

incident response The response of an organization to a disaster or other significant event that may significantly impact the organization, its people, or its ability to function productively. An incident response may include evacuation of a facility, initiating a disaster recovery plan, performing damage assessment, and any other measures necessary to bring an organization to a more stable status.

information security The securing or safeguarding of all sensitive information, electronic or otherwise, which is owned by an organization.

infrastructure The entire system of facilities, equipment, and services that an organization needs in order to function (Praxiom Research Group, Limited, *Plain English ISO 22301 2012 Business Continuity Definitions*).

integrated exercise An exercise conducted on multiple interrelated components of a business continuity plan, typically under simulated operating conditions. Examples of interrelated components may include interdependent departments or interfaced systems.

integrated test(ing) Examination of a plan that addresses multiple plan components, in conjunction with each other, typically under simulated operating conditions.

interim site A temporary location used to continue performing business functions after vacating a recovery site and before the original or new home site can be occupied. Move to an interim site may be necessary if ongoing stay at the recovery site is not feasible for the period of time needed or if the recovery site is located far from the normal business site that was impacted by the disaster. An interim site move is planned and scheduled in advance to minimize disruption of business processes. Equal care must be given to transferring critical functions from the interim site back to the normal business site.

internal hot site A fully equipped alternate processing site owned and operated by the organization.

key tasks Priority procedures and actions in a business continuity plan that must be executed within the first few minutes/hours of the plan invocation.

lead time The time it takes for a supplier, of either equipment or a service, to make that equipment or service available. Business continuity plans should try to minimize this time by agreeing to service levels with the supplier in advance rather than relying on the supplier's best efforts. *See also* service level agreement (SLA).

logistics/transportation team A team comprised of various members representing departments associated with supply acquisition and material transportation, responsible for ensuring the most effective acquisition and mobilization of hardware, supplies, and support materials. This team is also responsible for transporting and supporting staff.

loss Unrecoverable resources that are redirected or removed as a result of a business continuity event. Such losses may be loss of life, revenue, market share, competitive stature, public image, facilities, or operational capability.

loss adjustor Designated position activated at the time of a business continuity event to assist in managing the financial implications of the event and should be involved as part of the management team where possible.

loss reduction The technique of instituting mechanisms to lessen the exposure to a particular risk. Loss reduction involves planning for, and reacting to, an event to limit its impact. Examples of loss reduction include sprinkler systems, insurance policies, and evacuation procedures.

loss transaction recovery Recovery of data (paper within the work area and/or system entries) destroyed or lost at the time of the disaster or interruption. Paper documents may need to be requested or re-acquired from original sources. Data for system entries may need to be recreated or reentered.

manual procedures An alternative method of working following a loss of IT systems. As working practices rely more and more on computerized activities, the ability of an organization to fall back to manual alternatives lessens. However, temporary measures and methods of working can help mitigate the impact of a business continuity event and give staff a feeling of doing something.

MBCI Member of the Business Continuity Institute. Those wishing to attain this well respected certification need to demonstrate experience of working as a BCM practitioner for 3+ years across all 6 business continuity competencies and have passed the BCI certificate examination with merit or hold other recognized credentials.

MBCP Master Business Continuity Professional. The master level certification from DRI International is for individuals with a minimum of 5 years of enterprise continuity management experience in 7 of the 10 professional practices, who have passed both the qualifying exam and the master's case study, and have had their DRI International certification application approved.

mission-critical activities The critical operational and/or business support activities (either provided internally or outsourced) required by the organization to achieve its objective(s), i.e., services and/or products.

mission-critical application Applications that support business activities or processes that could not be interrupted or unavailable for 24 hours or less without significantly jeopardizing the organization.

mobile recovery A mobilized resource purchased or contracted for the purpose of business recovery. The mobile recovery center might include computers, workstations, telephone, electrical power, etc.

mobile standby trailer A transportable operating environment, often a large trailer, that can be configured to specific recovery needs such as office facilities, call centers, or data centers. This can be contracted to be delivered and set up at a suitable site at short notice.

mobilization The activation of the recovery organization in response to a disaster declaration.

mock disaster One method of exercising teams in which participants are challenged to determine the actions they would take in the event of a specific disaster scenario. Mock disasters usually involve all, or most, of the applicable teams. Under the guidance of exercise coordinators, the teams walk through the actions they would take per their plans, or simulate performance of these actions. Teams may be at a single exercise location, or at multiple locations, with communication between teams simulating actual "disaster mode" communications. A mock disaster will typically operate on a compressed timeframe representing many hours, or even days.

N + 1 A fault tolerant strategy that includes multiple systems or components protected by one backup system or component. (Many-to-one relationship.)

network outage An interruption of voice, data, or IP network communications.

offsite storage Any place physically located a significant distance away from the primary site, where duplicated and vital records (hard copy or electronic and/or equipment) may be stored for use during recovery.