

Business Continuity Planning in NUS

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25 July 2007



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

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

Crisis Policy (Approved on 17 Aug 06)

- An integral part of CMF
- Outlines the “rules of engagement”

www.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

Staff & student related incidents

- Death & injury
- Mental health issues

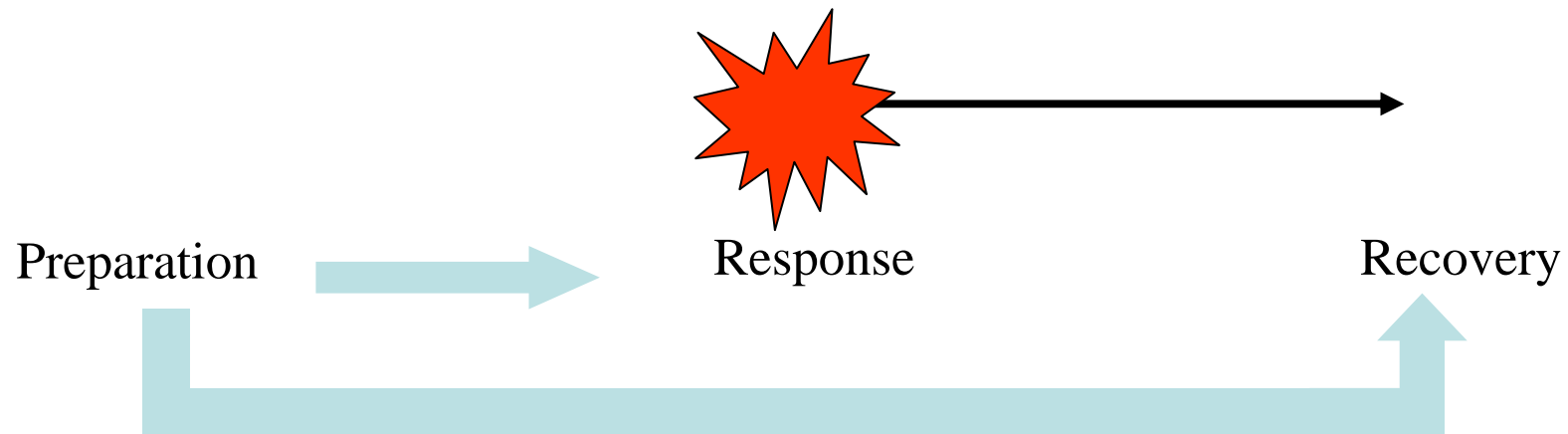
Security related events

- Commencement
- Open House
- Other events

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



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



	Processes	Acceptable Downtime
1	University Cultural Centre's Operations	5 min to < 1 day
2a	IT services to support Administration and Teaching	< 1 day
2b	Power and air conditioning needed for IT services	< 1 day
3	Undergraduate admissions on-line application	1 day
4	Student posting to faculties	1 day
5	Student accommodation and residential services	1 day
6	Library loan services	1 day
7	Library collection access	1 day
8	Availability of email	1 day

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>

