

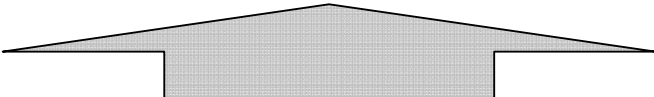
# Business Continuity Management Escalation Guide

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<b>CRITICAL INCIDENT</b>	
<ul style="list-style-type: none"> <li>Has the potential to significantly disrupt the operations of the University, or a major part of it, putting at risk the University's ability to efficiently and effectively continue its teaching, learning and research activities</li> <li>May bring the University into disrepute</li> <li>Crosses over the responsibilities of several Cost Centres;</li> <li>May impact on critical IT service availability to the University, with a potential down time of greater than 2 hours</li> <li>Is likely to bring negative media coverage to the University</li> <li>May incur a significant cost to rectify the situation promptly</li> <li>May result in critical injuries or death to staff, students or members of the public</li> </ul>	<ul style="list-style-type: none"> <li>loss of a building (fire, earthquake, storm, etc)</li> <li>loss of key utilities such as electricity, gas or water</li> <li>a pandemic outbreak</li> <li>extreme climatic conditions causing closure of the University</li> <li>major demonstration or protest</li> <li>telecommunications failure</li> <li>server and Local Area Network failure of greater than 2 hours</li> <li>serious industrial action, strikes or riots</li> <li>serious accident or injury</li> <li>acts of self-harm</li> <li>serious sexual assault</li> <li>serious assault, robbery, and armed hold-up</li> <li>event or threat that causes extreme stress, fear or injury</li> <li>kidnapping or attempted kidnapping</li> </ul>



<b>SIGNIFICANT INCIDENT</b>	
<ul style="list-style-type: none"> <li>Incident managed by Cost Centre Managers as part of their normal operations, with support from one or more of the Critical Incident Specialist Support Teams</li> <li>Requires management by a senior member of staff to allow appropriate, prompt decisions to be made</li> <li>Minor injuries to staff, students or other members of the general public</li> <li>Potential trauma to staff and/or students</li> <li>Potential for external media to become aware of the situation</li> <li>Impact to the IT availability to the University with a potential for an impact up to 2 hours</li> </ul>	<ul style="list-style-type: none"> <li>staff or student injuries that may require medical attention</li> <li>staff / student violence</li> <li>repairable damage to office</li> <li>IT outage of up to 2 hours</li> <li>temporary telephone system outage</li> </ul>



<b>ROUTINE INCIDENT</b>	
<ul style="list-style-type: none"> <li>Incident managed by a Cost Centre utilising normal day-to-day University operating procedures.</li> </ul>	<ul style="list-style-type: none"> <li>minor building repairs, blocked sink / toilet</li> <li>minor injury requiring minimal first aid treatment</li> <li>minor IT issue, requiring routine logging of issue with IT Service Desk eg. PC failure.</li> </ul>