

# ISO 22301 – Business Continuity– Clause 7

## Clause 7 - Support



Simplify ISO 

There are 5  
sections in  
this clause

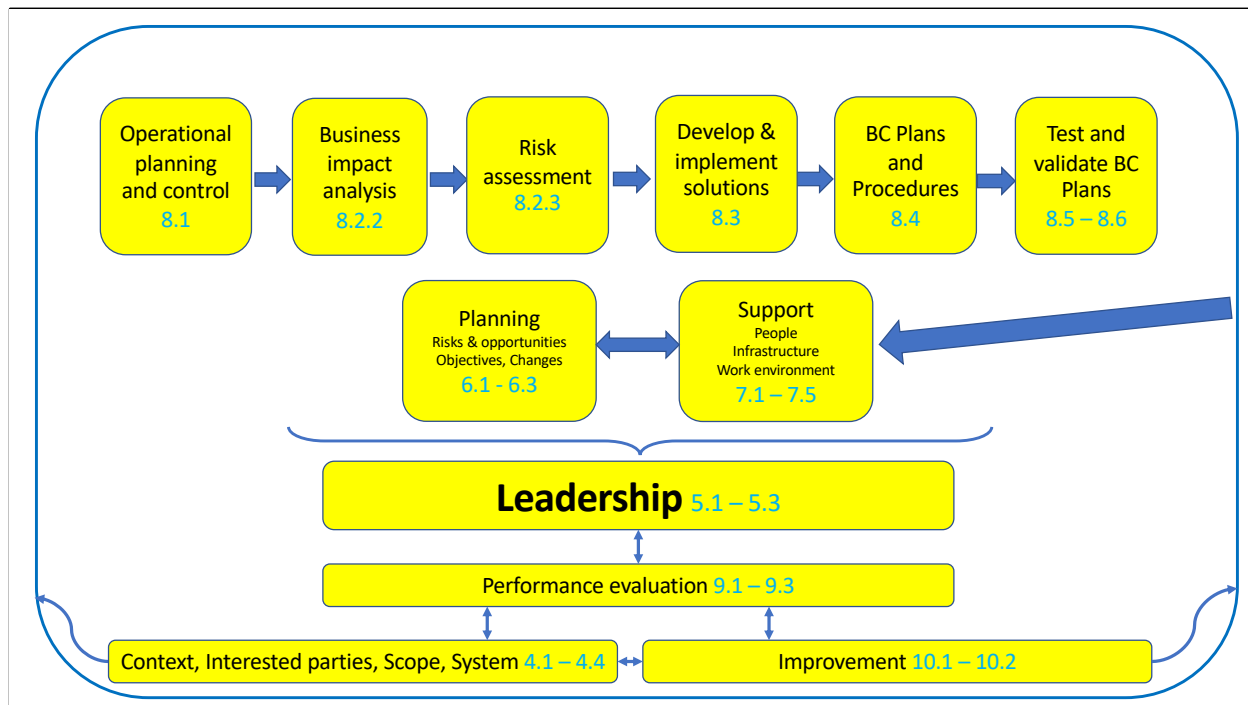
Clause 7.1 - Resources

Clause 7.2 - People

Clause 7.3 - Awareness

Clause 7.4 - Communication

Clause 7.5 - Documented information



#### 4.1 Understanding the organization and its context

The organization shall determine external and internal issues that are relevant to its purpose and that affect its ability to achieve the intended outcome(s) of its BCMS.

NOTE These issues will be influenced by the organization's overall objectives, its products and services and the amount and type of risk that it may or may not take.

Here's the  
definition of  
'Resource'

Clause 7.1

### **3.29 Resource**

All assets (including plant and equipment), people, skills, technology, premises, and supplies and information (whether electronic or not) that an *organization* (3.21) has to have available to use, when needed, in order to operate and meet its *objective* (3.20)

### **7.1 Resources**

The organization shall determine and provide the resources needed for the establishment, implementation, maintenance and continual improvement of the BCMS.

Provide  
Competence  
for people to  
help improve  
your  
resilience

Clause 7.2



## 7.2 Competence

The organization shall:

- a) determine the necessary competence of person(s) doing work under its control that affects its business continuity performance;
- b) ensure that these persons are competent on the basis of appropriate education, training, or experience;

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- c) where applicable, take actions to acquire the necessary competence, and evaluate the effectiveness of the actions taken;
- d) retain appropriate documented information as evidence of competence.

NOTE Applicable actions can include, for example, the provision of training to, the mentoring of, or the re-assignment of currently employed persons; or the hiring or contracting of competent persons.

Who needs to  
be  
competent?

Clause 7.2

Person(s) doing work  
under its control that  
affects its business  
continuity performance

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# 'Awareness' needs to be managed

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### 7.3 Awareness

Persons doing work under the organization's control shall be aware of:

- a) the business continuity policy;
- b) their contribution to the effectiveness of the BCMS, including the benefits of improved business continuity performance;
- c) the implications of not conforming with the BCMS requirements;
- d) their own role and responsibilities before, during and after disruptions.

Communication is a synonym for 'LIFE'

7.4

What needs to be communicated?

When does it need to be communicated?

Who needs to get the communication?

How will the message be communicated?

Who will do the communicating?

#### **7.4 Communication**

The organization shall determine the internal and external communications relevant to the BCMS, including:

- a) on what it will communicate;
- b) when to communicate;
- c) with whom to communicate;
- d) how to communicate;
- e) who will communicate.





Documented information can improve *or not improve* business continuity

Clause 7.5

### 7.5.1 General

The organization's BCMS shall include:

- a) documented information required by this document;
- b) documented information determined by the organization as being necessary for the effectiveness of the BCMS.

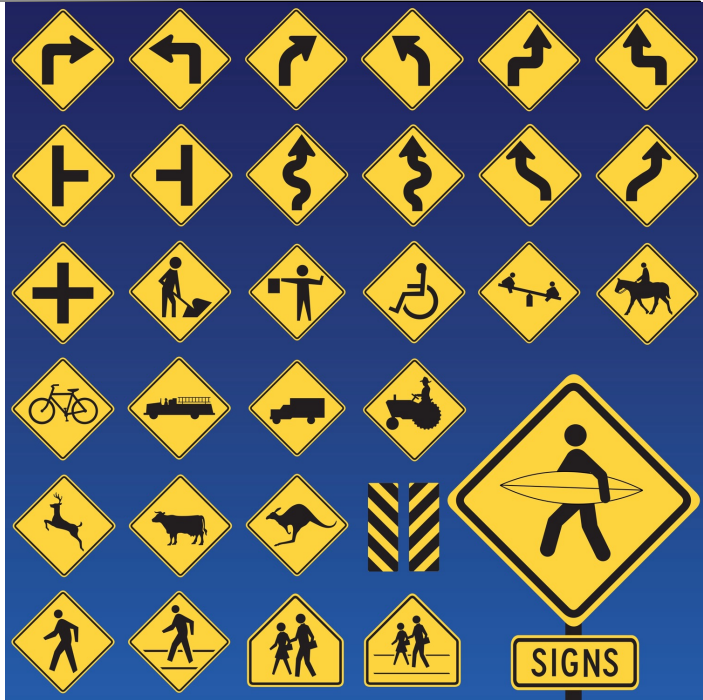
NOTE The extent of documented information for a BCMS can differ from one organization to another due to:

- the size of organization and its type of activities, processes, products and services, and resources;
- the complexity of processes and their interactions;
- the competence of persons.

The human brain  
processes visual  
information  
60,000 times  
faster than text

3M Research

<https://oit.williams.edu/files/2010/02/using-images-effectively.pdf>



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Information  
needs to be  
accessible before,  
during and after  
an interruption

7.5



Everyone needs to work together and share information quickly during a crisis

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Clause 7.5.3.1 & 7.5.3.2



### Three takeaways from 'Resources'

1. You need people, infrastructure and the right 'work environment'
2. Knowledge, awareness and communication are critical
3. Documented information needs to be clear and easily accessible before, during and after an interruption

Time for another quiz!

You'll need your copy  
of ISO 22301 to answer  
the quiz questions

