Arab Open University

Business Continuity Policy (BCP)

Version 3

Policy Statement:

AOU is committed to providing its services to all stakeholders (students, staff, and the wider community) with minimum disruption. This BCP supports AOU's business operations continuity, mitigation of risk, and prescribes business processes recovery.

Purpose

This policy forms a part of AOU's risk management framework and aims at minimizing the adverse effects of business interruption due to emergencies and to provide the appropriate response for mitigation of related risks. Effective compliance with this policy safeguards AOU's reputation and enhances its public image by ensuring that its mission-critical operations such as tutoring, research, and community services are running without interruption.

Policy

The responsibility for implementing the HQ/Branch BCP lies with the Business Continuity Management Team (BCMT) which is responsible for identifying the possible threats/risks/vulnerabilities, analysis, and assessment of impact on AOU services and formulating the necessary actions for mitigation and recovery. Implementation of the BCP includes the detailed procedures and support agreements with external bodies and other university branches to ensure prompt service recovery and business continuity. Monitoring of effective compliance this policy is the responsibility of the (BCMT). An annual review must be conducted in addition to workshops for training and evaluation of the branch/HQ BC plans.

Scope

The BCP applies to AOU community members and all AOU premises at HQ and Branches,

Responsibility:

The President Assistant for Administrative and Financial Affairs is the leader of the BCMT. Issues related to plan development, support and implementation should be coordinated with the AOU Vice Presidents.

Key Components of an Effective Business Continuity Plan.

Version :1.0	Approved by Validation Committee :Jan, 2011
Version:2.0	Updated and Approved by#UC59:May ,2017
Version:3.0	Updated and Approved by UC#63: July ,2018

1. Chain of Command
2. Risk Assessment & Response
3. Core Business Systems
4. (Business Continuity Management Team)
5. Key Contacts
6. Staff Contact Details
7. Recording Incidents
8. Training
9. Review & Test Your Business Continuity Plan
10. Critical Document Names & Storage

Principles

The BCMT is committed to

- mitigate business interruption risks, recover and continue the mission-critical operation as promptly as possible
- ensure the safety and health of its staff
- Safeguard AOU assets.

Branches Disaster Recovery Plans

All branches are required to have disaster recovery and business continuity plans to ensure continuity of mission-critical operations and services.

Policy Compliance Certification and Support

The BCPT follow up implementation and compliance by AOU branches and ensures that heir BCP plans include the appropriate procedures, staffing, tools, and AOU requirements necessary for meeting deliverable requirements. All BCP alternative sites documents should follow the format prescribed in AOU approved templates.

The BCPMT at AOU-HQ supports all branches in the development of their respective BCP and relevant process.

AOU strives to maintain and continue to provide its services to all stakeholders which requires the commitment of each employee, department, and business partner in support of protecting AOU assets in pursuit of its strategic objectives, mission, and vision.

Related Policies, Plans, Documents

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- AOU Strategic Plan
- IT Disaster Recovery Plan
- Risk Management Policy
- Risk Register
- Data Protection Policy
- AOU Branches Business Continuity Plans

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