ISO 22301
Self-assessment questionnaire

How ready are you?

This document has been designed to assess your company's readiness for an ISO 22301 Business Continuity Management System certification assessment. By completing this questionnaire your results will allow you to self-assess your organization and identify where you are in the process in relation to the main requirements of the standard.

Context of the organization

Have you determined the external and internal issues that are relevant to your organization's purpose that affects your ability to achieve the intended results of your Business Continuity Management System (BCMS)? □

Do you have a way of reviewing and monitoring changes to these issues on a regular basis? □

Have you determined the needs and expectations of interested parties that are relevant to the BCMS and do you review these on a regular basis? □

Have you determined the scope of your BCMS and did this take into account the external and internal issues, interested parties, and any activities performed by other organizations? □

Are you aware of the requirements of interested parties, including regulatory, statutory and those of your customers? □

Have the risks and opportunities associated with these issues and requirements been considered? □

Has continual improvement been considered? □

Did you establish the parts of the organization to be included in the BCMS, taking into account its location(s), size, nature and complexity; as well as identify the products and services to be included in the BCMS? □

When defining the scope did you document and explain exclusions? □

Leadership

Has top management taken responsibility for the effectiveness of the BCMS and have they communicated the importance of an effective BCMS? □

Have the policy and objectives for the BCMS, which are compatible with the context and strategic direction of the organization, been established and communicated? □

Do the relevant roles carry the responsibility and authority for ensuring BCMS conformance and reporting? □

Has a programme to ensure the BCMS achieves its outcomes, requirements and objectives been developed and put in place? □

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Planning

Have the risks and opportunities that need to be addressed to ensure the BCMS can achieve its intended result(s) been established? □

Have you planned actions to address these risks and opportunities and integrated them into the system processes? □

Have measurable business continuity (BC) objectives been established, documented and communicated throughout your organization with a plan to achieve them? □

Support

When changes are required and have been implemented, are you considering the following:

- the purpose of the changes and their potential consequences □
- the integrity of the BCMS □
- the availability of resources □
- the allocation or reallocation of responsibilities and authorities □

Has your organization determined and provided the resources needed to establish, implement, maintain and continually improve the BCMS (including people, infrastructure and environment for the operation of processes)? □

- Is this process consistent with the personnel in the defined BCMS roles? □

Has your organization determined the knowledge necessary for those performing BCMS roles? □

Has your organization ensured that the people who can affect the performance and effectiveness of the BCMS are competent (i.e. appropriate education, training, or experience), or taken action to ensure the necessary competence? □

- Is your organization retaining appropriate documented information as evidence of competence? □

Has the documented information required by the standard and necessary for the effective implementation and operation of your BCMS been established? □

Is the documented information, including any required external documents, controlled so that it's available and adequately protected, distributed, stored, retained and under change control for the BCMS? □

Have you determined the internal and external communications relevant to the BCMS, and does this include on what, when, with whom, how to and who will communicate? □

Operation

Have you devised and implemented a programme to ensure the BCMS achieves its outcomes? □

Is there a plan for determining the need for changes to the BCMS and managing their implementation? □

When changes are planned, are they carried out in a controlled way and are actions taken to mitigate any adverse effects? □

If you have outsourced processes, are they appropriately controlled? □

Is there a formal and documented process for understanding the organization through a Business Impact Analysis (BIA)? □

Does the BIA enable prioritization of time frames for resuming each activity (Recovery Time Objectives) and have minimum levels for resuming such activities been defined? □

Have these actions been documented? □

Is the BC strategy based on the outputs of the BIA and risk assessment? □

Does the BC strategy protect prioritized activities and provide appropriate continuity and recovery of them, their dependencies and resources? □

Do the business continuity strategies consider options for before, during and after disruption and do the strategies have at least one solution? □

Have the BC capabilities of relevant partners and suppliers been evaluated and mitigated? □

Have the resource requirements for the selected strategy options been determined? □

- Does this include people, information and data, physical infrastructure such as buildings, workplaces or other facilities and associated utilities? □
- Does this include equipment, consumables, information and communication technology (ICT) systems, transportation and logistics, finance, as well as partners and suppliers? □

Is there a Response Structure (RS), which details the management structure and trained personnel, in place to respond to a disruptive incident? □

Does the response structure and associated procedures include thresholds, assessment, activation, resource provision and communication? □

Is there a procedure for detecting and monitoring incidents which includes recording vital information, actions taken and decisions made? □

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Operation – *continued*

Is the warning and communication procedure exercised as part of your organization's exercise programme? □

Are there documented plans/procedures for restoring business operations after an incident, do they reflect the needs of those who will use them and contain all the essential information they need? □

Do the business continuity plans define roles and responsibilities and a process for activating the response? □

Do the business continuity plans consider the management of the immediate consequences of a disruption, in particular the welfare of individuals, options for response and further loss prevention? □

Do your procedures provide details of your media response following an incident, including a communications strategy? □

Do the business continuity plans include a procedure for standing down the response and returning to normal business? □

Have you implemented and maintained a programme of exercising and testing to validate over time the effectiveness of its business continuity strategies and solutions? □

Have formal post-exercise reports been produced for the tests and outcomes reviewed to ensure they lead to improvement? □

Performance evaluation

Have you determined what needs to be monitored and measured, when, by whom, the methods to be used, and when the results will be evaluated? □

Are the results of monitoring and measurement documented? □

Are internal audits conducted periodically to check that the BCMS is effective and conforms to both ISO 22301:2019 and your organization's requirements? □

Performance evaluation – *continued*

Has your organization established a program for internal audits of the BCMS? □

Are results of these audits reported to management, documented and retained? □

Where nonconformities are identified, has your organization established appropriate processes for managing nonconformities and the related corrective actions? □

Do top management undertake regular and periodic reviews of the BCMS? □

Does the output from the BCMS management review identify changes and improvements, as well as decisions, related to the need to update your business impact analysis, risk assessment, business continuity strategies and solutions, and business continuity plans? □

Are the results of the management review documented, acted upon and communicated to interested parties as appropriate? □

Where nonconformities are identified, has your organization put in place appropriate processes for managing nonconformities and the related corrective actions? □

Improvement

Have actions to control, correct and deal with the consequences of nonconformities been identified? □

Has the need for action been evaluated to eliminate the root cause of nonconformities to prevent reoccurrence? □

Have any actions identified been implemented and reviewed for effectiveness and given rise to improvements to the BCMS? □

Is documented information kept as evidence of the nature of nonconformities, actions taken and the results? □

Are the results of analysis and evaluation, and the outputs from management review considered as part of continual improvement? □

Find out more.
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