Procedure

Procedure Name	**Business Continuity**		
Procedure #	EP 1.3	Parent Policy	EP 1.0 Emergency Management and Business Continuity
Policy Owner	Vice President Administration and Chief Financial Officer	Effective Date	March 1, 2024
Procedure Owner	Associate Vice President, Campus Services	Next Review Date	March 1, 2029
Approved by	Associate Vice President, Campus Services	Approval Date	March 1, 2024

1.0   Purpose/ Background

NAIT develops, maintains, and updates Business Continuity Plans (BCP) and procedures to outline the processes and resources needed to recover a business unit after a disruptive event. This document provides information on NAIT's approach to implementing an effective business continuity program.

2.0   Definitions

Term	Definition
Business Continuity Management System (BCMS)	Part of the overall management system that establishes, implements, operates, monitors, reviews, maintains and improves business continuity. Note 1 to entry: The management system includes organizational structure, policies, planning activities, responsibilities, procedures, processes, and resources. (DRI Canada)
Business Continuity Plans	Documented information that guides an organization to respond to a disruption and resume, recover and restore the delivery of products and services consistent with its business continuity objectives. (Adapted from CSA Z1600:2017)
Business Impact Analysis	The process of determining the impact on an organization should a potential loss identified by the risk analysis actually occur. The BIA should quantify, where possible, the loss impact from both a business interruption (number of days) and a financial loss of life or other standpoint. (Emergency Management Planning Guide 2010-2011)
Hazard Identification and Risk Assessment (HIRA)	A Hazard Identification and Risk Assessment (HIRA) is a risk assessment tool that is used to assess which disasters and hazards pose the greatest risk to the institution in terms of how likely they are to occur and how great their potential impact. (Adapted from Office of the City Auditor – Emergency Management Governance and Risk Assessment Audit, 2019)
Incident	An "Incident" is a situation that might be, or could lead to, a disruption, loss, or emergency. Where an incident poses a present or imminent threat that requires prompt and ongoing coordination of actions to protect the health and safety of NAIT's community and to mitigate damage to NAIT property or the environment, it will be assigned as a "Level 1", "Level 2", or "Level 3". These levels are defined in this Plan and are based on complexity, impact, and resource requirements. (Adapted from CSA Z1600-17)

Recovery Point Objectives	The point to which the information used by an activity must be restore to enable the activity to operate on resumption. (CSA Z1600-17)
Recovery Time Objectives	The time goal set for the restoration and recovery of function or resources based on the acceptable down time in case of a disruption of operation. (CSA Z1600-17)

3.0 Procedures

3.1. General Procedures

3.1.1. BCPs are created and maintained by a business continuity representative in each business unit/school. Emergency Management and Business Continuity (EMBC) then reviews these plans to ensure they adhere to BCP standards. The Approver completes a final review for each business unit/school. In conjunction with the training and exercise plan for business continuity, these plans make up NAIT's Business Continuity Management System.

3.1.2. Business continuity procedures include determining Recovery Time and Recovery Point Objectives (RTO and RPO) and performing Business Impact Analysis (BIA) and Hazard Impact Risk Assessment (HIRA) for all business-impacting hazards that threaten NAIT.

3.1.3. BCPs will be made available to the NAIT community through ServiceNow.

3.1.4. BCPs will be reviewed and exercised annually or when a significant event or infrastructure change has occurred. The business area's business continuity representatives and their team will conduct the review. EMBC will develop and facilitate the exercises for each business area. A functional or full-scale exercise will be developed by EMBC every 3 years that will include multiple business areas.

3.1.5. A Business Continuity Management System will be maintained by Emergency Management & Business Continuity to support the recovery from a significant incident.

3.2. Communications Protocol

3.2.1. In the event of a disruption to business continuity, the affected department will coordinate communications with NAIT Communications. In the event the disruptions require activation of the NAIT Emergency Coordination Centre (ECC), the ECC Director will activate the Crisis Communications Team (CCT) and coordinate communications via the Communications Lead.

4.0 Exceptions to the Procedure

4.1. Exceptions to this procedure must be documented and formally approved by the Procedure Owner.

Procedure exceptions must include:
- The nature of the exception.
- A reasonable explanation for why the procedure exception is required.

- Confirmation that the exception aligns with the general principles.
- Any risks created by the procedure exception and how they will be managed.

5.0   Related Documentation

- CSA Z1600-17 - Emergency and Continuity Management Program

Document History

Date	Action/ Change
August 15, 2022	Creation of Business Continuity Procedure
June 1, 2023	Updated to reflect changes in the Communications process and changes to terminology.
February 5, 2024	Annual review and update.
November 15, 2024	Minor revision to change the title of Executive Director, RMS, to Associate Vice President of Campus Services.