Business Continuity Planning in NUS

By

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Background

2002
• OSHE was established in Aug 2002

2003
• Setting up of the Office and recruitment and training of staff

2004
• Recruitment of Program Officer (Fire Safety)
• Setting up of fire safety programme
• BCP
• Conducted BIA
• Setting up of Crisis Management Framework

2005
• Launch of Crisis Management Framework in 24 Mar 2006
• CEM Team activated one week after launch of CEM Framework
• Flu Pandemic Plan
• Flu Pandemic Desktop Exercise

2006
• Crisis Policy endorsed by NUS President on 17 Aug 2006
• NUS Emergency Management Symposium
• CARE set up
• Training of Incident Commanders & UICC Teams
• Flu Pandemic Exercises
Crisis Management Framework & Policy

Crisis Management Framework (Approved on 24 Mar 05)
- Command & Control Structure at University & Unit Level
- Roles & Responsibilities – CEG & CEM Team
- Definition of Levels & Types of Crisis
- Activation Procedure
- Reporting Procedure
- Crisis Communications

wws.nus.edu.sg/osh/crisismgt/crisismgtmanual.doc

Crisis Policy (Approved on 17 Aug 06)
- An integral part of CMF
- Outlines the “rules of engagement”

wws.nus.edu.sg/osh/crisismgt/crisismgtpolicy.pdf
Incidents which will require CEM Team’s attention – some examples

**Outbreak of infectious diseases**
- HFMD outbreak
- Flu pandemic

**Weather related incidents**
- **Dry weather**
  - Bush fire
- **Wet weather**
  - Soil movement & slope failure
- **Wet and warm weather**
  - Dengue outbreak

**Laboratory related incidents**
- Chemical spills
- Accidental release of agents

**Security related events**
- Commencement
- Open House
- Other events

**Staff & student related incidents**
- Death & injury
- Mental health issues

CEM Team
Lessons Learnt

• Emergencies / crisis ↔ business continuity

• Not all emergencies / crisis situations in NUS affect business continuity of our operations

• IT play an important role
Lessons Learnt

Preparation → Response → Recovery
Role of IT

**In a Crisis**
- Dissemination of information to staff and students
- On-line services
  - teaching

**Normal Operations**
- Supports teaching, research and administrative functions
- Communication e.g. emails
# Results of BIA done in 2004

<table>
<thead>
<tr>
<th>Processes</th>
<th>Acceptable Downtime</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 University Cultural Centre’s Operations</td>
<td>5 min to &lt; 1 day</td>
</tr>
<tr>
<td>2a IT services to support Administration and Teaching</td>
<td>&lt; 1 day</td>
</tr>
<tr>
<td>2b Power and air conditioning needed for IT services</td>
<td>&lt; 1 day</td>
</tr>
<tr>
<td>3 Undergraduate admissions on-line application</td>
<td>1 day</td>
</tr>
<tr>
<td>4 Student posting to faculties</td>
<td>1 day</td>
</tr>
<tr>
<td>5 Student accommodation and residential services</td>
<td>1 day</td>
</tr>
<tr>
<td>6 Library loan services</td>
<td>1 day</td>
</tr>
<tr>
<td>7 Library collection access</td>
<td>1 day</td>
</tr>
<tr>
<td>8 Availability of email</td>
<td>1 day</td>
</tr>
</tbody>
</table>
The way forward in BCP in NUS

• Identification of core services
• Identification of critical resources
• Confirm BIA
• Develop strategies
• Develop plans
• Awareness & preparedness

Planning in progress

BCP exercise in Feb 08 – non-lab based teaching via IVLE and other platforms
Conclusion

• BCP in NUS is still evolving…
Thank you

http://www.nus.edu.sg/osh