

Agenda item:	7
Report title:	Annual Business Continuity report
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Action:	To note

Executive summary

The Business Continuity Working Group (BCWG) oversees the development, maintenance and improvement of the GMC's business continuity management system. We follow the good practice guidelines published by the Business Continuity Institute and align to the national ISO 22301:2012 standard.

This paper summarises the work undertaken by the BCWG since the last report to the Executive Board in June 2018 and key activities planned to deliver the 2019 work programme.

Recommendation

The Executive Board is asked to note the work of the Business Continuity Working Group.

Background

- 1 The Business Continuity Working Group (BCWG) is chaired by the Director of Resources and reports to the SMT annually. Business continuity ensures that the GMC can respond effectively in the event of a disruption to normal operations.
- 2 Operationally, the work of the BCWG is led by Business Continuity and Compliance Manager, Melanie Quinlan. Melanie is due to return from a period of maternity leave on the 26 June 2019. Warren Dale has been acting as interim Business Continuity and Compliance manager in her absence.

Overview of the BCWG

- 3 The BCWG meet bi-monthly to review and discuss:
 - a Any business continuity incidents or events that caused a business interruption.
 - b The business continuity annual work plan and training matrix.
 - c New procedures and plans.
 - d Any potential new risks.

Business Continuity work since June 2018

- 4 Each business area of the organisation continues to have an appointed Business Continuity Champion to ensure that their departmental recovery plan is in place, reviewed and kept up to date.
- 5 Since September 2017 the Business Continuity and Compliance Manager has led business continuity exercises with 34 out of the 44 business areas. The exercise provides business areas with:
 - a An overview of business continuity.
 - b Information on their departmental business continuity plan.
 - c Useful tactics.
 - d Information on invacuation and lock down procedures.
 - e A mini table top exercise on a cyber-attack.
 - f A mini table top exercise on an evacuation.
- 6 All organisational plans have been reviewed and published.
- 7 The Business Impact Analysis review for all business areas started again in April.

- 8** A daily upload of the LRMP to Office 365 (the Cloud) is now in place. This ensures that we now have a copy of the LRMP available in the event of a loss of IS systems (e.g. during a cyber-attack).
- 9** The process where IOT hearing paperwork is stored on an encrypted USB stick is now established. Documents are stored on a daily basis as a mitigation against loss of IS systems, meaning that hearings can continue.
- 10** A successful test of the Contact Centre recovery site was completed in November 2018. The test involved 15 IS, Facilities and Contact Centre staff who carried out a number of checks on site. All systems were tested successfully, and testing of the telephony system was taken even further than planned.
- 11** Testing of the mobile recording kit was successfully completed in February 2018 at the Midland hotel in Manchester. This equipment would allow us to continue with hearings if we were unable to access to our MPTS offices at St. James's Buildings.
- 12** Representatives from the GMC attended 'Exercise PICA' in London on 5 September. The exercise was coordinated by PHE and the NHS and its aim was to explore the NHS Primary care response to an influenza pandemic outbreak. Supporting organisations who attended included the Department for Health & Social Care, BMA and the Royal Colleges (Nursing, Pharmacy, and Dental and Ophthalmology). A PHE report was drafted and follow up sessions/workshops are planned.
- 13** Due to a number of high profile cases that have recently generated media interest we have asked our business continuity consultants Glen Abbot to work with us to formulate a crisis management plan. It's proposed that this would be linked to our organisational business continuity plan and would provide a more structured approach to dealing with incidents that could affect the reputation of the GMC. After consultation sessions with the Communications Team in London and Manchester a plan has been recently agreed. The organisational plan will be amended and put before the BCWG for approval.
- 14** A workshop was held 14 May for IS and Finance to discuss ways in which staff payroll could continue in the event of a loss of systems (e.g. cyber-attack). The workshop outlined the current solutions and began to explore ways in which this could be improved. Further development in this area is required.

Business Continuity Incident Response

- 15** There have been no incidents which have triggered the activation of either departmental or organisational BC plans.

16 The last incidents both occurred in November 2017. The first was a network failure (activating individual business continuity plans) and the second a denial of domain network service (activating the organisational business continuity plan).

Next Steps

17 Business continuity has a continuous lifecycle, which ensures the improvement of resilience procedures. In order to keep the momentum and continue to enhance procedures we will:

- a** Conduct a review of all departmental business continuity plans.
- b** Conduct the annual review of organisational plans.
- c** Complete a business continuity exercise with the remaining 10 business areas.