The Case for including Business Continuity as a topic in the Transformational Government Framework

Definition of Business Continuity:

Business Continuity (BC) is defined as the capability of the organization to continue delivery of products or services at acceptable predefined levels following a disruptive incident. *(Source: ISO 22301:2012) (Taken from the Business Continuity Institute website.)*

The purpose of Transformational Government programmes is to e-enable individuals, businesses, organisations and frontline staff.

* If the programme is successful, all of these stakeholders will become increasingly reliant on the services created. Non-availability of a service for an extended time will impact them – the severity of the impact will depend on the nature of the service, and the duration of the non-availability.
* One factor influencing people’s take-up of TG services will include the reputation of the services for reliability and continuity.

Business Continuity is a “Business As Usual” issue, but like many things that are, it is best addressed at the time of service specification and design. If it is left until after transition, the options available will be constrained by the characteristics of the implementation, rather than being driven by stakeholder need. I don’t know about other frameworks, but this view is certainly supported by ITIL.

Where a third party supplies any aspect of the service, the contractual arrangements need to support business continuity requirements from the outset. Renegotiating the contract at a later date may be even more troublesome than modifying the service design.

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