

Chapter 3: Business Continuity Management



Why we did this audit:

- Nova Scotians rely on critical government programs and services
- Plans needed so critical services can continue
- Effective management helps government respond to and recover from business interruptions
- Previous audit by this Office identified a need to look at this area

Overall conclusions:

- Not clear who is responsible for government-wide management
- No oversight to ensure departmental continuity plans will work together
- Government cannot be sure they could maintain critical services
- Plans needed in emergency situations generally well-documented
- Departments and/or entities agreed with all nine recommendations

What we found in our audit:

Government-wide business continuity management program

- Department of Internal Services has created templates and guidance for provincial entities
- Government-wide programs and services have not been prioritized to know what is most important
- Business continuity program has not been finalized and leaves risk
- Current government-wide practices do not promote economy and efficiency

Department and entity business continuity management programs

- Department of Finance and Treasury Board has awareness training for staff
- Some correctional facilities have documents needed to manage disruptions
- Entities can't be sure they could maintain critical services
- Northeast Correctional Facility didn't have a continuity management program before opening
- Housing offices' programs do not include communications with clients
- School boards have weaknesses in their business continuity management programs
- Schools are not conducting all emergency drills required by policy