

MONITORING, MEASUREMENT, ANALYSIS, EVALUATION PROCEDURE (TIER 2)

Document Control
Reference: MSS DOC 9.1
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1. Scope

This procedure describes the methods by which Organisation Name monitors, measures, analyses and evaluates the effectiveness of the BCMS.
The outputs of this procedure are fed into the management review (MSS DOC 9.3).

2. Responsibilities

- 2.1 The Management System Owner (MSO) is responsible for determining the requirements for monitoring, measurement, analysis and evaluation of the BCMS.
- 2.2 Process Manager are responsible for ensuring that processes under their control are appropriately monitored and measured.
- 2.3 The Management System Owner (MSO) is responsible for appointing appropriately qualified persons to conduct analysis and evaluation of monitoring and measurement results.
- 2.4 The Head of Risk is responsible for ensuring that Organisation Name develops and maintains a programme for testing Organisation Name's business continuity management arrangements.

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3. Procedure (ISO22301:2012 clause 9.1)

- 3.1 The Management System Owner (MSO) identifies processes that require monitoring and measurement, according to the following conditions:
 - 3.1.1 The process produces results or by-products that can be quantitatively measured.
 - 3.1.2 [].
 - 3.1.3 [].
 - 3.1.4 [].
- 3.2 The Management System Owner (MSO) ensures that Organisation Name's monitoring and measurement activities are listed in BCMS REC 9.1.
- 3.3 The Process Manager monitors the process and collates measurements [how frequently?] by:

Organisation Name

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- 3.3.1 [Automated process]; or
- 3.3.2 [Manual process]
- 3.4 The measurements are submitted to the Management System Owner (MSO) every [three months].
- 3.5 The Management System Owner (MSO) identifies appropriately qualified persons to analyse and evaluate the results of the monitoring and measurement, which is conducted [how frequently?].
- 3.6 Results of monitoring and measurement are analysed by:
 - 3.6.1 [Describe your organisation's approach to analysis, or refer to a separate document describing this.]
- 3.7 []

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- 3.8 [].

4. Evaluating business continuity procedures (ISO 22301:2012 clause 9.1.2)

- 4.1 Business continuity procedures are evaluated periodically as determined and scheduled by the management system owner, or when significant changes occur.
 - 4.1.1 The schedule for business continuity procedure evaluations is located in BCMS REC X.X.
- 4.2 These evaluations include reviews, exercises, testing, post-incident reporting and performance evaluations (as described in clause 3 above).
 - 4.2.1 Evaluations are used to determine the continuing suitability, adequacy and effectiveness of the procedures.
 - 4.2.2 When an evaluation determines that a procedure is not suitable, adequate and/or effective, it is entered into the continual improvement procedure (MSS DOC 10.1) or the nonconformity and corrective action logs (MSS REC 10.1.1, MSS REC 10.1.1A, MSS REC 10.1.1B, MSS REC 10.1.1C), as appropriate.

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Document Owner and Approval

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The Management System Owner (MSO) is the owner of this document and is responsible for ensuring that this procedure is reviewed in line with the review requirements of the BCMS.

A current version of this document is available to [all/specified] members of staff on the [corporate intranet] and is published [].

This procedure was approved by the Head of Risk on [date] and is issued on a version controlled basis under his/her signature.

Signature:

Date:

Change History Record

Issue	Description of Change	Approval	Date of Issue
1	Initial issue	<Manager>	Xx/yy/zz

Organisation Name

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