

University of Glasgow

Business Continuity Governance Board

Minute of meeting held on **Monday 7th October 2019 at 10.00 am in the PMR**

Present: Selina Woolcott (HSW), Billy Howie (CoSS), Helen Harkness (CoSE), Paul Fairie (MVLS), Liz Broe (CoA), Diane Montgomery (IT), Peter Haggarty (E&CS),

In Attendance: Debbie Beales (Clerk), David Duncan (Convenor), Craig Chapman-Smith (World Changing Glasgow)

Apologies: Neil Bowering (CoSE)

1. Minute from the last meeting

The Minute from the last meeting held on Monday 24th June 2019 was approved.

2. Review of strategic risk process – Craig Chapman Smith

C C-S informed the Board that he had recently taken over the role of Risk Manager. His first task was to refresh the Strategic Risk Register and, after asking SMG to score all risks, he had taken the scores and mapped these into the overall register. This exercise had shown that there was a large disparity, even among SMG members, regarding the severity of these risks and indicated a need to identify a consistent approach to risk rating for rating those risks that would directly impact on Research, L&T and Professional Services support. There was also a requirement to review risks across Colleges/Schools/US to see if there were patterns or trends to be addressed.

C C-S was inviting key stakeholders together to review the current Risk Management Policy, and the range of risk rating tools used, in order to agree one approach moving forward. This would help ensure that when SMG reviewed risks on the Strategic Risk Register, they could more accurately prioritise those risks. Selina Woolcott would be representing the BCGB in the workshops and creation of the Risk Management Framework.

3. Update on BIA review exercise (verbal report SW)

SW informed the Board that as each College exercise took place this would trigger a review of their BIA's. SW was happy to provide advice and support, but this would ultimately be College driven.

CoA, as the only College to so far complete its BC Plan Exercise, was now due to review its BIAs and plans. LB acknowledged that little progress had been made so far but that she would keep the Board apprised of developments.

Action – This would become a standing item on the Agenda to keep the Board updated on the progress of the reviews of all BIA's.

4. Testing of College plans (verbal report SW)

SW informed the Board that the College of Arts had tested their plan. MVLS, CoSS and CoSE all planned to hold their BC exercises before the end of the year.

5. Review of College of Art Exercise (paper from Johanna Gimenez - Liz Broe)

LB informed the Board that the CoA BC exercise had gone extremely well. Having independent eyes in the form of Selina Woolcott and Johanna Jimenez added a fresh perspective on potential issues in the event of a loss of business continuity during an emergency. SW highlighted that one of the key priorities identified for the College was the need for improved communications.

Action – The Board agreed that each College should have business cards printed listing details of all emergency contact names and telephone numbers. University Services already had this in place.

6. BC Governance: Moodle Virtual Learning Environment Upgrade Performance 17.07.19 (Paper from IPSC – Diane Montgomery)

DM informed the Board that, over the summer, there had been an upgrade to Moodle to increase user experience features, add functionality and perform a refresh of the hardware. Following this upgrade, performance was affected with poor response times as well as intermittent increases in the load on the web front end servers.

After detailed investigations into these issues, efficiency had been greatly improved. As these issues were of an intermittent nature the root cause had not been definitively identified meaning that careful monitoring would continue until the end of the first semester.

7. Business Interruption Review by Zurich (verbal report SW)

SW informed the Board that much of the review was complete, but that Zurich were still to meet with MVLS Research. PF acknowledged that it had been difficult securing dates with the key stakeholders but that he was hopeful this would be achieved before the end of October.

8. AOB

Action - The Board agreed that any BC-impacting events, lessons learned and near misses should be recorded on the BC incident recording documentation and submitted to SW to inform the development of a BC Risk Register.

9. Date of Next Meeting

The next meeting of the BCGB will take place at the end of February 2020.