

Business Continuity & Resilience Board
Friday 11th October 2024
Turnbull Room, Main Building

Minutes of Meeting

In attendance: David Duncan, Selina Woolcott, Sam McCartney, Jenna Millar, Phil Whitfield, Cyril Pacot, Gary Stephen, Jethro Barclay, James Hamilton, Mary Johnston, Mark Johnston, Jim Ross.

Apologies: John Redmond, Steven Richardson, Paula McKerrow, Debbie Beales

Minute

Approved

Action plan

Agreed that actions on target at this time.

Moodle Incident Report

Mark explained that, whilst there was a technology failure, there were some business management issues that contributed to the impact of the failure on the delivery of online examinations. Additional demand was part of the problem. Upgrades to the system that have been implemented since the event will improve resilience but there is a need to plan for similar events and identify their contingencies. SW to pick up BIAs and BC Planning with David Bennion and other relevant stakeholders.

CoSS BIA template

Steven Richardson provided a brief cover note for a template CoSS have been trialling to assist their BC Coordinators in developing BIAs. It provides some background to BC as well as step by step guidance to BIA. It is proving successful, and Steven wanted to offer the template to those other areas that may find it useful. Selina will add it to the BC resources on the BC Hub.

Selina added a brief update of some work done by Daniel in IS in response to a KMPM audit and Mark Johnston offered to present on the processes she has developed to any other areas that would find it useful.

BC Update

Selina explained that Liridona Jahdaut, BC Adviser, had now left the University. She advised that LJ had shared with her that one of the reasons she was leaving was that she found the role quite overwhelming for one person, particularly someone who hadn't worked previously in the sector. Selina said that rather than immediately advertising the role, she is taking time to reflect on the model for BC as the last two BC Advisers have both left after about one year in post. She has had discussions with Craig Chapman-Smith and his newly appointed Risk Manager Jane Hoey to look at how BC could interact with Risk Management. Selina is also researching structures in other institutions, which are very varied. Selina is considering developing someone already working at the University in BC, to bring an existing understanding of the sector to the role. Selina encouraged members of the Board to advise her if they had members of staff who may be interested in an initial secondment to the G7 role to let her know.

In the meantime, Selina will do her best to support Schools and Services move forward with their BC planning processes. She suggested that Schools should aim to have reviewed their BIAs and have at least draft BC plans for their critical activities in place for 31st March 2025. Selina acknowledged that not all the Services had received as much support recently and so she undertook to liaise with them to establish the status of their current plans.

Fire alarm outage James Watt South building

Selina gave a brief overview of events arising out of the loss of fire alarm sounding function that affected JWS, as well as the Nanofabrication Centre. She focussed in particular on the importance of having BIAs and plans to support loss or partial loss of a building (rather than the cause of that loss) as well as having short, medium and long term contingencies to minimise the need to determine critical activities and people at the time of the event itself. Cyril pointed out that it had been very difficult to establish the likely duration of the outage at any point during the event which, in turn, made it hard to determine at what point to move from one contingency to another.

David commended the hard work delivered by the members of the Incident Response Team, led by Cyril Pacot, to keep the building running for several days. Cyril and Selina both spoke to the challenges of managing some of the people issues arising from requesting staff to download the SafeZone App, particularly onto personal mobile 'phones, and of the benefits of making this mandatory for emergency situations, as it is for purposes of business and study travel. David agreed that this was important for any control put in place for safety purposes.

Payroll incident

Jim Ross, Head of Pay and Pensions, presented a paper detailing the events at the end of June that led to a failure of the pay run for all employees. He explained that the cause was that the pay run total value exceeded a BACS limit which had not been understood to operate in the way it did in June. The lack of awareness, within UofG Treasury function, of the potential for this to happen could be partly attributable to recent staff turnover and short term backfill cover but there also seemed to be some confusion on the part of the University's banking provider on its exact mechanism.

Measures have been taken to raise awareness of this and other BACS limits, their mechanisms and impact potential, alongside a review of the actual limits themselves.

The event helped inform the specification for the incoming banking services provider as well as that with the BACS connector service provider, to ensure greater clarity and appropriateness of limits.

AOCB

There was no other business raised.

Date of next meeting

To be arranged within the next 3-4 months and communicated by the Clerk to the Board.

Created by Selina Woolcott