

DISRUPTION SEVERITY TABLE (EXPANDED)

Disruption Severity Table

DISRUPTION LEVEL	LEVEL 1 – INCIDENT	LEVEL 2 – CRISIS	LEVEL 3 – SEVERE CRISIS / EMERGENCY
Disruption Duration	<ul style="list-style-type: none"> ■ Short Duration Disruption ■ 0 - 8 hours 	<ul style="list-style-type: none"> ■ Can be short or long duration - 0 - 2 days plus ■ Impact of disruption defines whether L2 status 	<ul style="list-style-type: none"> ■ Can be short or long duration – 0 - 2 days plus ■ Impact of disruption defines whether L3 status
Extent of Disruption	<ul style="list-style-type: none"> ■ Impact – 1 to 3 business units 	<ul style="list-style-type: none"> ■ Impact on delivery 4+ business units critical functions; limited impact on delivery of other business units critical functions 	<ul style="list-style-type: none"> ■ Event severely impacting critical functions service delivery across multiple business units
DISRUPTION / IMPACT			
People	<ul style="list-style-type: none"> ■ >20% loss of staff in 1 to 3 business units ■ 1 - 2 notifiable injuries to workers / public as result of TCC activity 	<ul style="list-style-type: none"> ■ >20% loss in staff in > 3 business units ■ Multiple notifiable injuries to workers / public ■ Death of worker 	<ul style="list-style-type: none"> ■ >20% loss in staff in >5 business units ■ Multiple notifiable injuries or death to workers / public
Service Delivery (critical function)	<ul style="list-style-type: none"> ■ L1 City Waters incident 	<ul style="list-style-type: none"> ■ L2 City Waters incident ■ Critical function delivery for 3+ business units 	<ul style="list-style-type: none"> ■ Level 3 City Waters incident ■ Critical function delivery for 3+ business units
ICT Systems and Applications	<ul style="list-style-type: none"> ■ Loss of 1 to 3 critical ICT applications for 0 - 8 hours ■ Loss of information digital capture and / or print capability 	<ul style="list-style-type: none"> ■ Loss of ICT network ■ Loss of >3 ICT applications for >8hours 	<ul style="list-style-type: none"> ■ Complete loss of ICT systems and TMN Network
TCC Campus Facilities	<ul style="list-style-type: none"> ■ Partial loss of functionality of premise ■ Power outage ■ Minor fire – contained, partial loss of premises 	<ul style="list-style-type: none"> ■ Power outage >8 hours ■ Partial loss of functionality of multiple premises ■ Loss of premises or facility ■ Major fire – loss of premises 	<ul style="list-style-type: none"> ■ Loss of premises or facilities or significantly compromised functionality >5 days ■ Major Fire – loss of multiple premises
Business Unit Capacity	<ul style="list-style-type: none"> ■ Within BU capacity and capability 	<ul style="list-style-type: none"> ■ Exceeds business unit capacity and / or capability 	
Communications Networks	<ul style="list-style-type: none"> ■ Partial loss of single communications system 	<ul style="list-style-type: none"> ■ Loss of multiple communication systems 	<ul style="list-style-type: none"> ■ Complete loss of communications systems
Other	<ul style="list-style-type: none"> ■ Suspicious mail threat – contained in mail room 	<ul style="list-style-type: none"> ■ Flood event – CMC coordination; no EOC activation ■ Natural Hazard – disruption to critical function service delivery ■ Suspicious mail threat – impacts more than mail room ■ Bomb threat ■ Armed hold up ■ New Year's Eve Event disrupted 	<ul style="list-style-type: none"> ■ Disruption that activates WOA emergency operations centre

DISRUPTION LEVEL	LEVEL 1 – INCIDENT	LEVEL 2 – CRISIS	LEVEL 3 – SEVERE CRISIS / EMERGENCY
Disruption Lead	<ul style="list-style-type: none"> Business Unit 	<ul style="list-style-type: none"> Crisis Management Team Lead / Coordinated 	<ul style="list-style-type: none"> Crisis Management Team Lead
Communication Lead	<ul style="list-style-type: none"> Business Unit / Communications Team 	<ul style="list-style-type: none"> Crisis Management Team (Communication Representative) 	<ul style="list-style-type: none"> Crisis Management Team
Escalation to, Activation and Information	<ul style="list-style-type: none"> Crisis Management Coordinator notified by Business Unit CMC monitors only – ELT and CMT aware CMT not activated Continuity plans – Generally not activated. Strategies 1 and 2 activated by CMT while Strategies 3, 4, 5 and 6 activated by Business Unit Disruption Information – http://s 7(2)(a) - Privacy SMS or Crisis Management Coordinator 	<ul style="list-style-type: none"> Crisis Management Coordinator notified by Business Unit CMC notifies Crisis Manager – decision making – CMT activated CMT leads / coordination of disruption event ELT – set strategic needs – communicate, liaise with CMT, remain aware and support CMT and own Group, manage Elected Member relationship Continuity plans – Strategies 1 and 2 activated by CMT while Strategies 3, 4, 5 and 6 activated by Business Unit Disruption Information – http://s 7(2)(a) - Privacy SMS or BC Recovery Coordinator 	<ul style="list-style-type: none"> Crisis Management Coordinator notified by Business Unit CMC notifies Crisis Manager – decision making – CMT activated CMT overview / coordination of disruption event ELT – set strategic needs – communicate, liaise with CMT, remain aware and support CMT and own Group, manage Elected Member relationship. Continuity plans – Platinum teams activate plans; Strategies 1 and 2 Gold and Silver teams BC plan activated under direction of Crisis management team. Strategies 3, 4, 5 and 6 activated by business unit Crisis Information – http://s 7(2)(a) - Privacy or Facebook or SMS
Actions	<ul style="list-style-type: none"> Business unit use Escalation decision making process Crisis Management Coordinator notified Ensure staff / visitor health and safety First aid provided (if required) Impacted part of premise cordoned off Property / ICT notified (if required) Critical Function service delivery – Platinum, Gold and Silver Teams – deliver at lower Level Of Service using work-arounds and strategies in BC plan – see Activation above Communication – CMC notified, People and Capability updated, staff notified, impacted customers / stakeholders notified Awareness – keep up to date http://s 7(2)(a) - Privacy SMS or Crisis Management Coordinator Keep staff / stakeholders updated 	<ul style="list-style-type: none"> Business unit uses Escalation decision making process Crisis Management Coordinator notified Ensure staff / visitor safety First aid provided (if required) Impacted part of premise cordoned off Property / ICT / People and Capability notified (if required) Critical Function service delivery – Platinum, Gold and Silver Teams – deliver at lower Level Of Service using work-arounds and strategies in BC plan – see Activation above Communication – CMC notified, People and Capability updated, staff notified, impacted customers / stakeholders notified Awareness – keep up to date – http://s 7(2)(a) - Privacy SMS or BC Recovery Coordinator Keep staff / stakeholders updated using approved messages 	<ul style="list-style-type: none"> Escalation decision making undertaken Crisis Management Coordinator notified Ensure staff / visitor safety First aid provided (if required) Impacted part of premise cordoned off Property / ICT / People and Capability notified (if required) Critical Function service delivery – Platinum teams activate BC plans, implement strategies to restore minimum Level Of Service Gold and Silver Teams BC Plans – Strategies 1 and 2 activated by CMT; Strategies 3, 4, 5 and 6 activated by business unit. Communication – CMC notified, People and Capability updated, staff notified, impacted customers / stakeholders notified Awareness – keep up to date – http://s 7(2)(a) - Privacy SMS or BC Recovery Coordinator Keep staff / stakeholders updated using approved messages