TSC Category	Business and Project Management					
TSC Title	Business Continuity					
TSC Description	Develop internal infrastructure to ensure organisational resilience and maintenance of the availability, stability and integrity of critical systems, processes and stakeholders that support and drive key aspects of the business. This includes the planning, designing and testing contingency plans and setting up of internal systems and structures which are ready to respond to potential threats and maintain desired levels of continuity.					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
				ICT-SNA-4002-1.1	ICT-SNA-5002-1.1	ICT-SNA-6002-1.1
				Implement business continuity and contingency procedures and exercises	Develop business continuity plans, and direct resources to establish and maintain business continuity processes	Define the optimal business continuity strategy and objectives for business continuity and contingency plans
Knowledge				• Critical business processes, systems and stakeholders • Resources required for business continuity plans • Steps involved in implementation of business continuity and contingency procedures • Business continuity tests and exercises	• Inter-linkages between critical business processes, information systems and people • Potential risks to business process and operations reliability • Business continuity and contingency procedures • Business continuity test planning and design • Interpretation of results from business continuity exercises or tests	• Regulatory requirements and industry best practices for business continuity strategy and plans • Potential risks and impact analysis of disruptions vis-a-vis costs of business continuity and contingency plans and procedures • Information Systems or Information Technology Systems business continuity strategies • Industry standards for continuity assessment benchmarks • Implications of business continuity test results on the business
Abilities				• Analyse existing data, information and processes from business functions to identify critical business elements, processes and systems	• Coordinate key analyses and interactions with different business functions, to facilitate identification of critical business parts and processes	• Define the organisation's key objectives and direction for business continuity and contingency plans, based on a synthesis of organisational needs,

				• Identify interdependencies among the critical business components • Identify risks to availability, integrity and reliability of business processes and operations • Secure resources required to establish and maintain business continuity and contingency procedures • Oversee implementation of business continuity and contingency procedures for business functions based on recommended strategies • Implement tests or business continuity exercises based on defined objectives, test, action plans and assessment criteria • Analyse test results to propose follow-up actions to achieve desired levels of business continuity	• Analyse the interdependencies among the critical business processes, systems and people in the formation of business continuity plans • Assess the relative impact of potential risks to the availability, integrity and reliability of key business components • Manage resources required to establish and maintain business continuity and contingency procedures • Develop detailed business continuity and contingency procedures with tasks, responsibilities and schedules, based on the organisation's direction and strategy, to maintain desired levels of continuity • Develop a business continuity test or exercise plan, including its objectives, procedures, assessment criteria and roles and responsibilities of involved personnel • Conduct debrief sessions to evaluate and communicate results • Recommend process enhancements to achieve improved levels of business continuity	industry best practices and regulatory standards • Evaluate critical risks associated with key components of business operations to determine priority areas for review and enhancement • Chart the organisation's desired business continuity strategy • Analyse resource requirements to achieve the desired level of business continuity to determine optimal cost-benefit trade off for approval by senior management • Establish continuity assessment benchmarks to ensure that plans are relevant, adequate and closely aligned with the organisation's needs and priorities • Review overall results of business continuity exercises and success of contingency plans, to determine implications on the business • Approve process enhancements and initiatives to achieve desired levels of business continuity
Range of Application						