

Topic: Human Factors in BC Planning

Questions:

1. How key are our people? (Answer this question from the perspectives of the BC Planner role and that of Senior Management).
2. What are the human factors we need to consider / account for in BC planning?
3. What percentage of our plans and preparedness actions should be focussed on our people versus other factors (properties, processes, etc) of BC planning?
4. Who are the people champions we can engage with?
5. What are some of the issues / pitfalls that the human factors present in BC planning?

NB: Supplementary reading material are noted below

Human factors in BCM – Main Links

http://www.continuitycentral.com/feature0323.htm	
It's the people, stupid...	What can we say – the title says it all.
http://www.drj.com/index.php?option=com_content&task=view&id=2325&Itemid=429	
Workforce Continuity... Emerging as a Separate, Urgent Issue	American article dispelling the myth that business continuity is not just an IT issue.
http://www.continuitycentral.com/feature0419.htm	
HR as a business continuity resource	An article that sets out the case of the HR Team being a resource for Business Continuity Management.
ftp://public.dhe.ibm.com/common/ssi/sa/wh/n/buw03015usen/BUW03015USEN.PDF	
Getting personal with business continuity Five critical success factors in overcoming workforce disruptions	A white paper from IBM setting out their five critical success factors (Command and control, Communication, Connectivity, Contingency, Counselling.) for human continuity.
Part 1 http://www.continuitycentral.com/feature0546.htm Part 2 http://www.continuitycentral.com/feature0552.htm Part 3 http://www.continuitycentral.com/feature0562.htm Part 4 http://www.continuitycentral.com/feature0574.htm	
Human factors in business continuity (4 part article)	A set of articles from some human crisis specialists on their research into trauma theory and its relationship to HR business continuity.
http://wikibon.org/wiki/v/The_Human_Factor_in_Disaster_Recovery_and_Business_Continuity_Planning	
The Human Factor in Disaster Recovery and Business Continuity Planning	A short article on the subject with an IT bent to it.
http://www.continuitycentral.com/feature0605.html	
Maslow and business continuity	The hierarchy of human needs applied to BCM.
http://www.continuitycentral.com/feature0716.html	
The human resource and business continuity management	An article about human factors in the recovery phase.

Other possible links

<i>Link</i>
<i>Title</i>
http://www.continuitycentral.com/thepersonalsideofbusinesscontinuity.pdf
The personal side of business continuity
http://www.continuitycentral.com/feature0231.htm
Risk management: What should be, what is and what could be
http://www.continuitycentral.com/feature0531.htm
Business continuity - are we still missing the point?
http://www.continuitycentral.com/beyondcompetence.pdf
BEYOND COMPETENCE: identifying and understanding non-technical competencies for crisis management team members
http://www.drj.com/index.php?option=com_content&task=view&id=899&Itemid=429
Planning for Human Continuity
http://www.rmmag.com/MGTtemplate.cfm?Section=RMMagazine&NavMenuID=128&template=/Magazine/DisplayMagazines.cfm&MGPreview=1&Volume=50&IssueID=189&AID=1967&ShowArticle=1
Managing the Human Impact of Crisis