

BUSINESS CONTINUITY GLOSSARY



ACTIVATION	The implementation of recovery procedures, activities and plans in response to an emergency or disaster declaration.
ALTERNATIVE SITE	An alternative operating location for the usual business functions (i.e. support departments, information systems and manufacturing operations) when the primary facilities are inaccessible.
BUILDING DENIAL	Any damage, failure or other condition which causes denial of access to the building or the working area within the building, e.g. fire, flood, contamination, loss of services, air conditioning failure, and forensics.
BUSINESS CONTINUITY	A proactive process which identifies the key functions of an organisation and the likely threats to those functions, from this information plans and procedures which ensure key functions can continue whatever the circumstances can be developed.
BUSINESS CONTINUITY MANAGEMENT (BCM)	A holistic management process that identifies potential impacts that threaten an organisation and provides a framework for building resilience and the capability for an effective response that safeguards the interests of its key stakeholders, reputation, brand and value-creating activities.
BUSINESS CONTINUITY PLAN (BCP)	A documented collection of procedures and information that is developed, compiled and maintained in readiness for use in an incident.
BUSINESS CONTINUITY PLANNING	The advance planning and preparation which is necessary to identify the impact of potential losses, to formulate and implement viable continuity strategies, and to develop continuity plan(s) which ensure continuity of organisational services in the event of an incident.
BUSINESS CRITICAL POINT	The latest moment at which the business can afford to be without a critical function or process.
BUSINESS IMPACT ANALYSIS (BIA)	A management level analysis by which an organisation assesses the quantitative (e.g. financial, service levels) and qualitative (e.g. operational, reputational, legal, regulatory) impacts and loss that might result if that organisation were to suffer a major incident.
BUSINESS IMPACT RESOURCE RECOVERY ANALYSIS (BIRRA)	<p>A management level analysis by which an organisation assesses the minimum level of resource required for recovery.</p> <p>The BIRRA is formulated and used in conjunction with the BIA.</p>
BUSINESS RISK	The risk that internal and external factors, such as inability to provide a product or service or a fall in demand for an organisation's products or services will result in an unexpected loss.

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COLD SITE	One or more data centres or office space facilities equipped with sufficient pre-qualified environmental conditioning, electrical connectivity, communications access, configurable space and access to accommodate the installation and operation of equipment by critical staff required to resume business operations.
CORPORATE GOVERNANCE	<p>The system by which the directors and officers of an organisation are required to carry out their accountabilities and responsibilities for ensuring that effective management systems, including financial monitoring and control systems, have been put in place to protect assets, earning capacity and the reputation of the organisation.</p> <p>All UK listed companies on the London Stock Exchange are required to comply with a corporate governance code of conduct.</p>
CRISIS MANAGEMENT TEAM (CMT)	A group of executives who direct the recovery operations whilst taking responsibility for the survival and the image of the enterprise.
CRISIS MANAGEMENT PLAN (CMP)	A plan of action designed to support the crisis management team when dealing with a specific situation which might threaten the operations, staff, customers or reputation of an organisation.
DECISION POINT	The latest moment at which the decision to invoke business continuity plans has to be taken in order to ensure the continued viability of the organisation.
DEDICATED WORK AREA	A work space provided for sole use by a single organisation, configured ready for use.
DISASTER	Any accidental, natural or malicious event which threatens or disrupts normal operations, or services, for sufficient time to affect significantly, or to cause failure of, the enterprise.
DISASTER RECOVERY (DR)	The process of returning a business function to a state of normal operations either at an interim minimal survival level and/or re-establishing full scale operations.
EMERGENCY MANAGEMENT TEAM	The group of staff who command the resources needed to recover the organisation's operations.
EMERGENCY MANAGEMENT PLAN	A plan which supports the emergency management team by providing them with information and guidelines.
EMERGENCY RESPONSE	The initial response to any incident, focused on protecting human life and the organisation's assets.
EXERCISING	The critical testing of BCM strategies and BCPs; testing the recovery or continuity of an organisation's systems (e.g. technology, telephony, administration) to demonstrate BCM competence and capability.

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FIT FOR PURPOSE	Meeting an organisation's requirements.
HOT SITE	A data centre facility or office facility with sufficient hardware, communications interfaces and environmentally controlled space capable of providing relatively immediate backup data processing support.
HUMAN RESOURCE DISASTER RECOVERY (HRDR)	A specific strategy for dealing with risk assessment, prevention, control and business recovery for critical (key) personnel.
INCIDENT	A situation that may be, or may lead to, a business disruption, loss emergency or crisis.
KEY PERFORMANCE INDICATOR (KPI)	A benchmark measurement based upon objectives, targets and defined industry standards.
LEVEL OF BUSINESS CONTINUITY (LBC)	<p>The minimum level of continued output of products and / or services acceptable to an organisation in achieving its business objectives.</p> <p>LBC can be influenced or dictated by regulation or legislation.</p>
MISSION CRITICAL ACTIVITY (MCA)	A critical operational and / or business support, service or product related activity (provided internally or externally) including its dependencies and single points of failure, which enables an organisation to achieve its business objective(s), taking into account seasonal trends and / or timing issues.
OPERATIONAL IMPACT	An impact which is not quantifiable in financial terms but its effects may be among the most severe in determining the survival of an organisation following a disaster.
OPERATIONAL RISK	<p>The risk that deficiencies in information systems or internal controls will result in unexpected loss.</p> <p>This risk is associated with human error, system failures and inadequate procedures and controls.</p>
PERFORMANCE MEASURE	<p>An indicator used to quantify efficiency and / or effectiveness.</p> <p>An example of a performance measure is a KPI.</p>
RACI	Responsible / Accountable / Consulted / Informed.
RECIPROCAL AGREEMENT	A two-way agreement by which organisations agree to use each others resources in the event of a business continuity incident.
RECOVERY POINT OBJECTIVE (RPO)	The point in time to which work should be restored following a business continuity incident that disrupts or interrupts an organisation.
RECOVERY TIME OBJECTIVE (RTO)	The timescale in which MCAs must be recovered.

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RECOVERY STRATEGY	A pre-defined, pre-tested, management approved course of action to be employed in response to a business disruption, interruption or disaster.
RECOVERY TEAM	A group of individuals given responsibility for the co-ordination and response to an emergency or recovering a process or function in the event of a disaster.
RECOVERY WINDOW	The time scale within which time sensitive function or business units must be restored, usually determined by means of a business impact analysis.
RESIDUAL RISK	The level of risk remaining after all cost-effective actions have been taken to lessen the impact, probability and consequences of a specific risk or group of risks, subject to an organisation's risk appetite.
RESILIENCE	The ability of an organisation, staff, system, telecommunications network, activity or process to absorb the impact of a business interruption, disruption or loss and continue to provide a minimum acceptable level of service.
RESOURCE RECOVERY SOLUTION	A plan of action that identifies the specific resource required to carry out recovery actions.
RISK	The threat of an action or inaction that will prevent an organisation's ability to achieve its business objectives.
RISK APPETITE	The willingness of an organisation to accept a defined level of risk. Different organisations at different stages of their existence will have different risk appetites.
RISK ASSESSMENT (RA)	The overall process of risk identification, analysis and evaluation.
RISK MANAGEMENT	<p>The establishment of culture, processes and structures to manage potential opportunities and adverse effects.</p> <p>As it is not possible or desirable to eliminate all risk, the objective is to implement cost-effective processes that reduce risks to an acceptable level, reject unacceptable risks and treat risk by financial interventions (i.e. transfer other risks through insurance or other means or by organisational intervention i.e. BCM).</p>
RISK PROFILE	The collection of risks that an organisation faces.
SERVICE LEVEL AGREEMENT (SLA)	An agreement between a service provider and service user as to the nature, quality, availability and scope of the service to be provided.
SINGLE POINT OF FAILURE	The sole source of a service, activity or process (i.e. to which there is no alternative, the failure of which would lead to the total failure of an MCA).

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SITE ACCESS DENIAL	Any disturbance or activity within the area surrounding the site which renders the site unavailable, e.g. fire, flood, riot, strike, loss of services, forensics. The site itself may be undamaged.
STANDBY SERVICE	The provision of the relevant recovery facilities, such as cold site, warm site, hot site and mobile standby.
STAND DOWN	Formal notification that the alert may be called off or that the state of disaster is over.
STRATEGY	The vision and direction for an organisation, involving the setting of mission statements and identifying markets and objectives so that the <i>raison d'être</i> of the organisation can be achieved.
SYNDICATED / SHARED SUBSCRIPTION WORK AREA	A work space shared by a limited number of organisations, configured for general occupation (not customised for a particular organisation).
SYNDICATION RATIO	The number of times that a work area is sold by the third party providers at a resource recovery location.
SYSTEM DENIAL	A failure of the computer system for a protracted period, which may impact an enterprise's ability to sustain its normal business activities.
VITAL RECORDS	Records (all media) which are considered to be essential to the continuation of an organisation's business.
WARM SITE	A data centre or office facility which is partially equipped with hardware, communications interfaces, electricity and environmental conditioning capable of providing backup operating support.
WORK AREA RECOVERY (WAR)	The provision of (internal or external) pre-designated work space providing the minimum necessary equipment and services ready for occupation by business recovery teams at short notice.

Sourced from PAS 56:2003 and Business Continuity Institute