

University of Glasgow

Business Continuity Governance Board

Minute of meeting held at 10.00 am on 27th September 2021 via Zoom

Present: Selina Woolcott (HSW), Liz Broe (Arts), Billy Howie (CoSS), Diane Montgomery (IT), David Duncan (Convenor), Cyril Pacot (CoSE), Gary Stephen (Estates), Euan Smith (MVLS)

1. Minute from the last meeting

The Minute from the last meeting was approved.

2. Internal Audit report (SW)

Ms Woolcott gave an overview of the report from the recent internal audit by PWC into business continuity and emergency response. The report identified 5 key areas requiring action:

- BCM programme
- BC Impact Analysis
- BC plans
- Exercising and lessons learned
- Embedding and training

These will be addressed through an action plan which includes the appointment of a BC post to review current documentation and maintain momentum in the programme's implementation by providing support to local areas to review and test their plans and keep training of local coordinators up to date.

Dr Duncan asked whether dates in 2023 in the action plan could be brought forward and Ms Woolcott concluded that this may well be possible.

A wider discussion by the Board covered:

- Concerns at lack of clarity over responsibilities for aspects of BC management, in particular IT issues
- A suggestion that we would benefit from wider investment of resource in BC management at local level to support ongoing monitoring and review
- A desire to continue to develop our cyber security resilience through upcoming second workshop on this topic and beyond
- A plea for the substantial paperwork to be backed up with clarity on how and by whom this should be overseen at both local and central level
- Examples of where we still struggle with some BC issues, such as succession planning
- A potential need for support to do more detailed analysis of potentially unrecognised vulnerabilities within colleges
- A commitment from the Mr. Stephen to speak with Colleges to explain their role in the operational Bronze Level response in the Emergency Response Plan.
- A recognition by Ms Montgomery that the Colleges and Services would benefit from more information from IT on the obsolescence status of systems they rely on

Actions:

- *GS to liaise with College representatives to arrange meetings on Bronze response.*
- *DM to consider how best to share information on system obsolescence status with Colleges and services.*

3. BC training from Zurich (SW)

Ms Woolcott informed the group of training available, as part of the University's employer's liability insurance provision. Whilst timing may not be ideal to use this for local coordinators, the Board suggested it might be relevant for delivery to Heads of Professional Services within Schools.

Action: *Ms Woolcott to forward the presentation on to members for consideration*

4. Covid – lessons learned exercise for Estates and other US (SW)

Ms Woolcott spoke to a spreadsheet detailing the collated feedback from last month's Covid lessons learned exercise for Estates and partner services. The key findings related to:

- Communications and communication media
- Roles and terms of reference for working groups
- A need for improved clarity and testing of emergency response plans
- A suggestion that there should be a review by SMG of corporate risk appetite
- The pros and cons of being eager to support other institutions
- The pros and cons of being part of larger national sector bodies
- A need to review our model of student accommodation

Ms Woolcott pointed out that some of these are already being addressed through other action plans, such as those from the BC/ ER internal audit, and a separate action plan for Accommodation. Ms Woolcott committed to drafting an action plan with a few clear actions.

5. Power outage – (BW)

BH spoke to an incident involving a power outage which had impacted on an unsupported server. There was a discussion concerning 37 servers being unsupported, primarily due to local choice to that effect.

6. Covid update – (DD)

DD gave an update, indicating that numbers of positive tests being reported gave no undue cause for alarm, given the considerable recent increase in numbers on campus.

7. AOCB

There was no AOCB.

7. Date of next meeting

The next meeting of the BCGB will take place in December 2021 (exact date TBA).