Term	Definition	References	Note
Activation	The implementation of business continuity procedures, activities and plans in response to a business continuity emergency, event, incident and/or crisis; the execution of the recovery plan.	BCI DRJ	See definitions for Invocation, Incident, Emergency, Event and Crisis.
Alert	Notification that a potential disruption is imminent or has occurred.	DRJ BCI	Usually includes a directive to act or standby.
Alternate Routing	The routing of information via an alternate cable or other medium (i.e. using different networks should the normal network be rendered unavailable).	BCI	
Alternate Site	A site held in readiness for use during/following an invocation of business or disaster recovery plans to continue urgent and important activities of an organization.	DRJ BCI	
Alternate Work Area	Recovery environment complete with necessary infrastructure (e.g., desk, telephone, workstation, and associated hardware and equipment, communications).	DRJ	See also definitions for Dedicated Work Area, Syndicated Subscription Service and Work Area Recovery.
Annual Loss Exposure/Expectancy (ALE)	A risk management method of calculating loss based on a value and level of frequency.	BCI	
Annual Program Review (APR)	A structured yearly opportunity for top management to review the status of important components of the business continuity management program, with the objectives of approving future initiatives,	DRJ	

Term	Definition	References	Note
	allocating resources and confirming program scope.		
Application Recovery	The component of Disaster Recovery that deals specifically with the restoration of business system software and data after the processing platform has been restored or replaced.	DRJ	
Assembly Area	The designated area at which employees, visitors, and contractors assemble if evacuated from their building/site.	DRJ BCI	
Associate Cyber Resilience Professional (ACRP)	The ACRP level is designed for individuals with less than two (2) years of cyber resilience, business continuity, and/or cybersecurity experience. Applicants must complete a Cyber Resilience for the Business Continuity Professional course and have successfully passed the Cyber Resilience Examination.	DRJ	DRII Certification
Associate Member Business Continuity Institute (AMBCI)	This certified membership grade is designed for professionals that have at least one year's experience in business continuity and who have taken and passed the Certificate of the BCI (CBCI) Examination.	BCI	BCI certification
Associate Business Continuity Professional (ABCP)	The ABCP level is designed for individuals with less than two years of industry experience, but who have minimum knowledge in continuity management, and have passed the DRII qualifying exam.	DRII	DRII certification

Term	Definition	References	Note
Associate Fellow of the Business Continuity Institute (AFBCI)	This certified membership grade is designed for professionals that have significant experience in business continuity and have held the MBCI membership grade for more than three years.	DRJ	BCI certification
Associate Healthcare Provider Continuity Professional (AHPCP)	The AHPCP level is designed for individuals with less than two years of industry experience, but who have minimum knowledge in continuity management, and have passed the Healthcare qualifying exam.	DRII	DRII certification
Associate Public Sector Continuity Professional (APSCP)	The APSCP level is designed for individuals with less than two years of industry experience, but who have minimum knowledge in continuity management, and have passed the Public Sector qualifying exam.	DRII	DRII certification
Associate Risk Management Professional (ARMP)	The ARMP level is designed for individuals with less than two years of Risk Management experience, completed the DRII Risk Management class, and have passed the Risk Examination.	DRII	DRII certification
Auditor	A person with competence to conduct an audit.	BCI	For a BCM Audit this would normally require a person with formal BCM audit qualifications.
Awareness	To create understanding of basic BC staff to recognise threats and respond accordingly.	BCI	Examples of creating such awareness include distribution of posters and flyers targeted at company-

Term	Definition	References	Note
			wide audience or conducting specific briefings for top management of the organization. Awareness is less formal than training and is generally targeted at all staff in the organization.
Backlog	a) The amount of work that accumulates when a system or process is unavailable for a long period of time. This work needs to be processed once the system or process becomes available and may take a considerable amount of time to process. b) A situation whereby a backlog of work requires more time to action than is available through normal working patterns. In extreme circumstances, the backlog may become so large that the backlog cannot be cleared.	DRJ BCI	
Backup (Data)	A process by which data (electronic or paper-based) and programs are copied in some form so as to be available and used if the original data from which it originated are lost, destroyed or corrupted.	DRJ BCI	
Backup Generator	An independent source of power, usually fueled by diesel or natural gas.	DRJ BCI	
Battle Box	A container - often literally a box or brief case - in which data and information are	BCI	Electronic records held in a secure but accessible location on the internet are

Term	Definition	References	Note
	stored so as to be immediately available post incident.		sometimes referred to as Virtual Battle Boxes.
Black Swan	A term popular in BCM, based upon a book of the same name in which the author defines a Black Swan as an event that has not been predicted by normal scientific or probability methods.	BCI	BCM professionals need to prepare for "Black Swan" events.
Building Denial	A situation in which premises cannot, or are not allowed to be, accessed.	BCI	
Business Continuity	The strategic and tactical capability of the organization to plan for and respond to incidents and business disruptions in order to continue business operations at an acceptable predefined level. The capability of the organization to continue delivery of products or services at acceptable predefined levels following a disruptive incident.	DRJ ISO 22301:2012	
Business Continuity Coordinator	A role within the BCM program that coordinates planning and implementation for overall recovery of an organization or unit(s).	DRJ BCI	
Business Continuity Management (BCM)	Holistic management process that identifies potential threats to an organization and the impacts to business operations those threats, if realized, might cause, and which provides a framework for building organizational resilience with the capability of an effective response that safeguards the interests of its key stakeholders,	ISO 22301:2012	

Term	Definition	References	Note
	reputation, brand and value-creating activities.		
Business Continuity Management (BCM) Lifecycle	The stages of activity that an organization moves through and repeats with the overall aim of improving organizational resilience.	BCI	Good Practice Guidelines Glossary of Terms.
Business Continuity (BC) Policy	The key document that sets out the scope and governance of the BCM programme and reflects the reasons why it is being implemented.	BCI	Good Practice Guidelines Glossary of Terms.
Business Continuity (BC) Professional	An experienced individual with responsibilities for practicing and/or managing business continuity.	BCI	
Business Continuity Management Program(me)	Ongoing management and governance process supported by Top Management and appropriately resourced to implement and maintain business continuity management.	ISO 22301:2012	
Business Continuity Management System (BCMS)	Part of the overall management system that establishes, implements, operates, monitors, reviews, maintains and improves business continuity.	ISO 22301:2012	
Business Continuity Management Team	A group of individuals functionally responsible for directing the development and execution of the business continuity plan, as well as responsible for declaring a disaster and providing direction during the recovery process, both pre-disaster and post-disaster.	DRJ BCI	Similar terms: disaster recovery management team, business recovery management team.
Business Continuity Maturity Model (BCMM)	A tool to measure the level and degree to which BCM activities have become	BCI	

Term	Definition	References	Note
	standard and assured business practices within an organization.		
Business Continuity Plan (BCP)	Documented procedures that guide organizations to respond, recover, resume and restore to a pre-defined level of operation following disruption.	ISO 22301:2012	
Business Continuity Plan Administrator	The designated individual responsible for plan documentation, maintenance, and distribution.	DRJ BCI	
Business Continuity Planning (BCP)	The process of developing prior arrangements and procedures that enable an organization to respond to an event in such a manner that critical business functions can continue within planned levels of disruption.	DRJ BCI	The end result of the planning process is the BC Plan.
Business Continuity Programme Board	A management group to give advice, guidance and management authorization to the BC Manager/coordinator/professional.	BCI	See BC Steering Committee
Business Continuity Steering Committee	A committee of decision makers, (e.g., Business leaders, technology experts and continuity professionals) tasked with making strategic policy and continuity planning decisions for the organization, and for providing the resources to accomplish all business continuity program goals.	DRJ BCI	
Business Continuity Strategy	An approach selected by an organization to ensure its recovery and continuity in the face of a disaster or other business disruption	DRJ BCI	

Term	Definition	References	Note
Business Continuity Team (BCT)	Designated individuals responsible for developing, execution, rehearsals, and maintenance of the business continuity plan.	DRJ BCI	
Business Function	A description of work that is performed to accomplish the specific business requirements of the organization. Examples of business function include delivering raw materials, paying bills, receiving cash and inventory control.	BCI	
Business Impact Analysis (BIA)	Process of analyzing <u>activities</u> and the effect a <u>business disruption</u> might have upon them. Process of analyzing <u>operational functions</u> and the effect a <u>disruption</u> might have upon them.	ISO 22301:2012 ISO 22317	
Business Interruption	Any event, whether anticipated (i.e., public service strike) or unanticipated (i.e., blackout) which disrupts the normal course of business operations at an organization's location.	DRJ	Similar terms: outage, service interruption.
Business Interruption Costs	The impact to the business caused by different types of outages, normally measured by revenue lost.	DRJ	
Business Interruption Insurance (BII)	Insurance coverage for disaster related expenses that may be incurred until operations are fully recovered after a disaster.	DRJ BCI	Business interruption insurance generally provides reimbursement for necessary ongoing expenses during this shutdown, plus loss of net profits that would have been

Term	Definition	References	Note
			earned during the period of interruption, within the limits of the policy.
Business Recovery	Steps taken to resume the business within an acceptable timeframe following a disruption.	BCI	In some countries (mainly in North America) the term Business Recovery was popular before the more widespread acceptance of Business Continuity. It is still found in some organizations and can be treated as broadly similar to basic BCM. Where it is used you might also find reference to BR Coordinator, BR Plan, BR Planner, BR Planning, BR Programme and BR Team.
Business Recovery Coordinator	An individual or group designated to coordinate or control designated recovery processes or testing.	DRJ	
Business Recovery Team	A group responsible for: relocation and recovery of business unit operations at an alternate site following a business disruption; and subsequent resumption and restoration of those operations at an appropriate site.	DRJ	
Business Recovery Timeline	The approved sequence of activities, required to achieve stable operations following a business interruption. This timeline may range from minutes to	DRJ	

Term	Definition	References	Note
	weeks, depending upon the recovery requirements and methodology.		
Business Risk	Risk that internal and external factors, such as inability to provide a service or product, or a fall in demand for an organization's products or services will result in an unexpected loss.	BCI	
Business Unit	A business unit within an organization e.g. unit/department/division. A unit, department or division within an organization.	BCI	
Business Unit BC Coordinator	A staff member appointed by a business unit to serve as the liaison person responsible for all BCM direction and activities within the unit.	BCI	
Business Unit Recovery	A component of Business Continuity which deals specifically with the recovery of a key function or department in the event of a disaster.	DRJ	
Call Tree	A document that graphically depicts the calling responsibilities and the calling order used to contact management, employees, customers, vendors, and other key contacts in the event of an emergency, disaster, or severe outage situation.	DRJ BCI	
Call Tree Test	A test designed to validate the currency of contact lists and the processes by which they are maintained.	BCI	
Capability	An umbrella term which generically encompasses business processes or	DRJ	

Term	Definition	References	Note
	activities, and/or technology systems or applications.		
Capability Assessment for Readiness (CAR)	This is the process of self-assessment under the US Standard NFPA 1600.	BCI	This has applicability mainly in the United States and is a technique recognised by the Federal Emergency Management Agency (FEMA).
Capability Resilience Level (CRL)	The relative degree to which a capability can be impacted by a single disaster event.	DRJ	
Cascade System	A system whereby one person or organization calls out/contacts others who in turn initiate further call-outs/contacts as necessary.	DRJ BCI	
Casualty Bureau	The central police controlled contact and information point for all records and data relating to casualties and fatalities.	BCI	This is a term used in specific countries only and is not universally applicable.
Catastrophe	Occurs when a disaster's effects are widespread and its impact is so great that it overwhelms a community's ability to function.	DRJ	Can have an unusually high number of deaths, injuries, or property damage, or is large enough to constitute a disaster to a whole region.
Certificate of the Business Continuity Institute (CBCI)	This entry level certified membership grade is for those professionals that have passed the Certificate of the BCI (CBCI) Examination.	BCI	BCI certification
Certified Business Continuity Auditor (CBCA)	The CBCA level is designed for the specialist who can verify the effectiveness of an organization's business continuity program against the landscape of standards, guidelines and	DRII	DRII certification

Term	Definition	References	Note
	industry regulations. The professional should demonstrate a minimum of 2 years of knowledge and experience in the fields of business continuity, emergency management and/or auditing and pass the DRII administered Audit Examination.		
Certified Business Continuity Lead Auditor (CBCLA)	The CBCLA level is designed for audit team leaders. The professional should demonstrate 5 years of experience in the fields of emergency management, enterprise risk management, leadership, business continuity and/or auditing and pass the DRII administered Audit Examination.	DRII	DRII certification
Certified Business Continuity Professional (CBCP)	Certified Business Continuity Professional. The CBCP certification is for individuals with a minimum of two years of Enterprise Continuity Mgmt experience in 5 of the 10 Professional Practice areas, have passed the qualifying exam and have had their DRII - Certification Application approved.	DRII	DRII certification
Certified Cyber Resilience Professional (CCRP)	The CCRP level of certification is reserved for those professionals that can demonstrate knowledge, experience, and leadership in cyber resilience and business continuity related areas. Qualified applicants should have more than two (2) years of experience and must be able to demonstrate specific and practical experience.	DRII	DRII certification

Term	Definition	References	Note
Certified Functional Continuity Professional (CFCP)	The CFCP level of certification is for individuals who have demonstrated knowledge and working experience in the business continuity/disaster recovery industry. The level requires more than two years of experience. Applicants must be able to demonstrate specific and practical experience in three of the subject matter areas of the Professional Practices.	DRII	DRII certification
Certified Business Continuity Vendor (CBCV)	The CBCV certification is for individuals with some knowledge in business continuity planning, but who are non-practitioners within an organization. CBCVs provide services to the industry and have acquired the experience for certification. An active ABCP, CFCP, CBCP, or MBCP certification is required.	DRII	DRII certification
Certified Healthcare Provider Continuity Professional (CHPCP)	The CHPCP level is designed for the professional demonstrating 2 years of experience in the fields of emergency management, business continuity, management and clinical care principles/healthcare and passing the DRII administered Healthcare Examination. The individual should also demonstrate experience in 5 of the Professional Practices areas.	DRII	DRII certification
Certified Public Sector Continuity Professional (CPSCP)	The CPSCP level is designed for the professional demonstrating 2 years of experience in the fields of public sector recovery planning, emergency	DRII	DRII certification

Term	Definition	References	Note
	management, business continuity and passing the DRII administered Public Sector Examination. The individual should also demonstrate experience in 5 of the Professional Practices areas.		
Certified Risk Management Professional (CRMP)	The CRMP level is designed for the professional demonstrating 2 years of experience specializing in the field of risk management. The individual must pass the DRII administered Risk Management Examination and demonstrate experience in 5 of the Professional Practices areas.	DRII	DRII certification
Checklist	a) Tool to remind and /or validate that tasks have been completed and resources are available, to report on the status of recovery. b) A list of items (e.g., names or tasks) to be checked or consulted.	DRJ BCI	
Checklist Exercise	A method used to exercise a completed disaster recovery plan. This type of exercise is used to determine if the information in the plan (e.g., phone numbers, manuals, equipment) is accurate and current.	DRJ BCI	
Civil Disorder	Event or situation, such as a terrorist attack, riot, violent protest, demonstration, or illegal assembly, which threatens serious damage to human welfare and security in a physical location or environment.		

Term	Definition	References	Note
Civil Emergency	Event or situation which threatens serious damage to human welfare in a place, environment or a place or the security of that place.	BCI	
Cold Site	An environmentally equipped facility that provides only the physical space for recovery operations while the organization using the space provides its own office equipment, hardware and software systems and any other required resources to establish and continue operations.	DRJ	
	A site (data centre/work area) equipped with appropriate environmental conditioning, electrical connectivity, communications access, configurable space and access to accommodate the installation and operation of equipment by key employees required to resume business operations.	BCI	In some countries this is referred to as a literal translation of White Room.
Command Center/Centre	Operational site (physical or virtual) used by a crisis team after the initial phase of an emergency; can also serve as a reporting point for deliveries, services, press and all external contacts.	DRJ	There could be more than one command center for each event reporting to a single Emergency Operations Center.
Common Recognized Information Picture (CRIP)	A statement of shared situational awareness and understanding, which is briefed to crisis decision-makers and used as the accepted basis for auditable and defensible decisions.	BCI	

Term	Definition	References	Note
Communications Recovery	The component of disaster recovery which deals with the restoration or rerouting of an organization's telecommunication network, or its components, in the event of loss.	DRJ BCI	
Consortium Agreement	An agreement made by a group of organizations to share processing facilities and/or office facilities, if one member of the group suffers a disaster.	DRJ BCI	
Contact List	A list of key people to be notified at the time of disruption or as needed. The contact data used by Call Tree and Cascade processes and systems.	DRJ BCI	
Contingency Fund	A budget for meeting and managing operating expense at the time of a business continuity invocation.	BCI	
Contingency Plan	An event specific preparation that is executed to protect an organization from certain and specific identified risks and/or threats. A plan to deal with specific set of adverse circumstances.	DRJ BCI	A BC Plan is a more general term for dealing with the consequences of a wider range of non-specific interruptions.
Contingency Planning	Process of developing advanced arrangements and procedures that enable an organization to respond to an undesired event that negatively impacts the organization.	DRJ	

Term	Definition	References	Note
Continuance of Government (COG)	This is a US concept for how government entities plan to continue the key elements of public governance in emergency situations.	BCI	This has applicability mainly in the United States. In most countries BC plans are used for both private and public sector bodies including government entities.
Continuity of Operations (COOP)	Management policy and procedures used to guide an enterprise response to a major loss of enterprise capabilities or damage to its' facilities. It defines the activities of individual departments and agencies and their subcomponents to ensure their essential functions are performed.	DRJ	The term is primarily used in the public sector.
Continuity Of Operations Plan (COOP)	Management policy and procedures used to guide an enterprise response to a major loss of enterprise capabilities or damage to its' facilities. It defines the activities of individual departments and agencies and their subcomponents to ensure their essential functions are performed.	DRJ	The term is primarily used in the public sector.
Continuance of Operations Planning	This has applicability mainly in the United States. In most countries BC plans are used for both private and public sector bodies including government entities. In the US COOP is sometimes used as an alternative term to BCM even in the private sector.	DRJ	This term is primarily used in the public sector

Term	Definition	References	Note
Continuous Availability	A system or application that supports operations which continue with little to no noticeable impact to the user.	DRJ	
Continuous Operations	The ability of an organization to perform its processes without interruption.	DRJ BCI	
Control	The collection of activities, financial, operational and otherwise, established by a Board and company management that carry out an organization's business in an effective and efficient manner, in line with the organization's approved objectives, goals, and risk appetite.	DRJ	Refer to RIMS glossary for definition associated with Risk Management.
Control Framework	A model or recognised system of control categories that covers all internal controls expected within an organization.	BCI	
Control Review	Involves selecting a control and establishing whether it has been working effectively and as described and expected during the period under review.	BCI	
Control of Substances Hazardous to Health (COSHH)	Control of Substances Hazardous to Health regulations 2002. A European Union directive.		
Cordon	The boundary line of a zone that is determined, reinforced by legislative power, and exclusively controlled by the emergency services from which all unauthorised persons are excluded for a period of time determined by the emergency services.	BCI	
Corporate Governance	The system/process by which top management of an organization are required to carry out and discharge their	DRJ BCI	In recent times a new term GRC (Governance, Risk and Compliance) is becoming

Term	Definition	References	Note
	legal, moral and regulatory accountabilities and responsibilities.		popular as a wider form of Corporate Governance.
Corporate Risk	A category of risk management that looks at ensuring an organization meets its corporate governance responsibilities takes appropriate actions and identifies and manages emerging risks.	DRJ BCI	
Corrective Action	Action to eliminate the cause of a non-conformity and to prevent recurrence.	ISO 22300:2012	There can be several causes of nonconformity and corrective action is taken to prevent recurrence. This differs from preventative action which is a risk management concept to prevent it occurring.
COSHH	Control of Substances Hazardous to Health regulations 2002. A European Union directive.	BCI	
Cost Benefit Analysis	A process, after a BIA and risk assessment, that facilitates the financial technique for measuring the cost of implementing a particular solution and compares that with the benefit delivered by that solution.	DRJ BCI	
Counseling	The provision of assistance to staff, customers and others who have suffered mental or physical injury in a disaster or incident.	BCI	May also be called trauma counseling.
Creeping Disaster	A slow degradation of service or deterioration in quality or performance over a period of time which ultimately	BCI	

Term	Definition	References	Note
	leads to a business interruption of disaster proportions.		
Crisis	Abnormal and unstable situation that threatens the organization's strategic objectives, reputation or viability.	BS 11200:2014	
Crisis Management	The overall direction of an organization's response to a disruptive event, in an effective, timely manner, with the goal of avoiding or minimizing damage to the organization's profitability, reputation, and ability to operate. Development and application of the organizational capability to deal with a crisis.	DRJ BS 11200:2014	
Crisis Management Team (CMT)	A team consisting of key leaders (e.g., media representative, legal counsel, facilities manager, disaster recovery coordinator), and the appropriate business owners of critical functions who are responsible for recovery operations during a crisis.	DRJ	
Critical	A qualitative description used to emphasize the importance of a resource, process or function that must be available and operational either constantly or at the earliest possible time after an incident, emergency or disaster has occurred.	BCI	
Critical Activities	Those activities which have to be performed to deliver the key products and services and which enable an	BCI	This is sometimes referred to as mission critical activities.

Term	Definition	References	Note
	organization to meet the most important and time-sensitive objectives.		
Critical Business Functions	The essential critical operational and/or business support functions that could not be interrupted or unavailable for more than a mandated or predetermined timeframe without significantly jeopardizing the organization.	DRJ	
	Vital functions without which an organization will either not survive or will lose the capability to effectively achieve its critical objectives.	BCI	This term is popular in North America, Australia and Asia. A critical business function can comprise a single process or several processes contributing to a final definable output. A critical business function may involve a single structural unit of the organization, or may involve activities across several structural units. A single structural unit may have responsibility for one or more critical business functions.
Critical Component Failure Analysis	A review of the components involved in delivery of an enterprise wide process and an assessment of the relationship dependencies and impact of failure of one component.	BCI	
Critical Data Point	-	DRJ	See recovery point objective

Term	Definition	References	Note
	The point in time to which data must be restored and synchronized to achieve a Maximum Acceptable Outage.	BCI	Not often used except in Australia and Asia, and is basically the same as RPO.
Critical Infrastructure	Physical assets (e.g., electrical power, telecommunications, water, gas and transportation) whose disruption or destruction would have a debilitating impact on the economic and/or physical security of an entity (e.g., organization, community, nation).	DRJ	For other countries, search their government websites for additional information.
Critical Staff	Staff members whose skills, knowledge and/or involvement are necessary to recover an essential critical business function.	DRJ	Roles or individuals may be designated as critical.
Critical Success Factors (CSF)	A management technique developed in 1970's but still popular, in which an organization identifies a limited number of activities it has to get correct to achieve its primary missions.	BCI	
Critical Supplier	Looking back in the logistical process (upstream) of a product or service, any supplier that could cause a disruption or outage to the organization's essential critical functions as documented in the BIA.	DRJ	A critical supplier could be anywhere in the logistical input process of the customer's essential critical business function.
Damage Assessment	An appraisal of the effects of the disaster or incident on human, physical, economic and operational capabilities.	BCI	
Data Backup Strategies	Data backup strategies will determine the technologies, media and offsite storage of the backups necessary to meet an	DRJ BCI	

Term	Definition	References	Note
	organization's data recovery and restoration objectives.		
Data Backups	The copying of production files to media that can be stored both on and/or offsite and can be used to restore corrupted or lost data or to recover entire systems and databases in the event of a disaster.	DRJ BCI	
Data Center Recovery	The component of disaster recovery which deals with the restoration of data center services and computer processing capabilities at an alternate location and the migration back to the production site.	DRJ BCI	
Data Mirroring	The act of copying data from one location to a storage device at another location in or near real time.	DRJ	Hot sites usually refer to IT and Telecom capabilities. When used in the same context for business users they are more often referred to as Work Area Recovery Sites.
Data Protection	Statutory requirements to manage personal data in a manner that does not threaten or disadvantage the person to whom it refers.	BCI	
Data Recovery	The restoration of computer files from backup media to restore programs and production data to the state that existed at the time of the last safe backup.	DRJ BCI	
Database Replication	The partial or full duplication of data from a source database to one or more destination databases.	DRJ BCI	
DBCI	This certified membership grade is a standalone credential. It is an academic	BCI	BCI certification

Term	Definition	References	Note
	qualification in Business Continuity and a route to higher membership grades of the BCI depending on years of experience.		
Declaration	A formal announcement by pre-authorized personnel that a disaster or severe outage is predicted or has occurred and that triggers pre-arranged response and mitigating actions.	DRJ BCI	E.g., a move to an alternate site.
Declaration Fee	A fee charged by a commercial hot site vendor for a customer invoked disaster declaration	DRJ BCI	
Denial of Access	Loss of access to any asset (premises, hardware, systems) when no physical damage has been done to the asset.	BCI	
Denial of Physical Access	The inability of an organization to access and/or occupy its normal physical, working environment.	DRJ	
Dependency	The reliance or interaction, directly or indirectly, of one activity, or process, or component thereof, upon another.	DRJ BCI	
Design	The Technical Practice within the BCM Lifecycle of the BCI Good Practice Guidelines that identifies and selects appropriate strategies to determine how continuity and recovery from disruption will be achieved.	BCI	Good Practice Guidelines Glossary of Terms.
Desk Check	One method of validating a specific component of a plan.	DRJ BCI	Typically, the owner of the component reviews it for accuracy and completeness and signs off.
Desktop Exercise	Technique for rehearsing teams in which participants review and discuss the	BCI	Can be conducted with a single team, or multiple

Term	Definition	References	Note
	actions they would take according to their plans, but do not perform any of these actions.		teams, typically under the guidance of exercise facilitators.
Differential Backup	Backup process that copies only such items that have been changed since the last full backup.	DRJ	Note: requires only the last full backup and the latest differential backup for complete restoration.
Diploma of the Business Continuity Institute (DBCI)	This certified membership grade is a standalone credential. It is an academic qualification in Business Continuity and a route to higher membership grades of the BCI depending on years of experience.	BCI	BCI Certification
Disaster	Situation where widespread human, material, economic or environmental losses have occurred which exceeded the ability of the affected organization, community or society to respond and recover using its own resources.	ISO 22300:2012	
Disaster Declaration	The staff should be familiar with the list of assessment criteria of an incident versus disaster situation established by the BCM or DR Steering Committee and the notification procedure when a disaster occurs.	BCI	Usually, for the invocation of 3rd party services or insurance claims there will be need for a formal Disaster Declaration.
Disaster Management	Strategies for prevention, preparedness and response to disasters and the recovery of essential post-disaster services.	BCI	This is particularly used in areas where large-scale natural disasters are prevalent and in common use in Australia. The actual written plans are therefore known as Disaster Plans or Disaster Management plans.

Term	Definition	References	Note
Disaster Recovery (DR)	The process, policies and procedures related to preparing for recovery or continuation of technology infrastructure, systems and applications which are vital to an organization after a disaster or outage.	DRJ	Disaster Recovery focuses on the information or technology systems that support business functions, as opposed to Business Continuity which involves planning for keeping all aspects of a business functioning in the midst of disruptive events. Disaster recovery is a subset of Business Continuity.
	The strategies and plans for recovering and restoring the organizations technological infra-structure and capabilities after a serious interruption.	BCI	DR is now normally only used in reference to an organization's IT and telecommunications recovery.
Disaster Recovery Plan (DRP)	The management approved document that defines the resources, actions, tasks and data required to manage the technology recovery effort.	DRJ BCI	Usually refers to the technology recovery effort. This is a component of the Business Continuity Management Program.
Disaster Recovery Planning	The process of developing and maintaining recovery strategies for information technology (IT) systems, applications and data. This includes networks, servers, desktops, laptops, wireless devices, data and connectivity.	DRJ	Priorities for IT recovery should be consistent with the priorities for recovery of business functions and processes that were developed during the business impact analysis (BIA) process. IT resources required to support time-sensitive business functions

Term	Definition	References	Note
			and processes should also be identified.
Disk Mirroring	Data replication and recovery technique where data is duplicated on a separate disk subsystem preferably separate location, in real time or near real time, to ensure continuous availability of critical information. Data is protected in transit through encryption.		
Disruption	An event that interrupts normal business, functions, operations, or processes, whether anticipated (e.g., hurricane, political unrest) or unanticipated (e.g., a blackout, terror attack, technology failure, or earthquake).	BCI	Good Practice Guidelines Glossary of Terms
Diverse Routing	The routing of information through split or duplicated cable facilities.	BCI	
Diversification	A continuity and recovery strategy requiring the live undertaking of activities at two or more geographically dispersed locations.	BCI	Good Practice Guidelines Glossary of Terms.
Downtime	A period in time when something is not in operation.	BCI	This is often called Outage when referring to IT services and systems.
Drop Ship	A strategy for: a) Delivering equipment, supplies, and materials at the time of a business continuity event or exercise. b) Providing replacement hardware within a specified time period via prearranged contractual arrangements	DRJ BCI	

Term	Definition	References	Note
	with an equipment supplier at the time of a business continuity event.		
Duty of Care	A corporate governance requirement to take care of the assets of the organization – a duty incumbent on officers of an enterprise.	BCI	
Electronic Vaulting	The electronic transfer of data to an off-site storage facility.	DRJ	
Embedding Business Continuity	The Management Practice within the BCM Lifecycle that continually seeks to integrate Business Continuity into day-to-day activities and organizational culture.	BCI	Good Practice Guidelines Glossary of Terms.
Emergency	Any incident, whether natural, technological, or human-caused, that requires responsive action to protect life or property.	DRJ	
Emergency Control Center (ECC)	The Command Centre used by the Crisis Management Team during the first phase of an event.	DRJ BCI	An organization should have both primary and secondary locations for an ECC in case one of them becomes unavailable/ inaccessible. It may also serve as a reporting point for deliveries, services, press and all external contacts.
Emergency Coordinator	The person designated to plan, exercise, and implement the activities of sheltering in place or the evacuation of occupants of a site with the first responders and emergency services agencies.	DRJ BCI	
Emergency Data Services	Remote capture and storage of electronic data, such as journaling, electronic	BCI	

Term	Definition	References	Note
	vaulting and database shadowing/ mirroring.		
Emergency Management	The organization and management of the resources and responsibilities for dealing with all humanitarian aspects of emergencies (preparedness, response, and recovery).		
Emergency Marshal	A person responsible for ensuring that all employees, visitors and contractors evacuate a site/building and report to the emergency coordinator when their designated floor/area is clear.	BCI	Also called a fire marshal.
Emergency Operations Center (EOC)	The physical location at which the coordination of information and resources to support incident management (on-scene operations) activities normally takes place.	FEMA Glossary	An EOC may be a temporary facility or may be located in a more central or permanently established facility, perhaps at a higher level of organization within a jurisdiction. EOCs may be organized by major functional disciplines (e.g., fire, law enforcement, medical services), by jurisdiction (e.g., Federal, State, regional, tribal, city, county), or by some combination thereof.
	The facility used by the Incident or Crisis Management Team after the first phase of a plan invocation. An organization must have a primary and secondary	BCI	This can be called a Command Centre, Ops Center, and Emergency Control Center (ECC).

Term	Definition	References	Note
	location for an EOC in the event of one being unavailable. It may also serve as a reporting point for deliveries, services, press and all external contacts.		
Emergency Planning	Development and maintenance of agreed procedures to prevent, reduce, control, mitigate and take other actions in the event of a civil emergency.	BCI	
Emergency Preparedness	The capability that enables an organization or community to respond to an emergency in a coordinated, timely, and effective manner to prevent the loss of life and minimize injury and property damage.	DRJ BCI	
Emergency Procedures	A documented list of activities to commence immediately to prevent the loss of life and minimize injury and property damage.	DRJ BCI	
Emergency Response	Actions taken in response to a disaster warning or alert to minimize or contain the eventual negative effects, and those taken to save and preserve lives and provide basic services in the immediate aftermath of a disaster impact, for as long as an emergency situation prevails.	BCI	
Emergency Response Plan	A documented plan usually addressing the immediate reaction and response to an emergency situation	DRJ	
Emergency Response Procedures	The initial response to any event and is focused upon protecting human life and the organization's assets.	DRJ BCI	

Term	Definition	References	Note
Emergency Response Team (ERT)	Qualified and authorized personnel who have been trained to provide immediate assistance.	DRJ BCI	
Enterprise Risk Management	ERM includes the methods and processes used by organizations to manage risks and seize opportunities related to the achievement of their objectives.	BCI	ERM provides a framework for risk management, which typically involves identifying particular events or circumstances relevant to the organization's objectives (risks and opportunities), assessing them in terms of likelihood and magnitude of impact, determining a response strategy, and monitoring progress. By identifying and proactively addressing risks and opportunities, business enterprises protect and create value for their stakeholders, including owners, employees, customers, regulators, and society overall.
Enterprise-Wide Planning	The overarching master plan covering all aspects of business continuity within the entire organization.	DRJ BCI	
Escalation	The process by which event-related information is communicated upwards through an organization's established chain of command.	DRJ BCI	

Term	Definition	References	Note
	The process by which an incident is communicated upwards through an organization's business continuity and/or incident and crisis management reporting process.		
Essential Services	Infrastructure services without which a building or area would be considered disabled and unable to provide normal operating services; typically includes utilities (water, gas, electricity, telecommunications), and may also include standby power systems or environmental control systems.	BCI	
Estimated Maximum Loss	Insurance policies are written based upon the EML – the maximum amount that can be claimed against an insured peril.	BCI	In BI terms this usually means the loss of gross profit after deduction of variable expenses and addition of allowed additional expenditure.
Evacuation	The movement of employees, visitors and contractors from a site and/or building to a safe place (assembly area) in a controlled and monitored manner at time of an event.	DRJ BCI	Note: This may include an regional evacuation.
Event	Occurrence or change of a particular set of circumstances.	ISO Guide 73	1. An event can be one or more occurrences 2. An event can consist of something not happening 3. An event can sometimes be referred to as an 'incident' or 'accident'

Term	Definition	References	Note
			4. An event without consequences can also be referred to as a "near miss", "incident", "near hit" or "close call".
Exclusion Zone	Boundary line of an area or zone that is controlled by emergency services personnel, and from which all unauthorized persons are excluded for a period of time determined by emergency services leadership.	BCI	Note: Also referred to as a mandatory evacuation zone in a regional evacuation.
Exercise	Activity designed to execute business continuity or disaster recovery plans and evaluate the performance against approved standards or objectives. Process to train for, assess, practice, and improve recovery performance in an organization.	DRJ ISO 22300:2012	Exercises can be announced or unannounced, and are performed for the purpose of training and conditioning team members, and validating the business continuity plan. Exercise results identify plan gaps and limitations and are used to improve and revise the Business Continuity Plans. Types of exercises include, e.g.: tabletop exercise, simulation exercise, operational exercise, mock disaster, desktop exercise, full rehearsal. Participants can include an overall controller, directors, players, observers and an umpire.

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Term	Definition	References	Note
Exercise Auditor	An appointed role that is assigned to assess whether the exercise aims / objectives are being met and to measure whether activities are occurring at the right time and involve the correct people to facilitate their achievement. The exercise auditor is not responsible for the mechanics of the exercise. This independent role is crucial in the subsequent debriefing.	DRJ BCI	
Exercise Coordinator	The person responsible for the mechanics of running the exercise.	DRJ	The coordinator must lead the exercise and keep it focused within the predefined scope and objectives of the exercise as well as on the disaster scenario. The coordinator must be objective and not influence the outcome. They perform the coordination to make sure appropriate exercise participants have been identified and that exercise scripts have been prepared before, utilized during, and updated after the exercise.
	Person responsible for planning, execution, and evaluation activities of an exercise.	ISO 22398:2013	

Term	Definition	References	Note
Exercise Observer	An exercise observer has no active role within the exercise but is present for awareness and training purposes.	DRJ BCI	An exercise observer might make recommendations for procedural improvements.
Exercise Owner	An appointed role that has total management oversight and control of the exercise and has the authority to alter the exercise plan.	DRJ BCI	This includes early termination of the exercise for reasons of safety or the aims / objectives of the exercise cannot be met due to an unforeseen or other internal or external influence.
Exercise Plan	A plan designed to periodically evaluate tasks, teams, and procedures that are documented in business continuity plans to ensure the plan's viability.	DRJ BCI	This can include all or part of the BC plan, but should include mission critical components.
Exercise Program(me)	Series of exercise events designed to meet an overall objective or goal.	ISO 22300:2012	
Exercise Script	A set of detailed instructions identifying information necessary to implement a predefined business continuity event scenario for evaluation purposes.	DRJ BCI	
Expense Log	Record of expenditure enabling loss assessment and adjustment following an incident or crisis.	BCI	
Exposure	The potential susceptibility to loss; the vulnerability to a particular risk.	DRJ BCI	
Extra Expense	The extra cost necessary to implement a recovery strategy and/or mitigate a loss.	DRJ BCI	An example is the cost to transfer inventory to an alternate location to protect it from further damage, cost of reconfiguring lines, overtime costs, etc.

Term	Definition	References	Note
			Typically reviewed during BIA and is a consideration during insurance evaluation.
Facility	Plant, machinery, equipment, property, buildings, vehicles, information systems, transportation facilities, and other items of infrastructure or plant and related systems that have a distinct and quantifiable function or service.		
Fallback	Another (but less popular) term for alternative or alternate. A fallback facility is another site/building that can be used when the original site/building is unusable or unavailable.	BCI	
Fellow of the Business Continuity Institute (FBCI)	This prestigious certified membership grade is the highest obtainable, and is designed for professionals with over 10 years of experience and who have made significant contributions to the BCI and the industry.	BCI	
FEMA	Federal Emergency Management Agency – the US agency responsible for responding to wide area disasters and emergencies.	BCI	
Financial Impact	Actual or potential losses incurred.	BCI	
First Responder	A member of an emergency service who is first on the scene at a disruptive incident.	BCI	This would normally be police, fire or ambulance personnel.
Floor Warden	Person responsible for ensuring that all employees, visitors and contractors evacuate a floor within a specific site.	DRJ BCI	

Term	Definition	References	Note
Formal Debrief	A discussion held within weeks of the exercise, addressing the wider organizational issues that identifies learning opportunities.	BCI	Good Practice Guidelines Glossary of Terms.
Full Rehearsal	An exercise that simulates a Business Continuity event where the organization or some of its component parts are suspended until the exercise is completed.	DRJ BCI	
Gap Analysis	A survey whose aim is to identify the differences between BCM/Crisis Management requirements (what the business says it needs at time of an incident) and what is in place and/or currently available	DRJ BCI	
Good Practice Guidelines	A guide to global good practice in Business Continuity. The body of knowledge produced by the Business Continuity Institute.	BCI	
Governance, Risk and Compliance (GRC)	GRC is the umbrella term covering an organization's approach across these three areas.	BCI	Being closely related concerns, governance, risk and compliance activities are increasingly being integrated and aligned to some extent in order to avoid conflicts, wasteful overlaps and gaps. While interpreted differently in various organizations, GRC typically encompasses activities such as corporate governance, enterprise risk management (ERM) and

Term	Definition	References	Note
			corporate compliance with applicable laws and regulations.
Grab List	A list of items that individuals should take with them prior to evacuating a building.	BCI	These should only be taken if it does not delay evacuation and must not compromise personal safety.
Hardening	The process of making something more secure, resistant to attack, or less vulnerable.	DRJ BCI	
Hazard	A source of potential harm.	ISO Guide 73	The words "threat" and "hazard" are often interchangeable. Threats such as natural disasters or extreme weather conditions are more typically referred to as "hazards." Hazard can be a risk source.
Hazard Assessment	Process of determining, for specific areas, the likelihood of the occurrence of potentially-damaging phenomenon of given magnitudes within a specified period of time	DRJ	Typically involves analysis of formal and informal historical records, plus skilled interpretation of existing topographical graphical, geological, geomorphological, hydrological, and land-use maps.
Health and Safety	The process by which the wellbeing of all employees, contractors, visitors and the public is safeguarded.	DRJ	All business continuity plans and planning must be cognizant of H&S statutory and regulatory requirements and legislation. Health and

Term	Definition	References	Note
			Safety considerations should be reviewed during the risk assessment.
High-Availability	Systems or applications requiring a very high level of reliability and availability.	DRJ BCI	High availability systems typically operate 24x7 and usually require built-in redundancy to minimize the risk of downtime due to hardware and/or telecommunication failures.
High-Risk Areas	Areas identified during the risk assessment that are highly susceptible to a disaster situation or might be the cause of a significant disaster.	DRJ BCI	
Horizon Scanning	Systematic examination of potential threats, opportunities and future developments, which might have the potential to create new risks or change the character of risks already identified.	BCI	
Hot Debrief	A discussion about the issues and concerns held immediately following an exercise.	BCI	Good Practice Guidelines Glossary of Terms.
Hot site	A facility equipped with full technical requirements including IT, telecoms and infrastructure, and which can be used to provide rapid resumption of operations.	DRJ BCI	Hot sites usually refer to IT and telecom capabilities. When used in the same context for business users they are more often referred to as Work Area Recovery Sites.
Housekeeping	The process of maintaining procedures, systems, people and plans in a state of readiness.	BCI	

Term	Definition	References	Note
Human Continuity	The ability of an organization to provide support for its associates and their families before, during, and after a business continuity event to ensure a viable workforce.	DRJ BCI	This involves pre-planning for potential psychological responses, occupational health and employee assistance programs, and employee communications.
Human Threats	Possible disruptions in operations resulting from human actions as identified during the risk assessment.	DRJ BCI	E.g., disgruntled employee, terrorism, blackmail, job actions, riots).
ICT Continuity	Capability of the organization to plan for and respond to incidents and disruptions in order to continue ICT (Information and Communications Technology) services at an acceptable level.	BCI	
ICT Disaster Recovery	The ability of the ICT elements of an organization to support its most urgent business functions to acceptable levels within a pre-determined period of time following a disruption.	BCI	
ICT Disaster Recovery Plan	A clearly defined and documented plan which recovers ICT capabilities when a disruption occurs.	BCI	
Impact	(1) The effect, acceptable or unacceptable, of an event on an organization. (2) Results associated with a disaster or emergency situation over time on an organization.	DRJ	The types of business impact are usually described as financial and non-financial and are further divided into specific types of impact. Impact level is usually relative to the existing resilience of the organization.

Term	Definition	References	Note
	Evaluated consequence of a particular outcome.	BCI	See "Consequence".
Impact Analysis	The process of analyzing all operational activities and the effect that an operational impact might have upon them.	BCI	This is basically the same as a Business Impact Analysis but for organizations which do not regard themselves as a business (e.g. charities, public sector) it is sometimes preferred terminology.
Implementation	The Technical Practice within the Business Continuity Management (BCM) Lifecycle that executes the agreed strategies through the process of developing the Business Continuity Plan.	BCI	Good Practice Guidelines Glossary of Terms.
Incident	An event which is not part of standard business operations which may impact or interrupt services and, in some cases, may lead to disaster.

Situation that might be, or could lead to, a disruption, loss, emergency or crisis. | DRJ

ISO 22300:2012 | |
| Incident Command System (ICS) | A standardized on-scene emergency management construct specifically designed to provide for the adoption of an integrated organizational structure that reflects the complexity and demands of single or multiple incidents, without being hindered by jurisdictional boundaries. | FEMA Glossary | ICS is the combination of facilities, equipment, personnel, procedures, and communications operating within a common organizational structure, designed to aid in the management of resources during incidents. It is used for all kinds of emergencies and is applicable to small as |

Term	Definition	References	Note
	The combination of facilities, equipment, personnel, procedures and communications operating within a common organizational structure, designed to aid in the management of resources during incidents.	BCI	well as large and complex incidents. ICS is used by various jurisdictions and functional agencies, both public and private, to organize field-level incident management operations.
Incident Management	The process by which an organization responds to and controls an incident using emergency response procedures or plans.	DRJ	
Incident Management Plan (IMP)	A clearly defined and documented plan of action for use at the time of an incident, typically covering the key personnel, resources, services and actions needed to implement the incident management process.	DRJ BCI	
Incident Management Team (IMT)	A Group of individuals responsible for developing and implementing a comprehensive plan for responding to a disruptive incident. The team consists of a core group of decision-makers trained	BCI	

Term	Definition	References	Note
	in incident management and prepared to respond to any situation.		
Incident Manager	Commands the local emergency operations center (EOC) reporting up to senior management on the recovery progress. Has the authority to invoke the recovery plan.	DRJ BCI	
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.	DRJ BCI	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.
Increased Cost of Working	The additional expenditure incurred following an incident in order to minimize the loss of gross profit.	BCI	
Indemnity Period	The period during which insurers will pay for losses following an incident covered as an insured peril.	BCI	Insurers are only concerned about this period. To identify a suitable period it is necessary to consider maximum loss scenario, incident management capability, recovery time objectives, lead time for replacement equipment and any other factors which might extend the period of loss.

Term	Definition	References	Note
Information Security	The securing or safeguarding of all sensitive information, electronic or otherwise, which is owned by an organization.	DRJ BCI	
Information Technology Disaster Recovery (ITDR)	An integral part of the organization's BCM plan by which it intends to recover and restore its ICT capabilities after an Incident.	BCI	
Infrastructure	The total environment (real estate, personnel, technological and non-technological) needed for the operation of an organization.	DRJ	
Insurance	A contract to finance the cost of risk. Should a named risk event (loss) occur, the insurance contract will pay the holder the contractual amount.	BCI	
Integrated Capability Analysis (ICA)	An analytical methodology which considers concurrent and contextual review of multiple metrics, to provide a more complete picture regarding a particular plan, artifact, or aspect of the business continuity program.	DRJ	
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.	DRJ BCI	
Integrated Testing	Examination of a plan that addresses multiple plan components, in conjunction	DRJ	

Term	Definition	References	Note
	with each other, typically under simulated operating conditions. -	BCI	
Integrity	The safeguarding of accuracy and completeness of assets, particularly data records.	BCI	
Interested Party	A person or organization that can affect, be affected by, or perceive themselves to be affected by a decision or activity.	ISO 22301:2012	
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.	DRJ BCI	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 Audit	Audit conducted by, or on behalf of, the organization itself for management review and other internal purposes, and	ISO 22301:2012	

Term	Definition	References	Note
	which might form the basis for an organization's self-declaration of conformity.		
Internal Control	All the means, tangible and intangible that can be employed or used to ensure that established objectives are met.	BCI	
Internal Hot site	A fully equipped alternate processing site owned and operated by the organization.	DRJ BCI	
Intrusion Detection System (IDS)	Automated system that alerts network operators to a penetration or other contravention of a security policy.	DRJ	Some IDS may be able to respond to a penetration by shutting down access or gathering more information on the intruder
Intrusion Prevention System (IPS)	Automated system that establishes barriers to potential network penetrations or other contraventions of security policies.	DRJ	Has ability to record the characteristics of attempted penetrations into a database for use in analyzing future events; usually includes IDS capabilities and can be programmed to mitigate further access to the network or associated systems.
Invocation	The act of declaring that an organization's business continuity arrangements need to be put into effect in order to continue to deliver key products and services.	ISO 22301:2012	
Journaling	Remote capture and storage of electronic data, at a transaction level so that it can be applied to an earlier overall system backup.	BCI	Other related techniques include electronic vaulting and database shadowing/ mirroring.

Term	Definition	References	Note
Just-in-Time (JIT)	System whereby dependencies for critical business processes are provided exactly when required, without requiring intermediate inventory.	BCI	
Key Performance Indicators (KPI)	Benchmark measurement based on objectives, targets and defined industry standards.	BCI	
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.	DRJ	
Lead Time	The time it takes for a supplier - either equipment or a service - to make that equipment or service available.	DRJ BCI	Business continuity plans should try to minimize this by agreeing to Service Levels (Service Level Agreement) with the supplier in advance rather than relying on the supplier's best efforts.
Legislative	Actions within a Business Continuity Plan that must be prioritised as a result of legal, statutory or regulatory requirements.	BCI	
Likelihood	Chance of something happening, whether defined, measured or estimated objectively or subjectively. It can use general descriptors (such as rare, unlikely, likely, almost certain), frequencies or mathematical probabilities. It can be expressed qualitatively or quantitatively.	BCI	
Line Re-routing	A facility provided by telephone service providers (Telco's) to re-route dedicated	BCI	

Term	Definition	References	Note
	lines to backup sites or other defined locations.		
Logistics 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.	DRJ	
Loss	Unrecoverable resources that are redirected or removed as a result of a Business Continuity event.	DRJ	Such losses may be loss of life, revenue, market share, competitive stature, public image, facilities, or operational capability.
Loss Adjuster	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.	DRJ	
	Invaluable at the time of a Business Continuity incident to assist in managing the financial implications of the incident and should be involved as part of the management team where possible.	BCI	Loss Adjusters often have useful contacts within the local community. Involving the Loss adjuster in the planning process can improve the speed and effectiveness of any ensuing insurance claim.
Loss Reduction	The technique of instituting mechanisms to lessen the exposure to a particular	DRJ BCI	Examples of loss reduction include sprinkler systems,

Term	Definition	References	Note
	risk. Loss reduction involves planning for, and reacting to, an event to limit its impact.		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.	DRJ BCI	Paper documents may need to be requested or re-acquired from original sources. Data for system entries may need to be recreated or reentered.
Major Incident	UK Emergency Services definition. Any emergency that requires the implementation of special arrangements by one or more of the Emergency Services, National Health Service or a Local Authority	BCI	
Management Practices	Policy and Programme Management and Embedding Business Continuity stages of the BCM Lifecycle.	BCI	Good Practice Guidelines Glossary of Terms.
Management System	Set of interrelated or interacting elements of an organization to establish policies and objectives, and processes to achieve those objectives.	ISO 22301:2012	
Manual Procedures	An alternate method for continuing critical business services or processes following the loss of technology.	DRJ	As working practices rely more on computerized activities, the ability of an organization to fallback to manual alternatives lessens. However, temporary measures and methods of working can help mitigate the impact of a business continuity event and give

Term	Definition	References	Note
			staff a feeling of doing something.
Marshalling Area	A safe area where resources and personnel not immediately required can be directed to standby to await further instruction.	BCI	
Maximum Acceptable Outage (MAO)	Time it would take for adverse impacts, which might arise as a result of not providing a product/service or performing an activity, to become unacceptable.	ISO 22301:2012	Mainly suitable for IT Disaster Recovery Planning. Popular in Australia and to a lesser extent in the US. Rarely used in Europe. Sometimes MAD is used (Minimum Acceptable Disruption) in the same context. See also MTPD
Maximum Tolerable Outage (MTO)	-	BCI	Basically the same as MAO or MTD – most often used in Asia and Australia.
Maximum Tolerable Period of Disruption (MTPD)	The time it would take for adverse impacts, which might arise as a result of not providing a product/service or performing and activity, to become unacceptable.	ISO 22301:2012	
Member of the Business Continuity Institute (MBCI)	This certified membership grade is for professionals that have at least three years' experience in business continuity and who have taken and passed the CBCI Examination with merit.	BCI	BCI certification
MBCP	Master Business Continuity Professional. The Master level certification is for individuals with a minimum of five years of Enterprise Continuity Mgmt experience	DRJ BCI	

Term	Definition	References	Note
	in 7 of the 10 Professional Practices, have passed both the qualifying exam and the Masters case study, and have had their DRII Certification Application approved.		
Minimum Business Continuity Objective (MBCO)	A minimum level of services and/or products that is acceptable to the organization to achieve its business objectives during a disruption.	ISO 22301:2012	
Minimum Planning Duration (MPD)	A recovery strategy imperative, established by an organization, which mandates how long each contingency plan's recovery strategy is expected to endure, while relying only on resources or dependencies identified in the plan.	DRJ	
Minimum Planning Radius (MPR)	A recovery strategy imperative, established by an organization, which identifies the minimum geographic range of an event that its contingency plans must address.	DRJ	
Mission-Critical Activity	(1) A critical operational and/or business support activity (either provided internally or outsourced) required by the organization to achieve its objective(s) i.e. services and/or products. (2) Activity determined to be essential to an organization's ability to perform necessary business functions.	DRJ BCI DRJ	The loss could have a negative impact on the organization, such as a potential legal and/or regulatory impact.
Mission-Critical Application	Applications that support business activities or processes that could not be interrupted or unavailable for 24 hours or	DRJ BCI	Activity could be application, system, service, function, process, third party

Term	Definition	References	Note
	less without significantly jeopardizing the organization.		
Mitigation	Refer to Risk Mitigation.	DRJ	
Mobile Recovery	Transportable operating environment complete with office facilities and technology that can be delivered and deployed at a suitable site on short notice.	DRJ	Often a large trailer.
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, data centers, etc.	DRJ BCI	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	DRJ	
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.	DRJ BCI	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'

Term	Definition	References	Note
			communications. A mock disaster will typically operate on a compressed timeframe representing many hours, or even days.
Mutual Aid Agreement	A pre-arranged understanding between two or more entities to render assistance to each other.	ISO 22300:2012	
N + 1	A fault-tolerant strategy that includes multiple systems or components protected by one backup system or component. (Many-to-one relationship)	DRJ BCI	
Network Outage	An interruption of voice, data, or IP network communications.	DRJ BCI	
Non Compliance	Failure to fulfil an agreed requirement or expectation of a BCM programme.	BCI	
Non Conformity	The non fulfilment of a specific requirement defined in a standard, documented practice, agreed procedure or legislation.	BCI	
Objective	An overall goal, consistent with the policy that an organization sets for itself.	BCI	
Offsite Location	A site at a safe distance from the primary site where critical data (computerised or paper) and/ or equipment is stored from where it can be recovered and used at the time of a disruptive incident if original data, material or equipment is lost or unavailable.	BCI	
Off-Site Storage	Any place physically located a significant distance away from the primary site, where duplicated and vital records (hard	DRJ BCI	

Term	Definition	References	Note
	copy or electronic and/or equipment) may be stored for use during recovery.		
Operational Resilience	The demonstrated and repeated ability of key business units or processes to maintain or return to an acceptable operational status after exposure to disruptive or disastrous events.	Gartner	A set of techniques that allow people, processes and informational systems to adapt to changing patterns. It is the ability to alter operations in the face of changing business conditions. Operationally resilient enterprises have the organizational competencies to ramp up or slow down operations in a way that provides a competitive edge and enables quick and local process modification.
Operational Risk	The risk of loss resulting from inadequate or failed procedures and controls. This includes loss from events related to technology and infrastructure, failure, business interruptions, staff-related problems, and from external events such as regulatory changes.	DRJ	
Operations Control	Process, practice or other actions that assure management outcomes.	BCI	
Operations Planning	Scheme specifying the approach, management elements and resources to	BCI	

Term	Definition	References	Note
	be applied to the management of the organization.		
Orderly Shutdown	The actions required to rapidly and gracefully suspend a business function and/or system during a disruption.	DRJ BCI	
Organization	A person or group of people that has its own functions with responsibilities, authorities and relationships to achieve its objectives.	ISO 22301:2012	
Organizational Culture	The combined assumptions, beliefs, values and patterns of behaviour that are shared by members of an organization. The way in which an organization views itself, its place in its market and the environment in which it operates.	BCI	
Organizational Resilience	The ability of an organization to anticipate, prepare for, and respond and adapt to incremental change and sudden disruptions in order to survive and prosper.	BS 65000:2014	
Outage	The interruption of automated processing systems, infrastructure, support services, or essential business operations, which may result, in the organizations inability to provide services for some period of time. A period in time when something is not in operation.	DRJ BCI	 This is mainly used for non-availability of IT services and systems. For other plant and equipment "downtime" is a more commonly used term.

Term	Definition	References	Note
Outsourced Activities	Those processes that are performed by, or in part by, a third party.	BCI	Good Practice Guidelines Glossary of Terms.
Outsourcing	The transfer of business functions to an independent (internal and/or external) third party supplier	BCI	
Peer Review	A review of a specific component of a plan by personnel (other than the owner or author) with appropriate technical or business knowledge for accuracy and completeness.	DRJ BCI	
Performance	A measurable outcome	BCI	
Performance Evaluation	A process of determining measurable results.	BCI	
Plan Maintenance	The management process of keeping an organization's business continuity management plans up to date and effective.	DRJ BCI	Maintenance procedures are a part of this process for the review and update of the BC plans on a defined schedule.
Plan, Do, Check, Act (PDCA)	A model used to plan, establish, implement and operate, monitor and review, maintain and continually improve the effectiveness of a management system or process.	ISO 22301:2012	
Policy	The intentions and direction of an organization as formally expressed by its Top Management.	ISO 22301:2012	
Policy & Programme Management	The Professional Practice that defines the organizational policy relating to business continuity and how that policy will be implemented, controlled and validated through a BCM programme.	BCI	Good Practice Guidelines Glossary of Terms.

Term	Definition	References	Note
Post Incident Acquisition	A continuity and recovery strategy where resources are provided following an incident at short notice.	BCI	Good Practice Guidelines Glossary of Terms.
Preparedness	Activities implemented prior to an incident that may be used to support and enhance mitigation of, response to, and recovery from disruptions.	BCI	It is also often called "Readiness."
Press Conference	The provision of an organization spokesperson(s) at a specific venue and time(s) to brief and answer any questions or enquiries from the media.	BCI	
Preventative Action	An action taken to eliminate a threat or other undesirable situation.	BCI	
Preventative Measures	Controls aimed at deterring or mitigating undesirable events from taking place.	DRJ BCI	
Prevention	Countermeasures against specific threats that enable an organization to avoid a disruption.	BCI	
Prioritization	The ordering of critical activities and their dependencies are established during the BIA and Strategic-planning phase. The business continuity plans will be implemented in the order necessary at the time of the event.	DRJ	
Prioritized activities	Activities to which priority must be given following an incident in order to mitigate impacts.	ISO 22301:2012	
Probability	The chance of a risk occurring.	BCI	It is the same as likelihood.
Procedure	Specified way to carry out an activity.	BCI	Procedures would normally be documented by the definition also covers those that are not for any reason.

Term	Definition	References	Note
Process	A set of interrelated or interacting activities which transforms inputs to outputs.	ISO 22301:2012	
Products and Services	Beneficial outcomes provided by an organization to its customers, recipients and interested parties.	ISO 22301:2012	
Professional Practices	The activities that make up the six stages of the BCI's Good Practice Guidelines BCM Lifecycle.	BCI	Good Practice Guidelines Glossary of Terms.
Programme	An ongoing process supported by senior management and adequately funded.	BCI	A programme typically consists of one or more projects, each of which has defined scope and schedule and deliverables.
Public Sector	The public sector is that portion of an economic system that is controlled by national, state or provincial, and local governaments.		
Qualitative Assessment	The process for evaluating a business function based on observations and does not involve measures or numbers. Instead, it uses descriptive categories (e.g., customer service, regulatory requirements) to allow for refinement of the quantitative assessment.	DRJ BCI	This is normally done during the BIA phase of planning.
Quantitative Assessment	The process for placing value on a business function for risk purposes. It is a systematic method that evaluates possible financial impact for losing the ability to perform a business function. It uses numeric values to allow for prioritizations.	DRJ BCI	This is normally done during the BIA phase of planning.

Term	Definition	References	Note
Readiness	Activities implemented prior to an incident that may be used to support and enhance mitigation of, response to, and recovery from disruptions.	BCI	It is also often called "preparedness." Preparedness is more popular in the United States, readiness more typically used elsewhere.
Reception Centre	A secure area to which the uninjured can be taken for shelter, first aid, interview and documentation as appropriate to the incident.	BCI	
Reciprocal Agreement	Agreement between two organizations (or two internal business groups) with similar equipment/environment that allows each one to recover at the other's location.	DRJ BCI	
Record	A statement of results achieved or evidence of activities performed.	ISO 22301:2012	
Recoverable Loss	Financial losses due to an event that may be reclaimed in the future, e.g. through insurance or litigation.	DRJ BCI	This is normally identified in the Risk Assessment or BIA.
Recovery	Implementing the prioritized actions required to return the processes and support functions to operational stability following an interruption or disaster.	DRJ	
Recovery Management Team	-	DRJ BCI	See: Business Continuity Management (BCM) Team.
Recovery Period	The time period between a disaster and a return to normal functions, during which the disaster recovery plan is employed.	DRJ BCI	
Recovery Point Capability (RPC)	The point in time to which data was restored and/or systems were recovered (at the designated recovery/alternate	DRJ	

Term	Definition	References	Note
	location) after an outage or during a disaster recovery exercise.		
Recovery Point Objective (RPO)	The point in time to which data is restored and/or systems are recovered after an outage.	DRJ	RPO is often used as the basis for developing backup strategies and determining the amount of data that may require recreation after systems have been recovered. RPO for applications can be enumerated in business time (i.e., "8 business hours" after a Sunday disaster restores to close of business Thursday) or elapsed time, but is always measured in terms of time before a disaster. RPO for systems typically must be established at time of disaster as a specific point in time (e.g., end of previous day's processing) or software version/release.
	The point to which information used by an activity must be restored to enable the activity to operate on resumption.	ISO 22301:2012	In purely IT DR terms it can be seen as the precise time to which data and transactions have to be restored (e.g. close of business, last intra-day backup). Can also be

Term	Definition	References	Note
			referred to as maximum data loss
Recovery Services Agreement / Contract	A contract with an external organization guaranteeing the provision of specified equipment, facilities, or services, usually within a specified time period, in the event of a business interruption.	DRJ BCI	A typical contract will specify multiple components (e.g., a monthly subscription fee, a declaration fee, usage costs, method of performance, amount of test time, termination options, penalties and liabilities).
Recovery Site	A designated site for the recovery of business unit, technology, or other operations, which are critical to the enterprise.	DRJ BCI	
Recovery Teams	A structured group of teams ready to take control of the recovery operations if a disaster should occur.	DRJ BCI	
Recovery Time Capability (RTC)	The demonstrated amount of time in which systems, applications and/or functions have been recovered, during an exercise or actual event, at the designated recovery/alternate location (physical or virtual).	DRJ BCI	As with RTO, RTC includes assessment, execution and verification activities. RTC and RTO are compared during gap analysis.
Recovery Time Objective (RTO)	The period of time within which systems, applications, or functions must be recovered after an outage. RTO includes the time required for: assessment, execution and verification.	DRJ	RTO may be enumerated in business time (e.g. one business day) or elapsed time (e.g. 24 elapsed hours). Assessment includes the activities which occur before or after an initiating event, and lead to confirmation of the execution priorities, time

Term	Definition	References	Note
			line and responsibilities, and a decision regarding when to execute. Execution includes the activities related to accomplishing the pre-planned steps required within the phase to deliver a function, system or application in a new location to its owner. Verification includes steps taken by a function, system or application owner to ensure everything is in readiness to proceed to live operations.
	The period of time following an incident within which a product or service or an activity must be resumed, or resources must be recovered.	ISO 22301:2012	
Recovery Timeline	The sequence of recovery activities, or critical path, which must be followed to resume an acceptable level of operation following a business interruption.	DRJ BCI	The timeline may range from minutes to weeks, depending upon the recovery requirements and methodology.
Redundancy	Duplicate technology, facilities, equipment, information or personnel intended to increase reliability or availability and decrease the risk of loss.	DRJ	See also Alternate Site, Backup.

Term	Definition	References	Note
Regulatory	Similar to Legislative or Statutory but usually rules imposed by a regulator rather than through direct government legislation.	BCI	
Remediation	The process of planning for and/or implementing measures taken to repair or limit damage or exposure to loss.		
Replication	A continuity and recovery strategy where resources are copied to a dormant site, only being brought into live operations after an incident.	BCI	
Requirement	A need or expectation that is stated, generally implied or obligatory.	ISO 22301:2012	
Residual Risk	The level of risk remaining after implementation of controls intended to lessen impact, probability and consequences.	DRJ	Subject to an organization's risk appetite.
Resilience	Ability of an entity to adapt to change or absorb the impact of a business interruption while continuing to provide a minimum acceptable level of service.	DRJ	See also Business Interruption. (Note: e.g., organization, staff, system, network, activity or process).
Resilient	The ability of an organization to absorb the impact of a business interruption, and continue to provide a minimum acceptable level of service.	DRJ	
Resources	All assets, people, skills, information, technology (including plant and equipment), premises, and supplies and information (whether electronic or not) that an organization has to have available to use, when needed, in order to operate and meet its objective.	ISO 22301:2012	

Term	Definition	References	Note
Response	The reaction to an incident or emergency to assess the damage or impact and to ascertain the level of containment and control activity required.	DRJ BCI	In addition to addressing matters of life safety and evacuation, response also addresses the policies, procedures and actions to be followed in the event of an emergency.
Rest Centre	A building taken over by the Local Authority for the temporary accommodation of evacuees	BCI	
Restart	The procedure or procedures that return applications and data to a known start point.	BCI	Application restart is dependent upon having an operable system.
Restoration	Process of planning for and/or implementing procedures for the repair of hardware, relocation of the primary site and its contents, and returning to normal operations at the permanent operational location.	DRJ BCI	
Resumption	The process of planning for and/or implementing the restarting of defined business processes and operations following a disaster.	DRJ BCI	This process commonly addresses the most critical business functions within BIA specified timeframes.
Risk	Potential for exposure to loss which can be determined by using either qualitative or quantitative measures.	DRJ	
	Combination of the probability of an event and its consequence	BCI	BCM concentrates more on "Impacts" rather than wider concept of Risk.
Risk Acceptance	A management decision to take no action to mitigate the impact of a particular risk.	BCI	

Term	Definition	References	Note
Risk Analysis	The quantification of threats to an organization and the probability of them being realized.	BCI	
Risk Appetite	Total amount of risk that an organization is prepared to accept, tolerate, or be exposed to at any point in time.	BCI	
Risk Assessment	Overall process of risk identification, risk analysis, and risk evaluation.	ISO Guide 73	
Risk Assessment / Analysis	Process of identifying the risks to an organization, assessing the critical functions necessary for an organization to continue business operations, defining the controls in place to reduce organization exposure and evaluating the cost for such controls.	DRJ	Risk analysis often involves an evaluation of the probabilities of a particular event.
Risk Avoidance	An informed decision to not become involved in or to withdraw from a risk situation.	BCI	
Risk Categories	Risks of similar types are grouped together under key headings, otherwise known as 'risk categories'.	DRJ BCI	These categories include reputation, strategy, financial, investments, operational infrastructure, business, regulatory compliance, outsourcing, people, technology and knowledge.
Risk Classification	The categorisation of risk, normally focusing on likely impact to the organization or likelihood of occurrence.	BCI	
Risk Concentration	The risks associated with having Mission Critical Activities and/or their dependencies, systemic processes and	BCI	

Term	Definition	References	Note
	people located either in the same building or close geographical proximity (zone), that are not reproduced elsewhere i.e. a single point of failure.		
Risk Controls	All methods of reducing the frequency and/or severity of losses including exposure avoidance, loss prevention, loss reduction, segregation of exposure units and non-insurance transfer of risk	DRJ BCI	
Risk Criteria	Terms of reference against which the significance of a risk is evaluated.	BCI	Risk criteria are based on internal and external context, and are regularly reviewed to ensure continued relevance. Risk criteria can be derived from standards, laws and policies.
Risk Management (RM)	The culture, processes and structures that are put in place to effectively manage potential negative events. As it is not possible or desirable to eliminate all risk, the objective is to reduce risks to an acceptable level. Coordinated activities to direct and control an organization with regard to risk.	DRJ ISO Guide 73	
Risk Mitigation	Implementation of measures to deter specific threats to the continuity of business operations, and/or respond to any occurrence of such threats in a timely and appropriate manner. Activities	BCI	

Term	Definition	References	Note
	taken to reduce the severity or consequences of an emergency.		
Risk Profiling	The identification and prioritization of threats in a Risk Analysis methodology.	BCI	
Risk Ranking	The ordinal or cardinal rank prioritisation of the risks in various alternatives, projects or units	BCI	
Risk Reduction	A selective application of appropriate techniques and management principles to reduce either probability of an occurrence or its impact, or both.	BCI	
Risk Register	All risks of an organization, listed, ranked and categorized so that appropriate treatments can be assigned to them.	BCI	
Risk Source	Element which alone or in combination has the intrinsic potential to give rise to risk.	BCI	
Risk Transfer	A common technique used by Risk Managers to address or mitigate potential exposures of the organization. A series of techniques describing the various means of addressing risk through insurance and similar products. Refers to the shifting of the burden of loss to another party through legislation, contract, insurance or other means. It can also refer to the shifting of a physical risk or part thereof elsewhere.	DRJ BCI	
Risk Treatment	Selection and implementation of measures to modify risk.	BCI	

Term	Definition	References	Note
Roll Call	The process of identifying that all employees, visitors and contractors have been safely evacuated and accounted for following an evacuation of a building or site.	DRJ BCI	
Safe Separation Distance	An adequate geographical spread between the original and duplicate resources, the various suppliers, the replica operations or the base site and its recovery site.	BCI	Good Practice Guidelines Glossary of Terms.
Salvage	The act of conducting a coordinated assessment to determine the appropriate actions to be performed on impacted assets.	DRJ BCI	The assessment can be coordinated with Insurance adjusters, facilities personnel, or other involved parties. Appropriate actions may include: disposal, replacement, reclamation, refurbishment, recovery or receiving compensation for unrecoverable organizational assets.
Self-Insurance	The pre-planned assumption of risk in which a decision is made to bear loses that could result from a Business Continuity event rather than purchasing insurance to cover those potential losses.	DRJ BCI	
Service Continuity	The process and procedures required to maintain or recover critical services such as "remote access" or "end-user support" during a business interruption.	DRJ BCI	
Service Continuity Planning	A process used to mitigate, develop, and document procedures that enable an	DRJ BCI	

Term	Definition	References	Note
	organization to recover critical services after a business interruption.		
Service Level Agreement (SLA)	A formal agreement between a service provider (whether internal or external) and their client (whether internal or external), which covers the nature, quality, availability, scope and response of the service provider. The SLA should cover day-to-day situations and disaster situations, as the need for the service may vary in a disaster. An agreement between a service provider and a customer defining the scope, quality and timeliness of service delivery.	DRJ BCI	
Service Level Management (SLM)	The process of defining, agreeing, documenting and managing the levels of any type of services provided by service providers whether internal or external that are required and cost justified.	DRJ BCI	
Simulation Exercise	One method of exercising teams in which participants perform some or all of the actions they would take in the event of plan activation.	DRJ BCI	Simulation exercises, which may involve one or more teams, are performed under conditions that at least partially simulate 'disaster mode'. They may or may not be performed at the designated alternate location, and typically use only a partial recovery configuration.

Term	Definition	References	Note
Single Point of Failure (SPOF)	A unique pathway or source of a service, activity, and/or process. Typically, there is no alternative and a loss of that element could lead to a failure of a critical function.	DRJ	
	Unique (single) source or pathway of a service, activity and/or process; typically there is no alternative, and loss of that element could lead to total failure of a mission critical activity and/or dependency.	BCI	
Situational Analysis	The process of evaluating the severity and consequences of an incident and communicating the results.	BCI	
Social Engineering	Non-technical or low-technology means used to attack or penetrate a system by tricking or subverting operators or users.	DRJ	Examples: lies, impersonation, tricks, bribes, blackmail, or threats
Stakeholder	Individual or group having an interest in the performance or success of an organization e.g., customers, partners, employees, shareholders, owners, the local community, first responders, government, and regulators.	BCI	See also Interested Party
Stand Down	Formal notification that the response to a Business Continuity event is no longer required or has been concluded.	DRJ	
	A formal announcement that alert status is over and the plan will not be invoked any further.	BCI	

Term	Definition	References	Note
Standalone Test	A test conducted on a specific component of a plan in isolation from other components to validate component functionality, typically under simulated operating conditions.	DRJ BCI	
Standby	A continuity and recovery strategy where a facility is available to be made operational as required.	BCI	Good Practice Guidelines Glossary of Terms.
Structured Walkthrough	Types of exercise in which team members physically implement the business continuity plans and verbally review each step to assess its effectiveness, identify enhancements, constraints and deficiencies.	DRJ BCI	
Succession Plan	A predetermined plan for ensuring the continuity of authority, decision-making, and communication in the event that key members of executive management unexpectedly become incapacitated.	DRJ BCI	
Supply Chain Resilience Analysis	A proactive analysis of vulnerabilities affecting the logistical process of a product or service to establish risk thresholds.	DRJ	These thresholds are then compared to a company's risk appetite. This analysis would include the identification of critical suppliers and critical customers.
Syndicated Subscription Service	Work space shared by a limited number of organizations, configured for general occupation (not for a particular organization).	BCI	
System Recovery	The procedures for rebuilding a computer system and network to the condition	DRJ BCI	

Term	Definition	References	Note
	where it is ready to accept data and applications, and facilitate network communications.		
System Restore	The procedures necessary to return a system to an operable state using all available data including data captured by alternate means during the outage.	DRJ BCI	System restore depends upon having a live, recovered system available.
System Risk	Potential difficulties, such as failure of one participant or part of a process, system, industry or market to meet its obligations, that could cause other participants to not meet their obligations; this could cause liquidity and other problems, thereby threatening stability of the whole process, system, industry or market.	BCI	
Table Top Exercise	One method of exercising plans in which participants review and discuss the actions they would take without actually performing the actions.	DRJ	Representatives of a single team, or multiple teams, may participate in the exercise typically under the guidance of exercise facilitators.
	Technique for rehearsing emergency teams in which participants review and discuss the actions they would take according to their plans, but do not perform any of these actions; can be conducted with a single team, or multiple teams, typically under the guidance of exercise facilitators.	BCI	

Term	Definition	References	Note
Technical Practices	The Analysis, Design, Implementation and Validation stages of the BCM Lifecycle.	BCI	Good Practice Guidelines Glossary of Terms.
Technical Recovery Team	A group responsible for: relocation and recovery of technology systems, data, applications and/or supporting infrastructure components at an alternate site following a technology disruption; and subsequent resumption and restoration of those operations at an appropriate site.	DRJ BCI	
Test	A pass/fail evaluation of infrastructure (example-computers, cabling, devices, hardware) and\or physical plant infrastructure (example-building systems, generators, utilities) to demonstrate the anticipated operation of the components and system. An exercise whose aim is to obtain an expected, measurable pass/fail outcome.	DRJ ISO 22300:2012	See Exercise Tests are often performed as part of normal operations and maintenance. Tests are often included within exercises. A test is a unique and particular type of exercise, which incorporates an expectation of a pass or fail element within the aim or objectives of the exercise being planned.
Threat	A combination of the risk, the consequence of that risk, and the likelihood that the negative event will take place. A potential cause of an unwanted incident, which may result in harm to	DRJ ISO 22300:2012	 Some threats such as bad weather are more commonly referred to as "Hazards"

Term	Definition	References	Note
	individuals, a system or organization, the environment, or the community.		
Threat Analysis	The process of evaluating threats to identify unacceptable concentrations of risk to activities and single points of failure.	BCI	Good Practice Guidelines Glossary of Terms
Trauma Management	The process of helping employees deal with trauma in a systematic way following an event by proving trained counselors, support systems, and coping strategies with the objective of restoring employees psychological well-being.	DRJ BCI	
Trigger	An event that causes a system to initiate a response.	BCI	
Unexpected Loss	The worst-case financial loss or impact that a business could incur due to a particular loss event or risk. The unexpected loss is calculated as the expected loss plus the potential adverse volatility in this value.	DRJ BCI	It can be thought of as the worst financial loss that could occur in a year over the next 20 years.
Uninterruptible Power Supply (UPS)	A backup electrical power supply that provides continuous power to critical equipment in the event that commercial power is lost.	DRJ	The UPS (usually a bank of batteries) offers short-term protection against power surges and outages. The UPS usually only allows enough time for vital systems to be correctly powered down.
	A battery powered backup power supply use to provide short-term temporary	BCI	

Term	Definition	References	Note
	power in the event of failure of mains supply.		
Validation	The Technical Practice within the BCM Lifecycle that confirms that the Business Continuity Management (BCM) programme meets the objectives set in the Business Continuity (BC) Policy and that the organization's Business Continuity Plan (BCP) is fit for purpose.	BCI	Good Practice Guidelines Glossary of Terms
Validation Script	A set of procedures within the Disaster Recovery Plan to validate the proper function of a system or process before returning it to production operation.	DRJ BCI	
Virtual Battle Box	An electronic form of a storage location held on the internet, intranet or cloud so that data and information are immediately available post incident and accessible by the Incident/Crisis Management Team.	BCI	
Virtual Command Centre	A means of operating when it is physically impossible for members of the Incident Management Team to move to a Command Centre. A virtual command centre working using telephony and internet solutions including a Virtual Battle Box can be established.	BCI	
Virus	An unauthorised programme that inserts itself into a computer system and then propagates itself to other computers via networks or disks. When activated, it interferes with the operation of the computer systems.	BCI	

Term	Definition	References	Note
Vital Records	Records essential to the continued functioning or reconstitution of an organization during and after an emergency and also those records essential to protecting the legal and financial rights of that organization and of the individuals directly affected by its activities.	DRJ	
Vulnerability	The degree to which a person, asset, process, information, infrastructure or other resources are exposed to the actions or effects of a risk, event or other occurrence.	BCI	
Warm Site	An alternate processing site which is equipped with some hardware, and communications interfaces, electrical and environmental conditioning which is only capable of providing backup after additional provisioning, software or customization is performed.	DRJ	
	A designated standby site equipped and serviced to a level which will allow the organization to resume essential operations before their non-availability threatens business viability.	BCI	There is no definitive definition that distinguishes between a warm and a hot site, although clearly recovery at a hot-site could need to be almost immediate whereas at a warm site this might take several hours to accomplish.
Wide Area Disaster	A catastrophic event that impacts a large geographic area and requires emergency	BCI	

Term	Definition	References	Note
	services and civil authorities to take control.		
Work Area Facility	A pre-designated space provided with desks, telephones, PCs, etc. ready for occupation by business recovery teams at short notice.	DRJ BCI	May be internally or externally provided.
Work Area Recovery	The component of recovery and continuity which deals specifically with the relocation of a key function or department in the event of a disaster, including multiple elements, e.g.: personnel, essential records, equipment supplies, work space, communication facilities, work station computer processing capability, fax, copy machines, mail services. Office recovery environment complete with necessary office infrastructure (desk, telephone, workstation, hardware, communications). Restoration of office activities at an alternative location which provides desks, telephony, office systems and networking capability.	DRJ BCI	
Work Area Recovery Planning	The business continuity planning process of identifying the needs and preparing procedures and personnel for use at the work area facility.	DRJ BCI	
Workaround Procedures	Alternative procedures that may be used by a functional unit(s) to enable it to continue to perform its critical functions during temporary unavailability of specific	DRJ BCI	

Term	Definition	References	Note
	application systems, electronic or hard copy data, voice or data communication systems, specialized equipment, office facilities, personnel, or external services.		

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References:

BCI – Good Practice Guidelines 2018 and/or Dictionary of Business Continuity Management Terms 2012

BS 11200:2014

BS 65000:2014

DRII – Disaster Recovery Institute International

DRJ – Business Continuity Glossary by DRJ 2016; or terms approved by the committee since that date

FEMA Glossary – https://training.fema.gov/programs/emischool/el361toolkit/glossary.htm

Gartner

ISO 22300:2012

ISO 22301:2012

ISO 22398:2013

ISO Guide 73

Additional resources:

BCI – Regulations, Standards and Guidelines – http://www.thebci.org/index.php/resources/knowledgebank/cat_view/17-regulations-standards-guidelines

DRJ – BC DR Rules and Regulations – https://www.drj.com/resources/dr-rules-regulations.html

FEMA Acronyms, Abbreviations, and Terms (FAAT Book) –

https://training.fema.gov/programs/emischool/el361toolkit/assets/faatbook.pdf