



# **BUSINESS CONTINUITY PLAN**

**CCTU P NO. 17**



**CAPE COAST  
TECHNICAL  
UNIVERSITY**

**GAZETTE**

**BUSINESS  
CONTINUITY  
PLAN**

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## **FORWARD**

The Part 1 section 1 of the first schedule of the Technical Universities Act, 2016 (Act 922) as amended converted qualified polytechnics to Technical Universities to provide higher education in engineering, science and technology-based disciplines, technical and vocational education and training, applied arts and related disciplines.

The Cape Coast Technical University is a national institution with a mandate to provide higher education guided by the Technical Universities Act, 2016 (Act 922) as amended. As a national institution, the University globally serves several interest groups and stakeholders. By extension the University exist to train for the future requisite professionals that will directly or indirectly impact the society.

The University recognizes the future is unpredictable. Therefore the mandate to train requisite professionals for future needs usually require the realization of an approved strategic plan. The ability to see through the future and take calculated risks in a way that does not jeopardize the interests of its stakeholders is also key factor to the successful achievement of this mandate. Hence the need for a Business Continuity Plan (BCP). The Governing Council and the management are responsible for a Sound control environment with relevant control activities that will enable the University to anticipate and respond quickly to changes in the work environment,

as well as make informed decisions under any conditions of uncertainty.

It is for these and other reasons that the governing council shall constituted a Committee to develop a risk management plan, Risk management register, Disaster Recovery and Business Continuity Plan for the University.

The Business Continuity Plan shall serve as a guide to Management and Staff in integrating risk management framework into the University's' operations in a more structured way that allows for the manifestation of its Vision, Mission, Objectives and Core values. This plan when approved shall provide a systematic way of assessing, managing and responding quickly to both the strategic and operational Disasters at all levels of the University.

The Governing Council on behalf of the Government through the Mother Ministry shall presents and approve this Plan to guide and assist management in responding quickly to all disaster with minimum or zero catastrophic losses.

As a national institution, The Governing Council is the highest decision-making body of the University

## **1.0 STATEMENT OF VISION, MISSION, CORE VALUES AND SWOT ANALYSIS**

### **1.1 Vision Statement**

Our vision is to be a leading technologically innovative and entrepreneurial Technical University with a reputation in green and clean energy technologies.

### **1.2 Mission Statement**

Our mission is to provide quality technical, vocational and entrepreneurial education that inspires learners to be creative and driven towards technology-based and sustainable solutions for communities and industries within the country and the sub-region.

### **1.3 Core Values**

In pursuing its vision and mission, Cape Coast Technical University will be guided by these core values: Innovation, Creativity, Professionalism, Integrity, Discipline, Respect for all, Team spirit, Service to community.

### **1.4 Core Functions**

The following core functions will guide the institution in realizing its vision and mission: Teaching, Research and Innovation,

Entrepreneurial Skills Development, Consultancy Services, Community Engagement.

### **1.5 Environmental Scanning**

Cape Coast Technical University is positioning itself as a leading University based on a deep integration of technical skills, innovation and entrepreneurship, to realize practical solutions for national development. As a technical university, CCTU's core mandate is to provide higher education in applied sciences, engineering and technology-based disciplines. However, in Ghana, the proportion of students who are willing to pursue technical and vocational programmes is generally small, thus making it difficult for technical universities to achieve enrolment targets that will generate adequate revenues to make them competitive. The main reason for the poor enrolment is the negative perception about technical and vocational education created by a lack of government support for Technical and Vocational Education and Training (TVET).

## **2.0 INTRODUCTION**

A business continuity plan (BCP) is a collection of resources, actions, procedures, and information that is developed, tested, and held in readiness for use in the event of a disaster or major disruption of operations. The objective of the Business Continuity

Plan is to establish policies, procedures, and coordinate recovery of critical University functions during emergencies. This plan will increase the University's ability to return to its normal state and continue its operations after disaster recovery.

The Cape Coast Technical University acknowledges the fact that, factors within its operating environment both internal and external have the capacity to pose numerous risks, which have the potential to disrupt the achievement of its strategic and operational objectives.

The safety and security of students, faculty, staff and the entire CCTU Community is a top priority of the University's leadership, and is an integral part of our commitment to excellence. Recognizing the increased risks of the world today, CCTU has enhanced its preparedness to respond to emergencies of all hazards by upgrading and integrating the various emergency response and disaster recovery plans that have been in place for the University's critical operations, and by developing a comprehensive pre-through post-emergency response plan covering all campus activity and operations of the University.

This Plan sets out the University's objectives and strategy for Business Continuity.

It is a formal document created by the University and contains detailed instructions on how to respond quickly to any unplanned incidents such as natural disasters, power outages, cyber-attacks

and any other disruptive events including pandemics and also regaining access and functionality all strategic and operation to asset for business continuity purposes.

A comprehensive business continuity plan will help you maintain your central business activities while limiting the economic impact and allowing you to return to normal operations as quickly as possible. Each division and/or department responsible for performing one or more critical functions will develop a departmental business continuity plan and establish a structure to administer, update, and implement the plan. The intent is to minimize the amount of disruption any future emergency may cause to the University's critical functions. This is accomplished by:

1. Establishing an administrative structure within the department to deal with future emergencies.
2. Investigating and preplanning appropriate responses to various types of potential emergencies.
3. Identifying and implementing changes to current operating procedures that will reduce the department's susceptibility to disruption from certain types of emergencies.
4. Coordinating the department's Business Continuity Plan with the plans of other departments that either provide services to or require services from the department.

5. Formalizing the department's Business Continuity Plan in written form.
6. Maintaining a high level of knowledge and preparedness within the department's plans for continuing operations during emergencies.

### **3.0 PLAN STATEMENT**

The BCP of the University comprehensively explains the consistent and prompt actions that must be taken before, during, and after a natural or man-made disaster so that the entire University can move on with its normal operations with absolutely no or minimum (insignificant) losses. CCTU as human institution of global dynamics places a paramount importance on maintaining adequate and prompt restoration of all critical functions during and after an emergency in order to minimize disruption to teaching, research and other public services that are central to its mission. This plan forms part of the University's internal control measures and corporate governance arrangements, intended to summarize the view of the University Council with regard to its Post Disaster Recovery and Business Continuity management philosophies. Accordingly, each established Office holder shall have responsibility pursuant to this Plan to ensure that adequate plans and procedures are in place. In this effort, the University

management shall work together with the Risk Management Office for periodical reviews of the Risk Management framework and comment on the continuity planning efforts of the University's Administration.

The University considers Post Disaster Recovery and Business Continuity Plans (PDR & BCP) as a fundamental activity to good management practices and a very significant aspect of corporate governance. As such, BCP shall be an integral part of the decision-making and also, shall be incorporated within the strategic and operational

planning processes at all levels across the University. This will be achieved through the following:

- a) Continual assessments of all new and ongoing ventures and activities, including projects, processes, systems and commercial activities to ensure that they are all aligned with the University's Risk management framework, Disaster recovery and Business Continuity objectives.
- b) Identifying, analyzing and reporting to the appropriate management levels any elements or signals of disaster and the possible or probable losses that may be arising from the assessments for adequate safeguards procedures.
- c) Maintenance of a Backup register for all key strategic and operational information by the University's DRM Unit.

- d) Maintenance of adequate Backup devices and registers by all established Office holders
- e) Provision of all staff with adequate education, guidance and training on the principles of Business Continuity and respective their responsibilities to implement them effectively when and where necessary.
- f) Regular review and monitoring of the effectiveness of the existing DRM process, including the development of an appropriate Disaster recovery and Business Continuity culture.

#### **4.0 PLAN SCOPE AND OBJECTIVE**

This Plan is promulgated to establish general University-wide standards for business continuity planning so as to minimize disruption to critical operations of the University Community. The scope of this plan shall cover the activities of all University Administrative and Academic Units irrespective of their location. The mission and priorities of the University with regards to this plan shall include but not limited to;

- a) protection of life,
- b) stabilization of the event,
- c) protection of the University environment,
- d) protection of University property, and

- e) Restoration of critical services, including education and research programs.

In order to accomplish this mission, departmental managers shall be required to ensure that departmental operations can be performed with minimal disruptions during an incident emergency periods. The Business Continuity Plan shall also exist to ensure that the departments has the capabilities to execute the essential functions as well as implement emergency support service.

The overall goal is to ensure that all departments and business units of the University are prepared to rapidly restore critical functions in the aftermath of any emergency or disaster. Critical functions are those required to enable, support, and implement the safekeeping of our students, staff, and visitors and also facilitate the resumption of academic, research, and administrative programs at CCTU after an incident. Again the departmental management team in this regards shall be required to;

- a) Prepare the department for recovery plans
- b) Determine critical functions
- c) Facilitate communications at all levels
- d) Identify resource and personnel needs for normal and emergency operations
- e) Reduce vulnerabilities

## **5.0 PLAN STRUCTURE AND OPERATION**

Each department's Business Continuity Plan shall have three main components, each of which shall deal with separate but inter-related aspects of any emergency situation. The components are:

- a) Business Continuity Plan and Procedures which shall cover all substantial pre-planning and recovery efforts, aimed basically at assuring that all critical functions and operations continue to be performed during and after any emergency situation.
- b) Risk Assessment and Business Impact Analysis that focuses on worst-case scenarios to determine impacts of critical functions caused by disaster situations.
- c) Testing and Review Control Instructions that direct all personnel to critical functions (essential communications, meeting place and action priorities, etc), and also evaluate staff competencies and preparedness.

## **6.0 MANAGEMENT CULTURE**

The Cape Coast Technical University exist to serve and impact the lives of several interest groups and stakeholders. These services and its impact shall either be direct or indirect depending on the geographical location and other environmental factors of its interest groups and stakeholders.

The University in this regard is committed to developing a consistent and appropriate Business Continuity and assurance cultural practices that seek to ensure that the key stakeholders (including staff, students, service providers' contractors and surrounding communities) recognize its commitment to managing Post Disaster Recovery responsibly.

Business Continuity Plan is the process whereby organizations ensure the maintenance of critical operations when confronted with adverse events such as natural disasters, technology failures, human errors, or etc. The objectives of a business continuity plan are to minimize loss of the organization, continue to serve customers, and maintain administrative operations.

To make the Business Continuity management plan and framework operational, all Staff in charge of specific responsibilities and resources shall develop on annual basis a Business Continuity Management Plan (BCMP) for their areas of responsibility. The respective BCMP shall be submitted to the Risk Management Committee by 1<sup>st</sup> October of each year for consideration. The Risk Management Committee shall review and consolidate the BCMP, together with any comments it deems necessary and forward to the Vice-Chancellor for administrative consideration and approval.

The established Post Disaster recovery and Business Continuity management culture shall also in itself establish a Management

Framework that allows and connect for effective operationalization of other relevant policies including the; Strategy plan, Risk Management Plan, Risk Management Charter, Disaster recovery plans, Backup services and assurance plan, Staff development and capacity building policies, Business Operations & Administrative Manuals, Asset management and embossment plan, Asset register and Risk Register.

## **7.0 ELEMENTS OF THE BUSINESS CONTINUITY PLAN**

Business Continuity Plans shall at a minimum include:

- 1) A listing of critical functions and critical resources needed to sustain such functions (i.e. essential software applications, vital data and information, critical IT and other office equipment, schedule of key vendors and their contacts) and a post recovery checklist of critical resources needed to support the University's primary mission and function;
- 2) An alternative staffing plan to support the University's operations when greater than 25% of the existing staffing suffers severe injuries and are unable to work for more than 72 hours, including a list of staff who can be cross trained to perform essential functions.

- 3) A well-documented lines of succession and managerial schedules (succession plan) should at all-time be made available at the University's Website.
- 4) An alternative location tentatively identified in the event the primary workspace is not available or insecured;
- 5) A communication plan that identifies primary, secondary, and alternate forms of communication and that addresses the necessary information needs of employees and their families, the Administrative/Business Unit management; and the Emergency Operation Center as it may be activated; and
- 6) A plan to promote personal preparedness for staff and faculty.

## **8.0 PERIODIC REVIEW OF IMPLEMENTATION PLAN**

The Business Continuity Management Plan shall be reviewed after the first year of implementation and subsequently after every four (4) years with regards to the specific mandate of the University Council and the Vice Chancellor to ensure relevance to University's business and compliance with its operational backups and strategic initiative. However various sections of this plan may be reviewed independently and individually whenever the need arises by the RMC and report to the Vice Chancellor, Audit Committee and the Council for approval

## **9.0 PLAN ADMINISTRATIVE GUIDELINES**

To have a comprehensive achievement of the above plan statement and objectives, the University shall consider a full implementation of the following:

1. Establish a Road map for business continuity chaired by the Vice-Chancellor.
2. The Council shall direct through the Vice Chancellor an approved road map with their respective budget for management consideration and necessary action
3. The Head of Risk Management who shall report administratively to the Vice-Chancellor, and the Academic Board all strategic capital expenditure to be made to facilitate business continuity by the University.
4. Establish Departmental and operational level representations on business continuity.
5. The University must adopt common terminology and technology in relation to the definition of risk and risk management.
6. Continues staff training shall be required and be implemented.
7. Change or all business process to suit the new business environment.
8. Provide alternative business operating strategies for the new setups where necessary

9. Call for adequate team support and commitment to each of the strategies introduced
10. Compare and evaluate the performance results of the alternate strategies for future reviews