

Unit FM320 Disaster recovery and contingency planning (SQA Unit Code FG7L 04)

This unit is for first-line managers/supervisors at work in the FM environment. It is concerned with managing disaster recovery and contingency planning in your area of responsibility.

This unit is intended towards a situation where disaster recovery and contingency planning considerations are firmly embedded in the planning and decision-making processes and the 'culture' of your area of responsibility.

The 'area of responsibility' may be, for example, a branch or department or functional area or an operating site within an organisation

Performance Criteria

You must be able to do the following:

1. Identify your personal responsibilities and liabilities under disaster recovery and contingency planning statements and policies in your own organisation.
2. ensure regular consultation with people in your area of responsibility or their representatives on disaster recovery and contingency planning issues
3. seek and make use of specialist expertise in relation to disaster recovery and contingency planning
4. develop a partnership with the client business leaders to address adequately all recovery aspects of business functionality in relation facilities management services.
5. ensure that a system is in place for identifying hazards and assessing risks in your area of responsibility and that prompt and effective action is taken to eliminate or control identified hazards and risks
6. ensure that systems are in place for effective monitoring, measuring, implementation, and testing and reporting of disaster recovery and contingency planning performance in your area of responsibility
7. show continuous improvement in your area of responsibility in relation to disaster recovery and contingency planning performance and make recommendations for future recovery requirements
8. make disaster recovery and contingency planning a priority area in terms of informing planning and decision-making in your area of responsibility
9. demonstrate that your own actions reinforce the messages in the organisation's disaster recovery and contingency planning policy statement
10. ensure that sufficient resources are allocated across your area of responsibility to deal with disaster recovery and contingency planning issues
11. develop a culture within your area of responsibility which puts 'disaster recovery and contingency planning' first

Knowledge and Understanding for this unit

You must know and understand the following:

General knowledge and understanding

- a. why disaster recovery and contingency planning in the workplace is important
- b. how and where to identify your personal responsibilities and liabilities under disaster recovery and contingency planning legislation
- c. how to keep up with legislative and other developments relating to disaster recovery and contingency planning
- d. the requirement for organisations to have a written disaster recovery and contingency planning policy statement
- e. how to communicate the written disaster recovery and contingency planning policy statement to people who work in your area of responsibility and other relevant parties
- f. how and when to review the application of the written disaster recovery and contingency planning policy statement in your area of responsibility and produce/provide findings to inform development
- g. how and when to consult with people in your area of responsibility or their representatives on disaster recovery and contingency planning issues
- h. sources of specialist expertise in relation to disaster recovery and contingency planning
- i. ways of developing a culture in your area of responsibility which puts 'disaster recovery and contingency planning' first
- j. the type of hazards and risks that may arise in relation to disaster recovery and contingency planning – how to establish and use systems for identifying hazards and assessing risks and the type of actions that should be taken to control or eliminate them
- k. how to establish systems for monitoring, measuring and reporting on disaster recovery and contingency planning performance in your area of responsibility
- l. why and how disaster recovery and contingency planning should inform planning and decision-making
- m. the importance of setting a good example to others in relation to disaster recovery and contingency planning
- n. the type of resources required to deal with disaster recovery and contingency planning issues
- o. Industry/sector specific knowledge and understanding
- p. sector-specific legislation, regulations, guidelines and codes of practice relating to disaster recovery and contingency planning
- q. disaster recovery and contingency planning risks, issues and developments which are particular to the industry or sector

Context specific knowledge and understanding

- r. other relevant parties with an interest in disaster recovery and contingency planning in your area of responsibility
- s. the organisation's written disaster recovery and contingency planning policy statement and how it is communicated to people who work for the organisation, people in your area and to other relevant parties
- t. sources of specialist disaster recovery and contingency planning expertise used in your area of responsibility
- u. the operational plans for your area of responsibility
- v. the resources allocated to and across your area of responsibility for disaster recovery and contingency planning
- w. allocated responsibilities for disaster recovery and contingency planning in your area and the organisation in general
- x. systems in place in your area of responsibility for identifying hazards and assessing risks and taking action
- y. systems in place for monitoring, measuring and reporting of disaster recovery and contingency planning performance in your area of responsibility