

SINGAPORE STANDARD

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SINGAPORE STANDARD FOR

Business continuity management (BCM)

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Foreword

The Technical Committee on Business Continuity Management prepared this Singapore Standard under the purview of the Management Systems Standards Committee

The need for a standard of best practices has prompted the Singapore Business Federation, the Economic Development Board and SPRING Singapore to initiate the development of the Technical Reference TR 19 : 2005. The work included the collaboration of key industry and government contributors. The Business Continuity Management Council of the Singapore Business Federation provided strategic guidance to the Technical Committee in the development of TR 19. After a two-year trial implementation, TR 19 was reviewed by the Technical Committee to determine the feasibility of its transition to a Singapore Standard (SS), resulting in the development of SS 540 : 2008 which replaces TR 19.

Attention is drawn to the possibility that some of the elements of this Singapore Standard may be the subjects of patent rights. SPRING Singapore shall not be held responsible for identifying any or all of such patent rights

NOTE

- 1. Singapore Standards are subject to periodic review to keep abreast of technological changes and new technical developments. The changes in Singapore Standards are documented through the issue of either amendments or revisions.*
- 2. Compliance with a Singapore Standard does not exempt users from legal obligations.*

Singapore Standard for business continuity management (BCM)

0 Introduction to the BCM framework

This Singapore Standard is applicable to all organisations regardless of their size. Each of these organisations has concerns for its survival against threats (unintentional/intentional, and naturally/emergencies, crises, and disasters that disrupt the organisation's functions). This standard provides the framework for these entities to analyse and implement strategies, processes and procedures to address these concerns.

This standard emphasises resilience and protection of critical assets, human, environmental, intangible and physical. It focuses on continuity management and recovery of critical business functions. This standard enables an organisation to:

- a) Develop a policy applicable to prevention, preparedness, response, continuity and recovery programmes;
- b) Establish objectives, processes and procedures to achieve the policy commitments;
- c) Assure competency, awareness and training within the organisation;
- d) Monitor and review its performance;
- e) Demonstrate its efforts to conform to the requirements of this standard; and
- f) Establish and apply a process for continual improvement.

1 Process approach

This standard adopts a process approach for establishing, implementing, operating, monitoring, reviewing, maintaining, and improving an organisation's preparedness, response and continuity management system.

This standard presents business continuity management (BCM) as a strategic management programme that defines the organisation's efforts to ensure continuity of its functions, in part and/or in whole, should the organisation suffer disruptions. BCM focuses on the organisational pre-incident analysis and prevention, and its response planning to disruptions, be they expected or unexpected. These analyses and prevention efforts require the integration of management, people, technology, facilities and business processes to ensure the resiliency of the organisation. An organisation needs to identify and manage many activities in order to function effectively. Often the output of one activity forms the input to the next activity and so in this context the approach is holistic.

To achieve such a holistic approach, this standard adopts the "Plan-Do-Check-Act" (PDCA) methodology. Figure 1 illustrates how a BCM system takes BCM requirements and expectations of stakeholders as inputs and through the PDCA to produce risk management outcomes.