University of Glasgow

Business Continuity and Resilience Board

Minute of the BCRB meeting held on Monday the 22nd of July 2024 at 9.30am in the Carnegie Room, Main Building

Present: Selina Woolcott (HSW), David Duncan (Convenor), Sam McCartney (CoAH), Liridona Jahdaut (BCA), Phil Whitfield (MVLS), Steven Richardson (CoSS), Mark Johnston (IS), Jenna Millar (MVLS)

In Attendance: Debbie Beales (Clerk), Gerry Moore (Security), Graeme Johnston (Security)

Apologies: Gary Stephen (Facilities), John Redmond (Finance), Cyril Pacot (CoSE), James Hamilton (P&OD), Pauline McNally (External Relations)

1. Minute from the last meeting (Paper 1)

   The Minute from the meeting held on the 19th of April 2024 was approved.

2. BC update (Paper 2)

   The Board noted the Paper that was circulated. Highlights include:

   - Liridona (LJ) informed the Board that all actions from the 2021 PwC business continuity management review audit are now complete. The Board asked that the list of actions and completion details be published on SharePoint.

   - LJ informed the Board that there has been a very low attendance rate for the BC co-ordinator training course and asked the Board to ensure that all BC coordinators for their areas attend future training courses.

     Feedback received from the BC coordinators training so far include:

       - Would like senior management team to play a more proactive role in business continuity
       - Plan ownership – who should have ownership of the BCP: COO or Heads of Colleges/Professional Services or Schools/local teams?
       - Plan activation – at what level are the BCPs being activated: local strategic level (e.g. Heads of Colleges/Professional Services) or centralised strategic level (e.g. Director level like COO, Principal etc.)
       - Sharing of processes from Security, Estates and Information Services is required, to understand what each area is responsible for should an incident/event occur.
       - Guidance from Senior Management Group to communicate BC to Colleges and University Services before preparation work is commenced on the BIAs and BCPs.

   - David Duncan agreed to raise awareness of business continuity at the next meeting of SMG. Mark Johnston agreed to create a supporting paper on Microsoft's recent global outage for David to share with SMG.

- The Board agreed that ownership of plans, and activation, should happen locally up until the point when the local area no longer has authority/ funding to manage. At that point it will escalate through normal line management structure.

- Whilst centralised functions like IT and Estates are still working on their own plans, their engagement in incidents is through established and recognised processes, including the UofG Helpdesk.

- The Finance team are still reviewing and investigating the Payroll Incident on the 28/06/2024. There will be an update once the review is complete.

- Danielle Cairns (Cyber Risk & Assurance Manager) and Steven Richardson (CoSS) are currently working on the new BIA template and the Board agreed that a separate meeting should be arranged to look at how to improve and finalise the document. Selina Woolcott asked that existing BIA's are kept up to date in the meantime.

3. Non-IT BC issues (Paper 3)

The Board noted the Paper that was circulated. Gerry Moore updated the Board on 2 non-IT issues – one involving water in the main staircase outside the Principal's Office, the other a light failure in the Kelvin Gallery which could have impacted on business continuity as it was due to be used for exams. Fortunately, the contracts team and CBRE resolved the issue over the weekend to avoid disruption.

4. AOCB

There was no AOCB.

5. Date of Next Meeting

The next meeting of the BCRB will take place in the Turnbull Room at 1.15pm on Friday the 11th of October 2024.