



Department of  
Building and Housing

*Te Tari Kaupapa Whare*

## **Electrical Workers Licensing Group**

## **Business Continuity Plan**

## 1. Scope of the Plan

This plan has been developed to ensure an orderly and effective response to any incident that significantly disrupts business operations. An incident may include one, or a combination of any of the following:

- Natural disasters (e.g. earthquake, storm, tsunami, flood, hurricane, cyclone).
- Accidental hazards (e.g. fire, gas leak, vehicle collision, industrial accident).
- Hostile acts (e.g. war, terrorism, sabotage, vandalism).
- Wilful/malicious damage (e.g. security breach, theft, IT virus, media leak).
- System or equipment failure (e.g. IT or telecommunications infrastructure, radio communications, electronic security systems, electrical equipment).
- Loss or destruction of vital records or information.
- Loss or lack of critical resources (e.g. power, water, office facilities, supplies).
- Loss or lack of critical support functions (e.g. payroll, finance, administration)
- Loss or lack of key personnel

The plan documents the procedures that will be followed by the Electrical Workers Licensing Group Wellington when preparing for, responding to, and recovering from any such incident.

The specific objectives of this plan are to:

- Provide for the safety of staff and clients.
- Protect business information and assets.
- Provide for continuity of management despite absence/injury of key personnel.
- Ensure the Ministry of Economic Development will be able to meet the minimum needs of its stakeholders.
- Minimise financial loss.
- Provide for a rapid return to operational status for critical business processes.
- Permit an orderly transition to normal operations when facilities are restored.
- Assign responsibilities for the direction of all phases of the response, recovery and restoration stages both during and after the incident;
- Ensure appropriate communication strategies are in place to ensure key stakeholders are informed of progress during each stage of the incident from the time the primary site and/or functions are unavailable until full restoration or alternatives are fully operational.

This unit is based at Level 3 86-90 Customhouse Quay Wellington

## 2. Functions of the Electrical Workers Licensing Group

The Electrical Workers Licensing Group (EWLG) and the Electrical Workers Registration Board (EWRB) have the statutory responsibility for matters relating to electrical workers licensing and registration, including employer licences and complaints about both registered and unregistered electrical workers. Both groups are involved with promoting and raising public awareness of electrical safety through the ongoing competency of electrical workers. The EWLG serves both the EWRB and the Complaints Assessments Committees. Most of the EWLG functions relate to the EWRB as defined in the Electricity Act 1992

- Registering and licensing-occur in the four classes of registration under the Electricity Act 1992 (electrician, electrical inspector, electrical service technician and line mechanic).
- There is a focus to ensure that registered persons maintain an adequate level of competency.
- Current staff number is 12.
- Members of the public and clients access the EWLG office by reporting to DBH reception level 6.

### 3. Critical Business Output/Processes

The following business outcomes and/or business processes have been defined as our critical business processes: -

<u>Process</u>	<u>Recovery Required By</u>
To provide licensing services on a day to day basis	3-5 days
To provide licensing services between June and September each year.	3-5 days
To provide registration services.	3-5 days
Provision of Certificates of compliance	3-5 days
To maintain reciprocal agreements with Australian and other overseas licensing organisations.	3-5 days
To introduce EWLG information dissemination services.	5 days
To conduct examination services for electrical workers.	1-2 days
To administer the Electrical Workers Registration Board and the Complaints Assessment Committees, -	3-5 days
To provide technical advice on registrations and Practising/Provisional Licenses to the public and industry (including prospective applicants)	3-5 days

### 4. Interdependencies On Other Units/Organisations

#### ***Internal Dependencies***

This business unit has identified the following dependencies on other units within the department to provide critical support functions and/or resources:

Corporate Administration – Property management  
Corporate IT- Network connections – Hardware - software  
Corporate finance - Accounts Payable - Preservation of vital financial records  
Corporate Payroll -Preparation of salaries payments  
Corporate Legal – Legal Services

#### ***External Dependencies***

This business unit has identified the following dependencies on organisations external to the department to provide critical support functions or resources:

Ministry of Economic Development – IT Services, Contact Centre Services, Licence processing Services  
Westpac - Banking Services  
New Zealand Post - Mail Services  
Meridian Energy - Electricity Supply  
Telecom - Telephones/Faxes

## ***Emergency Services***

Depending on the nature of the incident it may also be necessary to seek assistance or support from emergency services.

## ***Key Clients***

Our key clients are:

<u>Service provided</u>	<u>Client</u>	<u>Internal or External</u>
Management/administration	EWRB	External
Management/administration	Complaints Assessments Committee	External
Advice/Licensing	Electrical workers	External

## **5. Effect Assessment**

The following scenarios may hinder our ability to support our critical business processes.

### Accommodation

No access to locality – Region/locality suffers major infrastructure damage

No building access – Premises are not accessible

Building access no infrastructure – Premises are accessible but there is no infrastructure (power, water, sewerage)

*Action required: Invoke Plan*

No egress from premises – Staff are unable to leave

*Action required: Refer to department emergency plan*

<u>Loss/lack of critical functions</u>		<u>Invoke Plan</u>
Communications	Key services are not available	No
Finance	Key services are not available	No
Legal services	Key services are not available	No
Payroll	Key services are not available	No
Telephone/switchboard	Key services are not available	No
Reception	Key services are not available	No
HR/Personnel; advice	Key services are not available	No

<u>Loss/Lack of critical resources</u>		<u>Invoke Plan</u>
Computer systems	Systems not available	Yes
Key personnel	Key personnel not available	Yes
Management structure	Management is not available	Yes

## **6. Strategy For Provision of Day-to-Day Licensing Services**

### ***Objective***

To provide continued licence-issuing service.

### ***Alternate Procedure to Enable Business Continuity***

Use of laptop computers (with Internet usage allowing access to the EW database) and mobile phones would allow continued licensing processes to continue (eg issuing registrations and licenses). Phone access with the MED contact centre in Christchurch (who are handling 50% to 70% of the EWLG's 0800 phone calls) and direct contact with other clients and department staff

### ***Staff and Responsibility***

The Manager EWLG (Richard Stubbings) is responsible for the day to day running of the unit including team management, relationship management, daily operations and finances.

### ***Equipment and Other Requirements***

Minimum of 3 laptops required, all with internet/email access along with 2 Laser black and white printers. Key staff to maintain basic services would number 6 and they could operate from any other department site in Wellington or Hutt Valley. Stationery would include paper, EWRB letterhead, envelopes, diskettes for back up and consumables. Daily pick ups of mail and courier documents essential.

### ***Communication***

Work can be carried out in remote locations on Laptops and other equipment noted above. MED Christchurch Contact Centre would need to be advised, along with key stakeholders. Electrical Workers would need to be advised both via the website and contact centre.

## **7. Strategy for Provision of Annual Licensing Services.**

### ***Objective***

To provide continued licensing service.

### ***Alternative***

Revert to manual system in conjunction with laptop computers.

### ***Staff and Responsibility***

The Manager EWLG is responsible for the day to day running of the unit including team management, relationship management, daily operations and finances.

### ***Equipment and Other Requirements***

Minimum of 3 laptops required, all with internet/email access along with 2 laser black and white printers. Key staff to maintain basic services would number 6 and they could operate from any other department sites in Wellington or Hutt Valley, Stationery would include paper, EWRB letterhead, envelopes, diskettes for back up and consumables Daily pick ups of mail and courier documents essential.

### ***Communication***

Work can be carried out in remote locations on laptops and other equipment noted above. MED Christchurch Contact Centre would need to be advised, along with key stakeholders. Electrical Workers would need to be advised both via the website and contact centre. EWLG staff would facilitate this process.

## **8. Strategy For Conducting Examination Services**

### ***Objectives***

To provide ongoing examination services.

### ***Alternative***

Revert to documented manual system. A hard copy of EWLG Business Rules would be used as the guide to examination procedures. Key is to receipt, bank or securely store fee payments on a daily basis.

### ***Staff Responsibility***

The Manager EWLG is responsible for the day to day running of the unit including team management, relationship management, daily operations and finances.

### ***Equipment and Other Requirements***

Stationery would be required for posting key information to examinations candidates along with access to either a landline or mobile phone to handle calls via the Contact centre — usually of a nature they cannot deal with.

### ***Communication***

Work can be carried out in remote location on laptops and other equipment noted above. MED Christchurch contact centre would need to be advised, along with all training providers, NZQA and ECANZ. Electrical Workers/exam candidates would need to be advised both via the website and contact centre. EWLG staff would facilitate this process.

## 9. Restoration Strategy

The Registrar will declare a return-to- normal situation when:

- The Wellington locality infrastructure is restored.
- The premises are safe and useable.
- The IT network is fully functional and all applications are available.
- Enough key staff are available to carry out core functions.

The restoration strategy for all functions will follow the same procedure:

- Any items (computers, equipment, furniture, consumables) relocated to an alternative location will be returned to the normal operations base.
- All services (mail, communications, cleaning, maintenance etc) are reverted to the normal operations base.
- Staff are relocated to their normal operations base.
- All mail, which may have been stored, will be processed and allocated to the appropriate personnel for further action. The most appropriate means of dealing with any backlog of mail will be determined at the time.
- Data captured on laptops/disks/CDs during the incident is copied/backed up on to the network/main server.
- All manually processed data is captured into the Electrical Workers Register Site database.
- All functions carried out in the usual manner at the normal operations base.
- Clients and stakeholders will be advised that operations have been restored.

## 10. Cost Of Preparedness

<u>Action/Item</u>	<u>Cost</u>	<u>Crucial/Desirable</u>
Three lap top computers	\$8000	Crucial
Access to Electrical Workers Register Site database	Nil -as long as laptops have internet capability	Crucial

## 11. Plan Maintenance and Testing

To ensure the plan remains current and that the procedures contained in the document will be effective if they are invoked the follow steps will be taken:

### *Plan Maintenance*

EWLG will review this plan on a quarterly basis to check that:

- All contact details are current.
- Where new initiatives or risks are identified these will be assessed and included in the revised plan.
- Changes to business processes, infrastructure or systems are addressed and included in the revised plan.

### *Testing*

EWLG will ensure tests are carried out at least once year on the elements of this plan to confirm that:

- The business unit is prepared to cope with an incident.
- Suppliers of critical support functions/resources are prepared to cope with an incident.
- Inventories, tasks and procedures are adequate to support recovery and restoration needs.
- Data back-ups and documentation stored off site are adequate to support recovery and restoration needs

Testing will include a full practice of all the procedures for response and recovery strategies, including on-site and off-site arrangements.

### *Post Incident Review*

In the event this plan has been invoked the EWLG will conduct a post incident appraisal within 14 working days of return to normal. Participants involved in the various stages of the incident will be canvassed to determine the following:

- Was the plan effective, clear and easy to use, did it work?
- Was the plan current, had recent changes to business processes, infrastructure or systems been included?
- Were all contact details in the plan current?
- Were key personnel familiar with and comfortable in, their roles during and after the incident?
- Were suppliers of critical support functions/resources prepared?
- Was the business unit prepared to cope with the incident?
- Were inventories, tasks and procedures adequate to support recovery and restoration needs?
- Were data back-ups and documentation stored off site adequate to support recovery and restoration needs?

Amendments to the plan will be completed and communicated to all relevant parties within 5 working days of the review being completed.

## **12. Communication of Plans**

A copy of this plan will be stored on the Intranet, as this is considered the most appropriate central source, available to all staff. Staff will be responsible for downloading their own copy.

The Manager EWLG will be responsible for ensuring copies of this plan are distributed each time it is updated to:

- Key internal and external service providers
- Key clients (as required).

All personnel attached to this business unit will be expected to keep a copy of this plan at their home.

Key personnel on-call will be expected to carry a copy of this plan at all times.

