Business Continuity Plan Template

BCP covering IT systems, communication, recovery procedures, and ongoing business operations during a disruption. Ensure your business can continue operating through any scenario.

6	4hr	Annual	Free
BCP SECTIONS	TARGET CRITICAL SYSTEM RECOVERY	MINIMUM REVIEW CYCLE	BCP TEMPLATE

How to Use This Template

Complete each section with input from department heads. The BCP should be reviewed annually, tested at least bi-annually, and updated after any significant business or IT change. Store copies both digitally (cloud) and physically (printed, off-site).

1 Plan Overview & Scope

Organisation: .....

BCP Version: .....

Prepared By: .....

Approved By: .....

Last Review Date: .....

Next Review Date: .....

Purpose

This Business Continuity Plan documents the procedures to maintain critical business functions during and after a significant disruption. It covers IT system recovery, communication protocols, alternative working arrangements, and recovery procedures.

Scope

This plan covers: [list departments, systems, and locations in scope]. It does not cover: [list exclusions].

2 Emergency Contact List

ROLE	NAME	PHONE (PRIMARY)	PHONE (SECONDARY)
BCP Coordinator			
IT Lead / IT Provider			
Managing Director			
Finance Director			
HR Lead			
Facilities / Office Manager			
Insurance Broker			
Legal Advisor			

Store This Offline

During a disaster, you may not have access to digital systems. Print key sections (emergency contacts, critical procedures) and store physical copies at: the office, with key staff at home, and with your IT provider.

3 Disruption Scenarios & Response

Define response procedures for the most likely disruption scenarios.

SCENARIO	LIKELIHOOD	IMPACT	IMMEDIATE ACTIONS		
Ransomware / cyber attack	High	Critical	Isolate, incident response, notify authorities	Restore from immutable backup	4–24 hours
Office inaccessible (fire, flood)	Medium	High	Activate remote working, notify staff	Cloud services, alternative site	4 hours
Internet outage	Medium	High	Switch to backup circuit, 4G hotspots	Failover, ISP escalation	1–4 hours
Server / hardware failure	Medium	Medium–High	Activate DR plan, restore from backup	Azure DR, hardware replacement	4–8 hours
Key person unavailable	Medium	Medium	Activate deputy, access documentation	Cross-training, documentation	Immediate
Power outage	Low	Medium	UPS runtime, generator, remote working	Utility restore, alternative site	2–8 hours

4 IT Recovery Procedures

Document the sequence for recovering IT systems during a disruption.

Recovery Priority Order

- [ ] **Priority 1 (0–4 hours):** Internet, email, phone system, VPN — restore communication
- [ ] **Priority 2 (4–8 hours):** File access (SharePoint/OneDrive), core line-of-business application
- [ ] **Priority 3 (8–24 hours):** Secondary applications, printers, non-critical systems
- [ ] **Priority 4 (24–72 hours):** Development systems, archive access, full normalisation

Remote Working Activation

- [ ] All staff can access email and files via **Microsoft 365 web apps** from any device
- [ ] **VPN or ZTNA** is available for accessing on-premise resources remotely
- [ ] **Phone system** can route calls to mobile phones or Teams calling
- [ ] Staff have **tested remote working** capability before a disaster (not for the first time during one)

5 Communication Plan

Define how to communicate with staff, clients, and stakeholders during a disruption.

Primary staff communication method: .....

Backup communication method: .....

Client notification process: .....

Media/PR spokesperson: .....

Prepare template communications in advance for each scenario. Update staff within 1 hour of the disruption, then every 2 hours until resolved.

6 Plan Maintenance

- [ ] BCP is **reviewed annually** by the BCP coordinator and department heads
- [ ] BCP is **updated** after any significant IT, staffing, or premises change
- [ ] BCP is **tested** at least bi-annually (tabletop + one practical test per year)
- [ ] All staff **know where to find** the BCP and their role within it
- [ ] **New starters** are briefed on BCP procedures during induction

Notes