



Business Continuity Policy Appendix A Terms and Definitions

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Appendix A: Terms & Definitions

Business Continuity (BC)

BC is the capability of the organisation to continue delivery of products or services at acceptable predefined levels following a disruptive incident. (Source ISO 22301)

Business Continuity Management (BCM)

BCM is described as a holistic management process that identifies potential threats to an organisation and the impacts to business operations those threats, if realised, might cause, and which provides a framework for building organisational resilience with the capability of an effective response that safeguards the interest of its interested parties, reputation, brand and value creating activities. (Source ISO 22301).

Business Continuity Management System (BCMS)

BCMS is the overall management system that establishes, implements, operates, monitors, reviews, maintains and improves business continuity. (Source ISO 22301)

Business Continuity Plan

Documented procedures that guide organisations to respond, recover, resume, and restore to a pre-defined level of operation following a disruption. (Source ISO 22301)

Business Impact Analysis (BIA)

The process of analysing activities and the effect that a business disruption might have on them. (Source ISO 22301).

Maximum Acceptable Outage (MAO) and Maximum Tolerable Period of Disruption (MTPD)

The time it would take for adverse impacts, which might arise as a result of not providing a product / service or performing an activity, to become unacceptable. (Source ISO 22301)

Minimum Business Continuity Objective (MBCO)

Minimum level of service that is acceptable to the organisation to achieve its business objectives during a disruption.

Recovery Point Objective (RPO)

Point to which information used by an activity must be restored to enable the activity to operate on resumption. (Usually this refers to the amount of data that can be recovered when a computer system fails. The level of IT support that each system receives will govern this objective.)

Recovery Time Objective (RTO)

The period of time following an incident within which a service or activity must be resumed, or resource recovered. This time must be less than MAO or MTPD.