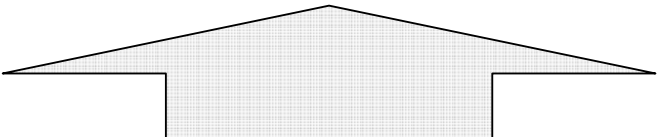
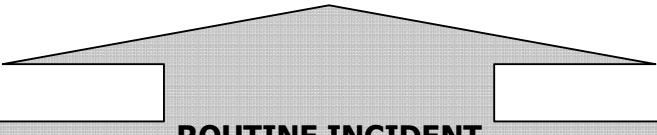


Business Continuity Management Escalation Guide

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



SIGNIFICANT INCIDENT	
<ul style="list-style-type: none"> • 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 • Requires management by a senior member of staff to allow appropriate, prompt decisions to be made • Minor injuries to staff, students or other members of the general public • Potential trauma to staff and/or students • Potential for external media to become aware of the situation • Impact to the IT availability to the University with a potential for an impact up to 2 hours 	<ul style="list-style-type: none"> • staff or student injuries that may require medical attention • staff / student violence • repairable damage to office • IT outage of up to 2 hours • temporary telephone system outage



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