



TITLE

BUSINESS CONTINUITY MANAGEMENT

SCOPE

Provincial

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APPROVAL AUTHORITY

Clinical Operations Executive Committee

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SPONSOR

Chief Audit Executive, Internal Audit & Enterprise Risk Management and Vice President & Chief Health Operations Officer, Central and Southern Alberta

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Not applicable

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NOTE: The first appearance of terms in bold in the body of this document (except titles) are defined terms – please refer to the Definitions section.

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OBJECTIVES

- To ensure that Alberta Health Services' **Business Continuity Management (BCM)**:
 - identifies and categorizes potential threats and impacts to the organization's business and health service operations;
 - identifies critical operational and business functions, with respective dependencies and interdependencies;
 - builds and improves organization resilience by supporting the organization's capability and capacity to continue to provide health services at acceptable pre-determined levels following a disruptive, or emergency/disaster event;
 - enables the organization to recover quickly and effectively from any type of disruption or emergency/disaster; and
 - promotes a standardized, integrated, organization wide approach to Business Continuity Management (including risk assessment/impact analysis, planning activities with specific incident preparedness, incident response plans, and documented prioritized recovery processes).

PRINCIPLES

- Regulatory Compliance: BCM shall be based on industry BCM best practices and standards and applicable federal, provincial, and municipal legislation, regulations, and standards as required.

- Systematic: BCM is part of AHS' integral and normal operational and business practices and is also integrated into AHS' **Incident Management System (IMS)**.
- Consistent Approach: A single AHS BCM approach provides tools, templates, centralized repositories, common terminology and definitions, and testing scenarios and guidelines.
- Policy Alignment: This Policy is informed by AHS' *Enterprise Risk Management* Policy and is aligned with *Business Continuity Planning for IT Resources* Policy and the *Emergency and Disaster Management* Policy.

APPLICABILITY

Compliance with this document is required by all Alberta Health Services employees, members of the medical and midwifery staffs, Students, Volunteers, and other persons acting on behalf of Alberta Health Services (including contracted service providers as necessary).

ELEMENTS

1. Governance

- 1.1 A BCM governance structure shall provide strategic direction and support for program structure, roles and responsibilities, ownership, accountability, applicable contracting/third party agreements, communication, policies, standards, compliance measurement and reporting and BCM implementation.

2. Business Continuity Management (BCM) Program

- 2.1 A comprehensive BCM Program, located within Emergency/Disaster Management (E/DM), reporting through the Provincial E/DM Steering Committee and to the BCM Program Sponsor and BCM Executive Sponsor, shall coordinate and integrate AHS activities necessary to build resilience and sustain and improve AHS' capability and capacity for an effective response to any disruption or emergency/disaster.
- 2.2 The BCM Program shall be responsible for development and sustainability of a BCM Framework. The BCM Framework shall outline roles and responsibilities, support structure, methodology, plan maintenance processes, and documentation standards.
- 2.3 The BCM Program in conjunction with Contracting, Procurement, and Supply Management (CPSM) and Legal Services shall establish contracting/third party agreements, as applicable.
- 2.4 The BCM Program shall establish corporate-wide BCM education and awareness.

- 2.5 The BCM Program in conjunction with Information Technology (IT) and AHS portfolios, programs, divisions, departments, and units shall identify critical IT requirements to support their BCM plans.
- 2.6 Each AHS portfolio, program, division, department, and unit shall incorporate BCM into regular operating procedures and business processes. This includes:
- a) designation of an individual(s) responsible for their respective BCM planning;
 - b) completion of BCM education and training;
 - c) identification of necessary resources to support their business continuity (e.g. personnel, equipment, facilities, technology);
 - d) development of applicable BCM plan templates relevant to their portfolio, program, division, department or unit; and,
 - e) participation in BCM plan testing, exercising, and maintenance.

3. Quality Improvement

- 3.1 The BCM Program, AHS portfolios, and IT (specific to **IT Disaster Recovery (ITDR)**), shall conduct regular testing, exercising, and auditing of BCM plans with revisions made to reflect needed changes and advance the maturity of their BCM plans.
- 3.2 The BCM Program shall establish key metrics to measure BCM performance.

DEFINITIONS

Business Continuity Management (BCM) means a holistic management process that identifies potential impacts that threaten an organization and provides a framework for building resilience with the capability for an effective response that safeguards the interests of its key stakeholders, reputation, brand and value creating activities. It is the management of recovery and continuity of critical business, facilities, equipment and supplies, staffing and technology services in the event of a disaster. Also the management of the overall program through training, rehearsals, and reviews to ensure the plan stays current and up to date.

Incident Management System (IMS) means an approach aimed at incorporating consistent and integrated best practices into a comprehensive framework for use by emergency management and response personnel in an all-hazards context across AHS.

IT Disaster Recovery (ITDR) means policies, documentation and procedures that interface closely with the Incident Management System and enable the recovery or continuation of vital technology infrastructure and systems that support critical business, following a disruptive event. ITDR is a subset of a BCM and the BCM plan.

REFERENCES

- Alberta Health Services Governance Documents:
 - *Business Continuity Planning for IT Resources* Policy (#1140)
 - *Emergency and Disaster Management* Policy (#1181)
 - *Enterprise Risk Management* Policy (#1132)
- Alberta Health Services Resources:
 - *Business Continuity Management (BCM) Framework*
 - *Incident Management System*

VERSION HISTORY

Date	Action Taken
Click here to enter a date	Optional: Choose an item
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