

## BUSINESS CONTINUITY GLOSSARY<sup>1</sup>

<b>Business continuity</b>	Business continuity is <i>'the uninterrupted availability of all key resources supporting essential business functions'</i> .
<b>Business continuity management</b>	Business continuity management provides for the availability of processes and resources in order to ensure the continued achievement of critical objectives.
<b>Business continuity planning</b>	Business continuity planning is often used to refer to those activities associated with preparing documentation to assist in the continuing availability of property, people and assets.
<b>Business continuity plans</b>	A collection of procedures and information that is developed, compiled and maintained in readiness for use in the event of an emergency or disaster.  Associated terms: Business Recovery Plan; Disaster Recovery Plan; Recovery Plan
<b>Business continuity program</b>	An ongoing process supported by senior management and funded to ensure that the necessary steps are taken to identify the impact of potential losses, maintain viable recovery strategies and recovery plans, and ensure continuity services through personnel training, plan testing and maintenance.  Associated terms: Disaster Recovery Program; Business Recovery Program; Contingency Planning Program
<b>Business Impact Assessment (BIA), also known as Business Impact Analysis</b>	A management level analysis, which identifies the impacts of losing company resources. The BIA measures the effect of resource loss and escalating losses over time in order to provide senior management with reliable data upon which to base decisions on risk mitigation and continuity planning.  Associated terms: Business Impact Assessment; Business Impact Analysis Assessment
<b>Business interruption</b>	Any event, whether anticipated (i.e. public service strike) or unanticipated (i.e. blackout) which disrupts the normal course of business operations at an organisation location.
<b>Business process</b>	Key business processes are those processes essential to delivery of outputs and achievement of business objectives.
<b>Crisis</b>	An untoward event occurring that potentially or actually results in a disruption to the day-to-day operations of part or the whole of the organization. Management is required to divert a proportion of their attention, time, energy and resources away from normal operations to managing this untoward event. Crises will and do occur on a regular basis and are usually characterised by being managed by existing internal resources.
<b>Critical business functions</b>	Vital business functions without which an organisation cannot long operate. If a critical business function is non-operational, the organisation could suffer serious legal, financial, goodwill, or other serious losses or penalties.
<b>Disaster</b>	If an incident overwhelms management's capabilities to cope, control will begin to be lost and the event becomes regarded as a disaster. Disasters are usually characterised by external agencies taking over management of the event.
<b>Disaster recovery planning</b>	Disaster discovery planning is often used to refer to those activities associated with the continuing availability and restoration of the IT infrastructure.

<sup>1</sup>Standards Australia HB 292 -2006 *A Practitioners Guide to Business Continuity Management*

<b>Emergency</b>	<ul style="list-style-type: none"> <li>• An event, actual or imminent, which endangers or threatens to endanger life, property or the environment, and which requires a significant and coordinated response.</li> <li>• Any event which arises internally or from external sources which may adversely affect the safety of persons in a building or the community in general and requires immediate response by the occupants.</li> <li>• An unplanned situation arising, through accident or error, in which people and/or property are exposed to potential danger from the hazards of dangerous goods. Such emergencies will normally arise from vehicle accident, spillage or leakage of material or from a fire.</li> </ul>
<b>Incident response</b>	<p>The response of an organisation to a disaster or other significant event that may significantly impact the organisation, its people, or its ability to function productively. An incident response may include evacuation of a facility, initiating a disaster recovery plan, performing damage assessment, and any other measures necessary to bring an organisation to a more stable status.</p>
<b>Maximum acceptable outage (MAO), maximum tolerable outage (MTO), maximum downtime (MD)</b>	<p>The maximum period of time that critical business processes can operate before the loss of critical resources affects their operations.</p>
<b>Recovery</b>	<ul style="list-style-type: none"> <li>• Process of planning for and/or implementing expanded operations to address less time-sensitive business operations immediately following an interruption or disaster.</li> <li>• The start of the actual process or function that uses the restored technology and location.</li> </ul>
<b>Recovery strategy</b>	<p>A pre-defined, pre-tested, management approved course of action to be employed in response to a business disruption, interruption or disaster.</p>
<b>Recovery time objective (RTO)</b>	<p>The point in time to which systems and data must be recovered after an outage. (e.g. end of previous day's processing). RPOs are often used as the basis for the development of backup strategies, and as a determinant of the amount of data that may need to be recreated after the systems or functions have been recovered.</p>
<b>Recovery time objective (RTO)</b>	<p>The period of time required to fully re-establish adequate resource requirements.</p>