

Local Council - Case Study

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Safeguarding Community Services: How a City Council Streamlined Continuity and Incident Response with Battleground

Background

A bustling metropolitan council oversees a wide range of community services, from libraries and arts events to waste collection and traffic management. With over 22 distinct business units, the council is responsible for critical daily operations that affect local residents' quality of life. From ensuring library services remain online to rapidly addressing broken traffic lights, continuity planning is essential to keeping the city running smoothly.

Challenge

Each department—arts and culture, library services, waste management, traffic and transport, etc — required up-to-date Business Impact Analyses (BIAs) and Business Continuity Plans (BCPs) that could be easily activated if disruptions occurred. Manual methods often led to outdated documents, lengthy incident escalations, and inconsistent training.

The council sought a comprehensive system to:

- Manage and update 22 BIAs for diverse departments
- Convert each BIA into an accessible, regularly updated BCP
- Conduct annual simulations to practise real-life incident scenarios
- Unite incident reporting and follow-up in a single, user-friendly platform

Modules Used

- Business Impact Analysis (BIA) – capturing each department's processes and dependencies
- Plans – building and maintaining BCPs accessible via mobile devices and printable on demand
- Simulations – creating and running annual crisis scenarios to refine response strategies
- Incident Management – activating plans, logging response steps, and coordinating tasks across teams

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Implementation

Through Battleground, the council consolidated 22 BIAs, enabling each department—library staff, waste management teams, and traffic officers—to maintain their critical processes and contact information in one central platform.

These BIAs automatically informed BCPs, so staff could view and print updated plans at the push of a button or access them via mobile devices in the field.

The Incident Management module streamlined escalations—for instance, if a traffic light went offline, teams were instantly alerted and followed clear checklists to address the issue.

Additionally, the council runs annual Simulations directly through Battleground, designing scenarios that test everything from severe weather disruptions to unexpected system outages, ensuring continuous improvements in community service delivery.

Results

Adopting Battleground has allowed the council to maintain real-time oversight of critical operations across all departments. Daily updates ensure BCPs stay relevant and having a single point of access for incident reporting cuts down on confusion and response times.

The annual simulations foster a culture of preparedness, helping staff feel confident in responding to emergencies. Whether it's keeping libraries operational, efficiently managing waste collection, or restoring vital traffic services, the council now operates with a cohesive, robust approach to community resilience—earning trust from residents and stakeholders alike.

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