

## **Business Continuity – Our Strategic Commitment**

De Montfort University intends to respond to any crisis with the minimum disruption to staff or students, and with minimum disruption to the delivery of any services to internal and external customers.

It also intends to respond with respect and support for any member of staff, student or customer who may be involved, directly or indirectly, in any crisis, or who may be affected by any crisis as a consequence of the nature and/or impact of the crisis. This may include family or friends of staff, students or customers.

To assist in this mission, the University has a documented Crisis Management Plan which provides a clear command structure. Regular awareness-raising ensures that individuals are fully aware of the roles they would be expected to undertake.

In addition to the above generic plan, each Faculty and central support department owns a Business Continuity Plan detailing the key services and the recovery priorities and processes for each.

At a meeting on 16 March 2010, the University's Senior Executive endorsed the following as its critical processes:

### **1. Strategic Command and Support**

The importance of having key people available to manage a critical incident cannot be stressed enough.

The University is committed to supplying key decision and policy makers at a strategic level to manage any critical incident and the recovery from it. Our plans will reflect our resilience and commitment to this undertaking.

### **2. Crisis Communications**

Communications, both internally and externally, including the management of the media are more acute at times of crisis.

The University is committed to providing personnel, technology and infrastructure to ensure that communication systems are fit for purpose at times of crisis. This will be reflected in our plans.

### **3. Academic Delivery**

Academic delivery is one of the fundamental requirements of the University. We recognise that this issue may be time critical, reflective of the time in the academic year when a critical incident occurs. We also recognise that there are some courses that depend upon face to face delivery and some where alternatives may be used. This consideration would also include the continuation of provision of access to learning resources wherever possible.

The University is committed to considering all alternatives when endeavouring to identify the most appropriate means of supporting Academic Delivery in a crisis.

#### **4. Assessment and Examination**

These processes tend to be time-critical and therefore more critical at certain times of the academic year, although assessment exercises, whether exams or course work submission, do take place throughout the academic year. They are fundamental to the continuation and progression of the student population and the delivery of DMU's key product (qualifications) in a timely manner.

The University will endeavour to support these processes at times of crisis to ensure that continuity and integrity are maintained.

#### **5. Admissions**

These are the range of processes concerned with the technicalities of logging applications and making offers to home and international students; processes are time critical but, again, a fundamental process within the University business.

The University is committed to providing support to these processes at those critical times to ensure their continuation in the event of a crisis.

#### **6. Marketing**

These are processes which support the admissions process, but are often focussed on plans for up to two years ahead. The University may take a view that these activities could be suspended if necessary.

#### **7. Student Welfare**

There are activities within the University fundamental to learning which involve a certain amount of risk to individuals or the environment, usually mitigated by control measures through a Health and Safety risk assessment. An example would be lab based working. We also have to consider the learning accommodation and our ability to provide suitable alternative accommodation if needed in a crisis.

In addition, the University would need to ensure accommodation for those students in its own halls, if these were affected.

The University is committed to ensuring that the safety of students, as well as the larger community, is at the forefront of their planning in a crisis. Additionally, alternative options will be considered for the provision of accommodation as necessary.

#### **8. Staff Safety and Welfare**

The University commits to preserve staff safety and welfare in the event of a crisis and not expose staff to unreasonable risks in the course of their duties.

#### **9. Central and Support Activities**

There are some central and support activities that are fundamentally essential to the process of managing a University. Key areas highlighted in the BCPs in terms of support needed by Faculties in the event of a crisis are: IT, registry services (particularly at certain times in the year), Finance (particularly payroll and being able to order goods), Estates (particularly the ability to source alternative accommodation).

The University will commit to regular reviews of plans to ensure that these support structures are able to deliver their processes, to a greater or lesser extent, in the time of a crisis.