OSQAR²
Business Continuity

OSQAR² for Business Continuity

"Business continuity is the activity performed by an organization to ensure that critical business functions will be available to customers, suppliers, regulators and to other entities that must have access to those functions. These activities include many daily chores such as project management, system backups, change control, and help desk. Business continuity is not something implemented at the time of a disaster; Business Continuity refers to those activities performed daily to maintain service, consistency, and recoverability.

The customisable **OSQAR²** dashboard gives access to business continuity tools allowing you to carry out assessments of your critical business functions to determine weaknesses that will undermine functionality under stress. The results of the assessments can then be analysed.

Where weaknesses are found an action plan will be implemented involving all key personnel and departments. The action plan will be monitored to ensure weaknesses are addressed in an effective and timely manner.

On attaining BS25999 certification for business continuity management Tyne and Wear Fire and Rescue Service commented:

"In October 2009 our Strategic Management Team decided to align our processes to BS25999-2, with a strong focus on exceeding BCM best practice by achieving certification. This was an additional driver for the service to meet our statutory obligations under the Civil Contingencies Act (2004) (CCA) and the recently reviewed Emergency Preparedness (statutory guidance for the CCA) which now reflects the BS25999 model.

A fundamental improvement to our Business Continuity Management System was the incorporation of Business Continuity Management reporting into our Operational Assurance Database, OSQAR², developed in conjunction with Redkite Systems Limited. The database is being used to monitor corrective and preventative actions that arise as a result of real business interruptions and exercises. The database creates action plan and allocates an action owner to ensure the plans are completed within a realistic timeframe.

Successfully achieving this rigorous standard demonstrates a real determination to manage any risks that could disrupt the vital services it provides to the public" Melanie Prested - Tyne and Wear Fire & Rescue Service. Extracts from publication in Fire Magazine March 2013