## SKILLS FRAMEWORK FOR FOOD SERVICES
### TECHNICAL SKILLS & COMPETENCIES (TSC) REFERENCE DOCUMENT

### TSC Category: General Management

**TSC**: Business Analysis Management

**TSC Description**: Execute business impact analysis, risk analysis, testing and exercising to ensure the currency of the organisation’s business continuity plans

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<th>TSC Proficiency Description</th>
<th>Level 1</th>
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**Develop business continuity plans (BCPs) for the department by evaluating the impact of disruptive events and effectiveness of plans**

**Formulate business continuity processes and monitor the effectiveness of business continuity management to minimise consequences**

**Influence business continuity management to ensure alignment as well as monitoring and reviewing business continuity plans to cope with changes in the business environment**

### Knowledge

- Components of BCPs
- Test criteria for BCPs
- Components of testing BCPs
- Recovery strategies
- Business continuity strategies
- Own role in development of business continuity plans
- Own role in advising of organisation on business continuity management
- Own role in assessment of effectiveness of business continuity management
- Relevant stakeholders in disruptive events
- Own role in leading post response/recovery phase activities
- Impact of consequences of disruptive events
- Objectives and scope of business continuity management
- Awareness of business continuity management leading practices within the industry
- Levels of maturity of business continuity management in organisations

### Abilities

- Evaluate the impact of disruptive events on critical business functions of the Department
- Compare effectiveness of BCPs against test criteria
- Perform cost-benefit analysis to re-assess viability and sustainability of BCPs
- Develop business continuity plans (BCPs) aligned with business continuity strategies in consultation with relevant stakeholders
- Consolidate, summarise and document BCPs for senior management review
- Advise organisation on requirements for business continuity
- Ensure business continuity plans (BCPs) and crisis management plans are in accordance with business continuity strategies
- Approve business continuity framework, policies, strategies and plans
- Provide oversight to business continuity management within the organisation
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<th>• Report findings to management for follow-up action in accordance with communication plan</th>
<th>• Review and refine BCPs in accordance with recovery strategies and business continuity strategies</th>
<th>• Monitor and report on the effectiveness of business continuity management</th>
<th>• Advise organisation and relevant stakeholders in the post response/recovery phase to minimise consequences</th>
<th>organisation to ensure rapid response during disruptive events</th>
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