[Company and Team Name]

[Business Continuity Plan]

Document Revision 1.0

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Blue Prism Limited, 2 Cinnamon Park, Crab Lane, Warrington, WA2 0XP, United Kingdom  
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1. Introduction

*\*\*This document is intended as a Business Continuity Template as recommended by Blue Prism This document can be adapted to fit your business and RPA Team needs.\*\**

The purpose of this document is to outline the information, procedures, processes, and people an organisation requires to continue operating during a Blue Prism related outage; whether this be process, resource or environment based and therefore need to evoke a Business Continuity Plan (BCP)

All processes and procedures contained within this document should be regularly tested to ensure its robustness effectiveness and consistency, consistently developed alongside the Centre of Excellence’s maturity and growth.

This is a working document that needs to be reviewed and continually improved upon to ensure the organisations preparation for unforeseen events.

This document provides a matrix that should leverage the Operational Handbook (OHB) and Impact Assessment (IPA) documents: as the risk of specific processes should be clearly defined within the IPA then recorded within the OHB.

If a need for continuity arises, this document should be consulted alongside the relevant OHBs for affected processes – this will allow for effective and prioritized management and any related issue management.

1. Overview

## General Overview

Business Continuity Planning with Blue Prism assumes that all failures are effectively at the process level i.e.:

* A process failing means that the work that would have been handled by that automation may not be handled, excluding pre-defined Business Referrals and System Exceptions (please see the OHB for the definition), as part of the process definition.
* Unavailable resource meaning the processes are not able to run and complete to agreed service level due to insufficient Blue Prism runtime resources (digital workers).
* An environment failure preventing any processes from running and completing to agreed service levels.

A BCP requires a diagnosis of the priority of the processes that have been affected to ensure effective management in case of disaster determined by their risk level defined within the IPA and recorded within the OHB.

## Related Documents

|  |  |
| --- | --- |
| Document | Description |
| Initial Process Analysis | A document contained within the Blue Prism Delivery methodology that is used to determine and evaluate the impacts of the process (both potential and current) to the business operations.  This should include an assessment of the criticality in the event of a disaster or failure. |
| Operational Handbook | A document contained within the Blue Prism Delivery Methodology that is used to give complete instruction, information, guidance, and advice around the running of a Blue Prism automated process in a normal daily operational environment. |
| Process Log | A suggested document that records the current processes in the environment and provides the ability to filter them on risk level: allowing for quick and easy triaging to ensure effective management of failure. |

1. Overview

## Levels of Failure

|  |  |
| --- | --- |
| Failure | Definition |
| Process | A process has failed |
| Resource | Resource/s has become unavailable |
| Environment | An environment that has become unavailable |

## Risk Levels

|  |  |
| --- | --- |
| Level | Definition |
| 1 | This process has little to no impact on business as usual, or key revenue streams, or the legal requirements of conducting business, or the financial obligations of the business. |
| 2 | This process has some impact on business as usual, or key revenue streams, or the legal requirements of conducting business, or the financial obligations of the business. |
| 3 | This process has an impact on business as usual, or key revenue streams, or the legal requirements of conducting business, or the financial obligations of the business. |
| 4 | This process has a large impact on business as usual, or key revenue streams, or the legal requirements of conducting business, or the financial obligations of the business. |
| 5 | This process is fundamental to business as usual, or key revenue streams, or the legal requirements of conducting business, or the financial obligations of the business. |

1. Risk Matrix

## Failure with Level 5 Risk

|  |  |  |
| --- | --- | --- |
| Period of outage | Action | Contact |
| Immediately |  |  |
| 2hrs |  |  |
| 4hrs |  |  |
| 8hrs |  |  |
| 12hrs |  |  |
| 24hrs |  |  |
|  |  |  |

## Failure with Level 4 Risk

|  |  |  |
| --- | --- | --- |
| Period of outage | Action | Contact |
| Immediately |  |  |
| 2hrs |  |  |
| 4hrs |  |  |
| 8hrs |  |  |
| 12hrs |  |  |
| 24hrs |  |  |
|  |  |  |

## Failure with Level 3 Risk

|  |  |  |
| --- | --- | --- |
| Period of outage | Action | Contact |
| Immediately |  |  |
| 2hrs |  |  |
| 4hrs |  |  |
| 8hrs |  |  |
| 12hrs |  |  |
| 24hrs |  |  |
|  |  |  |

## Failure with Level 2 Risk

|  |  |  |
| --- | --- | --- |
| Period of outage | Action | Contact |
| Immediately |  |  |
| 2hrs |  |  |
| 4hrs |  |  |
| 8hrs |  |  |
| 12hrs |  |  |
| 24hrs |  |  |
|  |  |  |

## Failure with Level 2 Risk

|  |  |  |
| --- | --- | --- |
| Period of outage | Action | Contact |
| Immediately |  |  |
| 2hrs |  |  |
| 4hrs |  |  |
| 8hrs |  |  |
| 12hrs |  |  |
| 24hrs |  |  |
|  |  |  |

1. Appendix

Any relating documents or versions