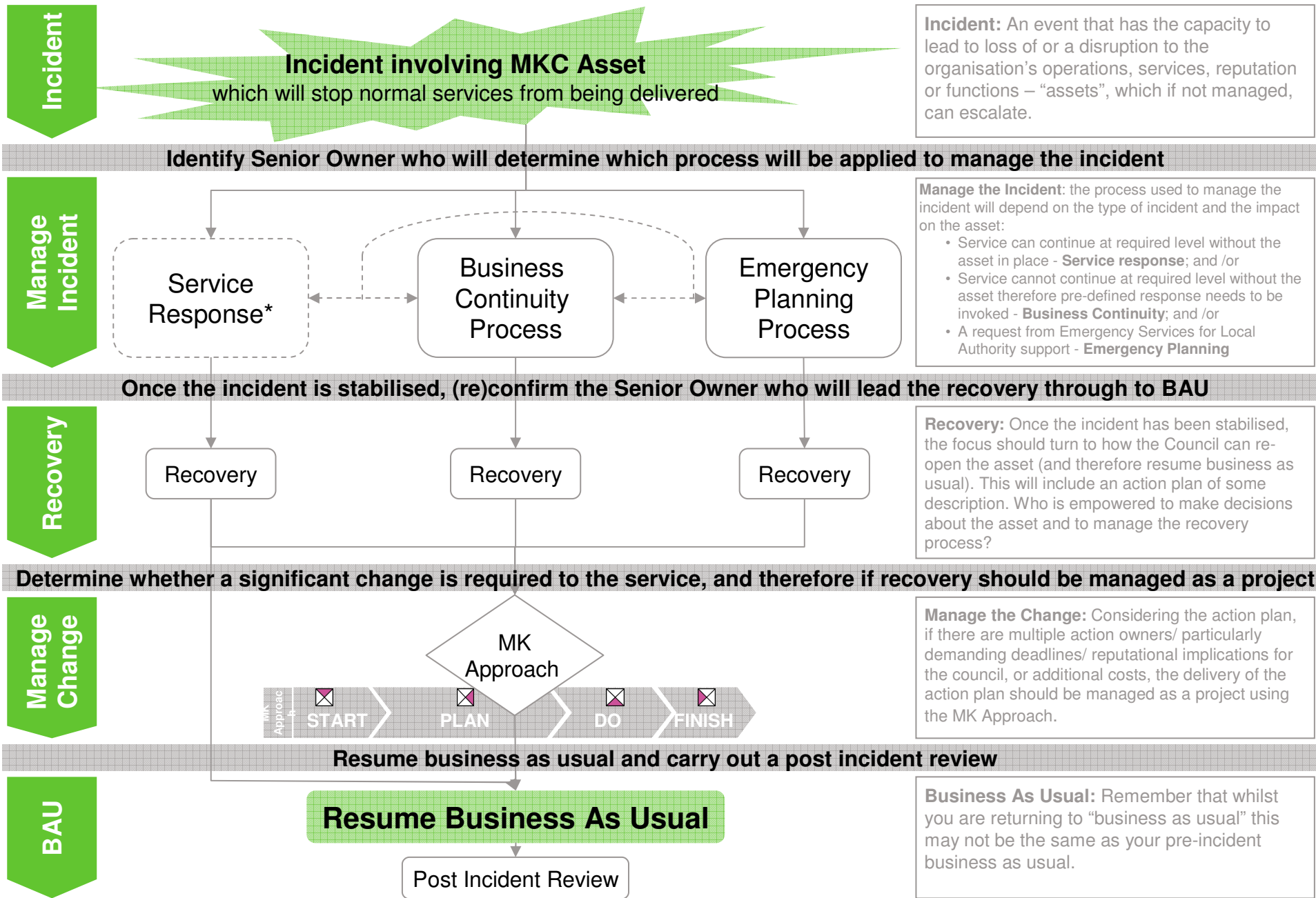


MKC Incident Management & Recovery Framework



Incident: An event that has the capacity to lead to loss of or a disruption to the organisation’s operations, services, reputation or functions – “assets”, which if not managed, can escalate.

Manage the Incident: the process used to manage the incident will depend on the type of incident and the impact on the asset:

- Service can continue at required level without the asset in place - **Service response**; and /or
- Service cannot continue at required level without the asset therefore pre-defined response needs to be invoked - **Business Continuity**; and /or
- A request from Emergency Services for Local Authority support - **Emergency Planning**

Recovery: Once the incident has been stabilised, the focus should turn to how the Council can re-open the asset (and therefore resume business as usual). This will include an action plan of some description. Who is empowered to make decisions about the asset and to manage the recovery process?

Manage the Change: Considering the action plan, if there are multiple action owners/ particularly demanding deadlines/ reputational implications for the council, or additional costs, the delivery of the action plan should be managed as a project using the MK Approach.

Business As Usual: Remember that whilst you are returning to “business as usual” this may not be the same as your pre-incident business as usual.

*NB: a Service Response is not a formal process, rather the acknowledgement that the Business Continuity Process will not be invoked. All decisions must be auditable