## APPENDIX D – BUSINESS CONTINUITY MANAGEMENT TERMS AND DEFINITIONS

**Source:** Business Continuity Management terms and definitions forming part of the International Standard AS/NZS ISO 22301:2012 (Societal security – Business Continuity Management systems – Requirements).

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| **TERM** | **DEFINITION** |
| **Business continuity** | Capability of the organisation to continue delivery of products or services at acceptable predefined levels following disruptive incident. |
| **Business continuity management** | Holistic management process that identifies potential threats to an organisation and the impacts to business operations those threats, if realised, might cause, and which provides a Framework for building organisational resilience with the capability of an effective response that safeguards the interests of its key stakeholders, reputation, brand and value-creating activities. |
| **Business Continuity Management system (BCMS)** | Part of the overall management system that establishes, implements, operates, monitors, reviews, maintains and improves business continuity. |
| **Business Continuity Plan** | Documented procedures that guide organisations to respond, recover, resume and restore to a pre-defined level of operation following disruptions. |
| **Business continuity program** | Ongoing management and governance process supported by top management and appropriately resourced to implement and maintain business continuity management. |
| **Business impact analysis** | Process of analysing activities and the effect that a business disruption might have upon them. |
| **Event** | Occurrence or change of a particular set of circumstances.  Note:   * An event can be one or more occurrences, and can have several causes. * An event can consist of something not happening. * An event can sometimes be referred to as an “incident” or “accident’. * An event without consequence may also may referred to as a “near miss”, “incident”, “near hit”, “close call”. |
| **Incident** | Situation that might be, or could lead to, a disruption, loss, emergency or crisis. |
| **Maximum acceptable outage (MAO)** | Time it would take for adverse impacts, which might arise as a result of not providing a product/service or performing an activity, to become unacceptable. |
| **Maximum tolerable period of disruption (MTPD)** | Time it would take for adverse impacts, which might arise as a result of not providing a product/service or performing an activity, to becoming unacceptable. |
| **Minimum business continuity objective (MBCO)** | Minimum level of services and/or products that is acceptable to the organisation to achieve its business objectives during a disruption. |
| **Prioritised activities** | Activities to which priority must be given following an incident in order to mitigate impacts. |
| **Recovery point objective (RPO)** | Point to which information used by an activity must be restored to enable the activity to operate on resumption. |
| **Recovery time objective (RTO)** | Period of time following an incident within which:   * Product or service must be resumed, or * Activity must be resumed, or * Resources must be recovered. |
| **Risk** | Effect of uncertainty on objectives.  Note: An effect is a deviation from the expected, whether it is positive and/or negative. |
| **Risk appetite** | Organisations approach to assess and eventually pursue, retain, take or turn away from risk. |
| **Risk assessment** | The overall process of risk identification, risk analysis and risk evaluation. |
| **Risk management** | Coordinated activities to direct and control an organisation with regard to risk. |