**Contents**

**1.0**  **INTRODUCTION**  **4**

**2.0**  **REVIEW, AND CHANGE CONTROL**  **4**

**3.0**  **STAKEHOLDER ANALYSIS**  **5**

**4.0**  **BUSINESS IMPACT ANALYSIS**  **11**

**5.0**  **REQUIREMENTS FOR SERVICE RECOVERY**  **14**

**6.0**  **RISK IDENTIFICATION AND MITIGATION**  **17**

**7.0**  **ACTIVATION AND NOTIFICATION**  **19**

**8.0**  **RESPONSE PROCEDURES**  **19**

**9.0**  **RECOVERY**  **20**

**10.0DEBRIEF**  **21**

**APPENDIX A–ACTION SHEET FOR INCIDENT LEAD**  **22**

**APPENDIX A-FIGURE 1:INCIDENT STATUS CHART**  **23**

**APPENDIX B–INCIDENT MANAGEMENT TEAM AGENDA**  **24**

**APPENDIX B1:SBARREPORT COMPLETED AS PART OF DECLARATION**  **25**

**APPENDIX B2:INITIAL INCIDENT IMPACT ASSESSMENT.**  **26**

**APPENDIX B3–LESSONS LEARNED**  **28**

**APPENDIX C–ACTION AND DECISION LOG (EXAMPLE)**  **30**

**APPENDIX D–CONTACT DETAILS**  **31**

**APPENDIX E–INTERNAL AND EXTERNAL DEPENDENCIES**  **33**

**APPENDIX F–UNAVAILABILITY OF PERSONNEL**  **35**

**APPENDIX G–UNAVAILABILITY OF PREMISES**  **37**

**APPENDIX H–UNAVAILABILITY OF PROCESSES/PROVIDERS**  **39**

**BUSINESS CONTINUITY ACTION SHEET FOR INSERT NAME OF EVENT**  **43**

V: 2.0 Page 2 of 49