

# North Lanarkshire Council

## Business Continuity Planning



### Challenge

North Lanarkshire Council is one of the largest local authorities in Scotland and provides a wide and diverse range of services to over 300,000 people in the region.

Ensuring these services have effective business continuity plans is complex, time consuming and an often daunting task. However, business continuity plans are required to safeguard business critical processes and functions in the event of a major incident or disaster. It provides a level of assurance to senior management that the services financial stability and ultimately the reputation of the organisation is protected during and immediately after such an event.

North Lanarkshire required to implement business continuity management for a number of reasons. As a local government, they are bound by legislation and service level agreements for the services it provides to the community. Damage to reputation is potentially a bigger issue for local government than loss of the ability to collect revenue. North Lanarkshire Council also required to be compliant to the Civil Contingencies Act 2004.

### Solution

Amor Group provided expert consultancy services to enable North Lanarkshire Council to take effective ownership of its ongoing business continuity management process. Amor Group won the contract based on its methodical knowledge of North Lanarkshire Council's business operations, the legislative issues that applied and Amor Group demonstrated business continuity best practice.

A review of North Lanarkshire Council's requirements was conducted, with the results providing Amor Group with an established plan. Amor Group developed and facilitated business continuity workshops for management and key staff. Business continuity plan templates were produced for adoption and implementation across multiple service disciplines throughout North Lanarkshire Council. Amor Group provided assistance to internal teams in developing their own business continuity plans, and provided recommendations for future maintenance and updates.

By utilising its iterative approach, Amor Group were able to provide North Lanarkshire Council with an effective business continuity framework covering all services that has a common approach and purpose and enabled localised ownership.

### Result

The expert consultancy services provided by Amor Group proved invaluable to North Lanarkshire Council in achieving compliance with the Civil Contingencies Act 2004 with respect to business continuity. Amor Group ensured that all of North Lanarkshire Council were aware and understood the requirement, providing usable plan templates and associated guidance. By drawing on the experience of Amor Group's consultants, the burden to North Lanarkshire Council was reduced when conducting their business continuity arrangements.

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**“Amor Group provided a professional, well-planned and organised approach to help us achieve our business continuity objectives. They understood the applicable legislative framework and identified a solution which took into account our resource constraints.”**

Kenny Yates, ICT Security Manager, North Lanarkshire Council

### Solution Overview

Amor Group developed and facilitated business continuity workshops for senior management and key staff

Developed business continuity plan templates

Assisted development of personal business continuity plans

Recommended maintenance and updates for future reference

### Benefits

Compliant with the Civil Contingencies Act 2004

Increased business and stakeholder confidence

Reduced risk of penalty charges

Improved business resilience

Minimal burden to business continuity arrangements

Common approach



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