

University of Glasgow

Business Continuity Governance Board

Minute of Meeting held on Tuesday 24 October 2017 at 10:00 AM, Carnegie Room

Present: Dr David Duncan (Chair), Selina Woolcott, Colin Montgomery, Liz Broe, Jane Townson, Peter Haggarty, Dr Gordon Duckett, Kathleen Simmonds (for Sharon McGregor)

In Attendance: Karen Christoforou (Clerk)

Apologies: Sharon McGregor, Diane Montgomery

1 Minute of last meeting held on Tuesday 18 April 2017

The Minute was approved.

2 Plans Update (including Services)

CM tabled a paper documenting the progress within each Service/School/Institute; it highlighted when workshops had occurred and the completion rate of plans. Most plans were now in place across the Services with the exception of LEADS and RSIO. Research Institutes were currently customising their plans to address the main threats to their work on experimentation and sample management as well as data storage and retrieval.

CM gave an overview on the process of emergency management, local responses and operational responses and emphasised the three strands of operational, tactical and strategic response to critical incidents and the subsequent management response depending on gravity of events.

CM intimated that following the workshops, a template plan was issued to all areas, with an emphasis on roles and responsibilities, enabling wider ownership of BC plans in Schools. Areas were given the tools to identify issues and what should be prioritised, focusing on business impact implications. Some plans would be labelled Research or Teaching Continuity plans, for easier identification purposes. CM confirmed his continued support to Institutes/Schools/Services and was confident that all plans would be completed by April 2018.

After this time, in liaison with the Head of Security and Operational Support, tabletop exercises would commence to ensure the BC plans were robust when faced with critical incidents. SW confirmed scenarios for the first exercise would be looked at in early 2018 involving colleagues from IT Services and Estates as well as external contractors.

DD indicated that current concerns surrounding data storage and how best they could be supported would be discussed through the Transformation Programme. Emphasis would centre around communication and central guidelines on use, recording and retrieval of data, as the Board agreed these were key issues when Institutes/Schools were producing their plans.

The Board discussed the wider issue of business continuity focusing on utilities, fault reporting, IT, space management, and their linkage to critical business. PH explained that an external contractor was currently providing its services in establishing an emergency plan in relation to the wider business issues, and that this would be shared with DD and the Director of Estates and Commercial Services once the risks of power/utilities were addressed. The Group then

moved onto the issue of space management, and in an emergency response scenario, what comprehensive provisions were documented and in place to ensure continuity of business. It was agreed that clarity was necessary in detailing what arrangements there are and how, for example, a Research Institute would re-establish a lab, in the event of an emergency.

It was highlighted that the training workshops had addressed reciprocity in this event but it was suggested that it was necessary for both Estates and colleagues in Institutes to get together to address the space management issue.

3 Colleges Update

With the support of DD, it was suggested that Colleges be asked to push forward with the completion of their business continuity plans.

4 Areas of concern

The Board had been made aware of some concerns relating to data servers and space management issues and noted that these were being addressed.

5 Communications

CM agreed to contact P Aitchison with the aim of re-engaging the University community with the business continuity strategy. JT suggested it may also be of benefit for CM to attend the College Management Group meetings to refocus on this issue. **CM**

6 Planning and Development

The group agreed to proceed with the proposed testing of the BC plans, in 2018 and DD would contact G Stephen to take this forward. **DD**

7 AOB

The Board discussed the availability of an emergency response manual in each individual building, to aid the emergency services in the event of an incident. A copy of each manual would be held in the Security Gatehouse, and should include such information as evacuation plan, any hazardous materials stored within that particular building, and a salvage list. In relation to this, SW reiterated that hazard registers had to be both up-to-date and in place at each location for the benefit of emergency services attending any incident where such material was held.

An issue raised by CM was the reluctance by some colleagues to provide mobile contact details, essential in the event of an out-of-hours incident, and highlighted the importance of such up-to-date information being readily available. The group agreed that in order for an individual to fulfil their role in this area, the ability to be contacted out of hours was imperative: if unavailable, the individual would be asked to relinquish such responsibility. Previously such contact details had been made available on a core contact list through the Emergencies Planning Group, which DD suggested should be revisited and updated. **KC**

The Board would next meet in February 2018.