Business Continuity Policy (GC)

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Document

Document Name	Business Continuity Policy (GC)
Brief Description	This Document outlines Griffith College's Business Continuity Plan.
Responsibility	College Director and Principal
Initial Issue Date	25/02/2008
Authorising Body	Academic Board

Version Control

Date	Version No.	Summary of Changes	Reviewer Name and Department/Office
18.03.2020	4	Edited to reflect changes to risks.	College Director and Principal
25.10.2022	5	Edited to reflect changes to titles and current process	College Director and Principal

Related Documents

Name	Location
Critical Incident Policy	Policy Library
Delegations of Authority	Policy Library
Business Continuity Plan	Document Library

Contents

1 Purpose and Scope

The purpose of this Document is to outline Griffith College's Business Continuity Planning Strategy. Griffith College maintains a detailed Business Continuity Plan to ensure that critical business processes can be continued in the event that a serious unplanned event occurs, which may disrupt the normal execution of those processes. Where appropriate, this policy should be read in conjunction with the Griffith College Critical Incident Policy.

2 Document Statement

2.1 Objectives

In the event of a system outage, it is Griffith College's aim to meet the following objectives:

- Maximise service quality in the unusual circumstances
- Minimise recovery time
- Maintain staff welfare and confidence
- Maintain stakeholders' confidence (e.g. students, agents, Navitas, Griffith University)
- Maintain ongoing fulfilment of regulatory requirements
- Control expenditure and lower extraordinary costs caused by outages
- Management of risk by minimising likelihood and impact of outages

2.2 Functions vs Causes

Griffith College's Business Continuity Plan is intended to focus on what is unavailable, as opposed to why it is unavailable. For example, Griffith College's teaching rooms could be unavailable for a multitude of reasons (e.g. flooding, a bushfire in the surrounding area). The reasons are immaterial, it is best to simply focus on the fact that the services/facilities are unavailable.

All incidents will require a tailored approach, though the key actions to reinstate various critical business processes will be fairly standard.

2.3 Critical Incident Coordinating Team

The Griffith College Critical Incident Coordinating Team (CICT) will be responsible for managing, coordinating, planning and implementing a timely and effective response. This team, who are responsible for ensuring that appropriate procedures are implemented, will include the following staff members:

- College Director and Principal;
- Academic Director;
- Student Counsellor;
- Quality and Compliance Manager;
- Director, Marketing and Admissions;
- Director, Student and Academic Services
- IT Manager

The Coordinating Team may co-op additional staff members as appropriate to a particular incident.

It is the responsibility of the College Director and Principal to determine whether the incident requires the coordinating team to meet.

The following Tables outline the risks and actions to be followed specific to areas/departments.

Risk	**Building Loss - Griffith College office space (M14, level 5, or G52, level 4)**
Functions Affected	Student Services counter Student Advisors offices Griffith College office space
Assessment of Risk (L,M,H)	Probability - L Impact - H Assessment of Risk - M
Existing controls	The Griffith University/ Griffith College Agreement requires the University to provide suitable and adequate accommodation for administration of the College and sufficient teaching facilities and equipment, including lecture, tutorial, examination and laboratory accommodation, to enable delivery of College programs. Alternate space would be provided elsewhere.
Action	*Loss of up to 2 days* ▪ Staff are evacuated and advised to go home; ▪ Depending on damage to servers and other IT support hardware, some staff may choose to work remotely. *Loss of more than 2 days* ▪ Where appropriate, evacuate staff and students and refer to Griffith College's Critical Incident Policy; ▪ Negotiate temporary alternate space with Griffith University, including furniture, computers, phone and internet access; ▪ Communicate situation to students through SMS/website/portal and signs; ▪ Move salvageable items to alternate location; ▪ IT staff to set up computers and networks, print/scan/photocopier. At a minimum IT Staff would require server hardware (which may be rented or leased for a temporary period), network cabling and internet access. The hardware would need to be compatible with Griffith College's current hardware. ▪ The Coordinating Team to plan steps required to work towards recovery, e.g. repair damage to building and move back; ▪ If records have been destroyed or damaged, see entries for Records Loss.

Risk	**Building Loss - Griffith College teaching rooms and computer labs**
Functions Affected	Some or all classes Student computer access
Assessment of Risk (L,M,H)	Probability - L Impact - H Assessment of Risk - M
Existing controls	The Griffith University/ Griffith College Agreement requires the University to provide suitable and adequate accommodation for administration of the College and sufficient teaching facilities and equipment, including lecture, tutorial, examination and laboratory accommodation, to enable delivery of College programs. Alternate space would be provided elsewhere.
Action	*Loss of up to 2 days* ▪ Students evacuated, refer to Griffith College's Critical Incident Policy where appropriate; ▪ Classes cancelled; make up classes scheduled within Trimester. *Loss of more than 2 days* ▪ Where appropriate, evacuate staff and students and refer to Griffith College's Critical Incident Policy; ▪ Temporarily cancel all affected classes through SMS/website/portal and signs; ▪ Negotiate temporary alternate space with Griffith University and reschedule classes. Academic staff may need to alter timetables to suit new accommodation; ▪ Move salvageable items to alternate location; ▪ IT staff to set up computers and networks. At a minimum IT Staff would require server hardware (which may be rented or leased for a temporary period), network cabling and internet access. The hardware would need to be compatible with Griffith College's current hardware; ▪ The Coordinating Team to plan steps required to work towards recovery, e.g. repair damage to building and move back; ▪ If records have been lost or damaged, see entries for Record Loss.

Risk	**Records Loss - Electronic**
Functions Affected	Navigate database - Admissions, Student & Academic Administration

	H:Drive - All departments Email - All departments, particularly critical for Marketing Griffith College DMS – Student & Academic Services
Assessment of Risk (L,M,H)	Probability - L Impact - H Assessment of Risk - M
Existing controls	A periodic back-up procedure is in place: College H drive and M drive are hosted on Azure Servers, two shadow copies are taken per day from systems based in Sydney (6:00am and 11:00am GMT+9). M: drive is hosted on SharePoint Online. DMS is hosted on SharePoint Online, which is cloud based thus is accessible with an internet connection. Navigate database is web-based.
Action	▪ In the instance of accidental deletion of files from H: drive, shadow copies of the files/folders can be restored from the Previous Versions tab in folder properties. ▪ In the instance of accidental deletion of files from DMS/SharePoint Online, the Recycle Bin is enabled to be able to restore from it. ▪ Emails can be restored

Risk	System Failure - Email or Network
Functions Affected	All departments
Assessment of Risk (L,M,H)	Probability - M Impact - H Assessment of Risk - H
Existing controls	Backed-up documents can be retrieved. Emails are stored and hosted on Microsoft Office 365 Exchange, there are on-premises servers at a different location (e.g. Sydney and Perth), and there are backups for Office 365 mailboxes.
Action	▪ Contact IT Staff for immediate attention; ▪ Temporary paper recording of incoming requests and tasks completed manually and where they need to be entered into the system at a later date; ▪ Where possible, fax machines and telephones should replace the capabilities of email and computer network;

Risk	System Failure - Hardware
Functions Affected	Department using piece(s) of equipment failing
Assessment of Risk (L,M,H)	Probability - M Impact - M Assessment of Risk - M
Existing controls	Many leased items have technical support built into the agreement. In this scenario, the technical support staff would be summoned.
Action	▪ Contact IT Staff for immediate attention; ▪ Arrange to use alternate hardware while the faulty item is fixed or replaced.

Risk	System Failure - Software
Functions Affected	Navigate - Student Administration, Admissions, Finance Studylink – Admissions, Student & Academic Services MS Office - All Departments Moodle – Academic & Teaching Staff Zoom – All Departments
Assessment of Risk (L,M,H)	Probability – L Impact - M Assessment of Risk - M
Existing controls	Navigate software is supported by Navitas head office (App Support). The liaison between the Griffith College office and the Navitas head office would be managed by the IT Staff, the Head of IT, UPA and the Director of Student & Academic Services. MS

	Office is a standardised system which would generally be managed internally, or with assistance from Microsoft's web page and technical assistance. Office 365 managed by Navitas Group IT.
Action	▪ Contact IT Staff for immediate attention; ▪ If necessary use manual recording of tasks until such time as the software is available and the data may be entered.

Risk	**Power Failure or Water Supply Loss**
Functions Affected	All Departments
Assessment of Risk (L,M,H)	Probability - L Impact - H Assessment of Risk - M
Existing controls	Compliance with Griffith University's *Energy Or Water Supply Failure On Griffith University Campuses* Policy
Action	Griffith College complies with Griffith University's policy on this matter. Power failure: ▪ In the event of a power failure for more than one minute, all classes must be ceased and cancelled until such time as the failure is rectified. ▪ Staff, in areas where windows can be opened and natural light is sufficient, may continue work. At no time shall candles ever be employed. ▪ Where the power outage persists for more than one hour and is expected to continue for an extended period, the College Director and Principal may give instruction for staff to go home until the next day. ▪ Where necessary, details of the failure will be posted on the student portal, the College website and possibly radio announcements. The impact of a failure of energy supplies will be felt immediately. Lights will go out and equipment (including air conditioning, ventilation and refrigeration equipment) will stop functioning. All buildings are equipped with emergency and exit lighting to allow safe evacuation of the building in the event of energy supply failures. There is the potential for staff and students to be trapped in lifts until such time as they can be manually released. Lift cars have emergency lighting. Griffith University Campus Life gives priority to arranging the release of anyone trapped in a lift. NB: Griffith University policy notes that their power system operates automatically and if encounters a 'minor' problem will automatically reset and restore itself within 30 seconds. In the event that energy is unavailable for more than several minutes, it is likely that the failure is a 'major' failure and may take some time to repair. In such circumstances; all classes must cease, and rooms evacuated, students advised of class discontinuation until power resumes. If the energy outage is likely to persist for several days, the University will place announcements on local radio stations and on the University website and social media to advise about returning to work or resuming classes. College students will be contacted by SMS, and via notices on the web-based College portal. Water Loss: ▪ The Griffith University Campus Life will assess the extent of the failure and where appropriate, will order closure of building(s) until the supply can be reinstated. If the water outage is likely to persist for several days, announcements will be placed on local radio stations and on the University and College websites and social media to advise about returning to work or resuming classes. College students will be contacted by SMS, and via notices on the web-based College portal.

Risk	**Staffing Loss (Unable to deliver and or support courses)**
Functions Affected	All Departments
Assessment of Risk (L,M,H)	Probability - L Impact - H

	Assessment of Risk - M
Existing controls	Workforce and Succession Plan, Statement of Exemption Tuition Assurance
Action	Griffith College annually revises its Strategic Plan inclusive of objectives and KPI's across a range of key areas. College Directors review their departmental staffing plans to inform or guide the setting of objectives to enable achievement of metrics as outlined in the Strategic Plan. As a risk mitigation, a future proofing staffing plan is in place to address the unlikely event that a majority of staff will be lost due to factors including: - Resignation - Retirement - Internal movements - Maternity/Paternity leave - Long Service Leave - Secondment to Navitas subsidiaries - Pandemic (illness/disaster) ACTION: In the event that delivery of courses is disabled on one or both campuses due to staffing shortages; - the Academic Director (or Deputy or PC/PA's) will work with the College Director to review classes and combine where possible - review casual staff and engage as appropriate - notify affected students via email, SMS or phone - revise timetables (where classes can be postponed or delivered on the alternate campus in the short term) - revised course offerings to ensure students are only minimally disadvantaged (in the event courses do not run in consecutive trimesters) PROVIDER DEFAULT: In the event that the College ceases to be able to deliver a program, or courses within a program; students who have a packaged offer will transition to the partner university to complete studies, or an equivalent option will be considered which is detailed in the Statement of Tuition Assurance: - Transition arrangements will be enacted as are detailed in program proposals: TPS Director will be notified as required and the College will abide by directions from the Director - Mapping to equivalent courses (if not available in program proposal) for the Partner University course offerings will be undertaken - Mapping to comparable institutions (where the University Partner is not the preferred option; i.e. non packaged students) will be undertaken - Students will be notified as soon as practicable with transition options and supported with transcripts of their completed studies and - Articulation schedules (Schedule 1 of the Griffith University Agreement) provided to outline pathways applicable

3 Responsibilities

Responsibility	CDP	DSAS	DMA	SASO	AD	MIT	PC/PA	All
Maintain currency of policy	A	C	S	S	S	S	C	I
Managing Co-ordinating Team	A	R		I	R	R	I	
Managing Building Loss Risk	A	C		I	C	I	I	I
Managing Records Loss	R	C	I	I	C	A		
Managing System Failure	R	C	I	I	C	A		
Managing Power Failure or Water Supply Loss	A	R	I	I	R	C	I	I
Review workforce /succession plans annually	A	R	R		R		S	C
Enact Tuition Assurance Process in the event of cessation of Delivery as a Provider of program/courses	A	C	C	I	R	R	R	I
CDP = College Director & Principal, DSAS = Director Student and Academic Services, DMA = Director Marketing & Admissions, All = Staff, PCA = Program Convenor/Program Advisor, MIT = Manager, IT, SASO = Student and Academic Services Officer, AD = Academic Director ⏎ R = Responsible, A = Accountable, S = Supporting, C = Consulting, I = Informed								

4 Compliance

4.1 General

The College Director and Principal will ensure staff are informed about this Policy through staff meetings and communications.

Students will be made aware of this Policy through the College website, digital campus, communication and support from Student and Academic Services and Support teams.

4.2 Relevant Legislation

Higher Education Standards Framework 2021 - Standards: 6.2.1j

4.3 Review

This Policy is tested and reviewed at least every 24 months and when at the time of any changes to the regulatory compliance requirements, legislation, regulation and guidelines. This review process aims to ensure alignment to appropriate strategic direction of Griffith College and continued relevance to Navitas' current and planned operations.

4.4   Records Management

All records in relation to this document will be managed as follows:

Record type	Owner	Location	Retention	Disposal
Policy	College Director and Principal	Policy Hub	Permanently with control in place for revisions	Policy Hub archive