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Wolverhampton
City Council



**Developing a new Business Continuity Planning Tool -
Service Resilience**

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Vers 1.2**

Introduction

This paper provides a short overview of the business continuity planning system that WCC's Sharepoint Team have been asked to develop.

Service Resilience – Developing a new system

Having researched commercially available business continuity systems and the capabilities of the Council's existing software a draft version of Service Resilience has been developed. Based on the requirements of the Business Continuity Institute's Good Practice Guidelines, the system was first developed on Microsoft Excel and has been subsequently transferred to Microsoft InfoPath (part of the Microsoft Office 2010 package).

InfoPath allows the user to fill in a browser based form that captures the data they enter and stores it in a database know as a SharePoint List.

This functionality means that elements of the form can be linked so that users don't have to enter the same information into multiple forms. It also means that areas of the plan can be linked to existing datasets so that information such as the organisational hierarchy, office location of services and individual contact details can be automatically updated.

The page by page nature of InfoPath allows managers to be logically 'walked through' the business continuity process thereby making business continuity planning a more user friendly experience. The fact that managers enter information into fields rather than a Word document also means that key facts can be automatically collated to produce risk specific response guides that give managers access to pertinent details without having to leaf through long paper based plans.

System Requirement Summary

For the system to deliver the improvements required it must be intuitive to use, encourage comprehensive planning to deal with lost resources and be linked to the Council's existing data sets. Once the plans have been completed the system should allow managers to rapidly access the information that they need to recover their services during a disruptive event. This should be achieved by the system asking for a status report then producing a tailored aid memoir that instructs the user how to recover the disruptive functions and resources that have been selected.

The system should also allow the Resilience Team and Senior Managers to track overall service disruption during a business continuity incident. Similarly they should be able to monitor completion progress during planning and identify individual service BC plans that conflict with each other (e.g. multiple services identifying the same fall back office location).