull up equipment for alternate operations site * Should ensure all BCPs are updated and are coordinated with key personnel | | | |
| Full Name & Signature |  | | 01 Feb 2019 04:56 PM | |  |