



Glossary of Terms

Business Continuity Management: Business Continuity Management is a discipline that prepares an organisation for the unexpected. It is a management process that provides the framework for building resilience to business and service interruption risks, responding in a timely and effective manner to ensure continuity of critical business activities, and ensuring the long term viability of the organisation following a disruptive event.

Business Continuity Plan: The principle output of the Business Continuity Management process. A Business Continuity Plan is, in effect, a treatment plan for certain risks, the consequences of which could disrupt core functions. The plan outlines the actions to be taken and resources to be used before, during and after a disruptive event to ensure the timely resumption of critical business activities and long term recovery of the organisation.

Business Impact Analysis: The process of assessing the potential consequences to an organisation of an outage to its key business activities over varying periods of time, and prioritising the timeframes in which these activities must be resumed following a disruptive event.

Consequence: The impact or outcome of a risk eventuating. A risk can have multiple consequences.

Consequence categories: These are key impact areas, which if affected as a result of a particular risk event, could have a significant impact on the ability of an agency to deliver its outcomes. Consequence categories are agency specific, and should reflect the agency's economic, social and environmental responsibilities.

Critical Success Factors: A factor which is essential for the successful performance of a key business activity.

Disaster Recovery Plan: The policies, processes and procedures related to preparing for the recovery and restoration of information technology infrastructure required to support critical business activities following an outage of an organisation's computer centre. The disaster recovery planning process is a subset of Business Continuity Management. The term disaster recovery is not to be confused with that used in the context of community emergency management which refers to it as a phase within the emergency management process that is concerned with actions related to rebuilding destroyed or damaged property, re-employment and restoration of essential infrastructure following a disaster.

Key Business Activities: Any high level activity or function that is instrumental in an agency delivering required outcomes or performing its mission.

Key Dependency: Relationship with or reliance upon another party essential to delivering outcomes or services. Key dependencies can be within the agency or external.



Maximum Acceptable Outage: The maximum length of time that a key business activity may be suspended following an outage before the consequences will have a detrimental effect on the organisation.

Outage: An outage is an extraordinary natural or human-induced event, causing a disruption to, or loss of, key business activities, which has a significant impact on the organisation. This is distinct from minor interruption of services such as system glitches, processing errors and brief loss of communication links that may occur as a part of normal operations where it does not cause any significant impacts on the organisation.

Risk (or Risk Event): “The effect of uncertainty on objectives” (from ISO 31000:2009).

Risk Management: The practice of systematically identifying, understanding, and managing the risks encountered by an organisation.

Risk Management Process: The process of implementing, maintaining and embedding risk management in an organisation.