

“Promoting Business Continuity Management”

Presented at:

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Date:

Objectives

- Gain an overview of BCP
- Appreciate the benefits of BCP
- Understand the key components of BCP
- Provide an opportunity for feedback

What is it ?

“Structured and systematic means of ensuring the continuance of its critical processes due to unforeseen business interruptions”

Why do it?

- Fire
- Flooding
- Environmental
- Loss of staff
- Loss of utilities
- Loss of key suppliers
- Damage to your reputation
- Compliance – FSA, CCA
- Insurance market requirements (RSA, AIG)
- Health and safety regulations
- Service level agreements
- Recent disasters
- Stakeholder confidence
- Competitive edge
- Quality assurance

Key Components of BCP

Project Management			
Phase I	Phase II	Phase III	Phase IV
Business Impact Analysis inc. risk analysis	Recovery Strategy	Plan Development	Testing/ Maintenance

Project Management

- Sponsor/Champion and Project Coordinator
- Objectives, Scope, Constraints, Assumptions
- Area representatives
- Deliverables, Milestones, Critical path
- Incident definition
- Change Control
- Establish Tolerance levels
- Plan formats

Interruptions

- Fire
- Utilities
- Staff
- E-commerce
- Investment
- Bomb threat
- Evacuations
- Human
- IT/ Telecoms
- Suppliers
- Terrorism
- New site
- Equipment
- Natural disasters
- Environmental
- Customers
- Site loss
- Health & Safety
- Competition
- Employment law
- Political

Risk Assessment - Management

- **C**ontingency
- **A**ccept
- **R**eduction
- **A**voidance
- **T**ransfer

Business Impact Analysis

- Identify and evaluate critical processes
- Identify criticalities and their dependencies
- Also interdependencies - internal and external
- Establish recovery time frame - critical processes
- Quantitative and Qualitative impacts
- Crisis Communications
- Review project schedule

Recovery Strategy

- Establish recovery strategy for critical processes
 - Priorities
 - Options (Internal/ external or third party)
- Communications strategy
- Media Handling
- Financial
- Incident management structure
- Communications lines
- Review service level agreements
- Staff awareness

Plan Structure

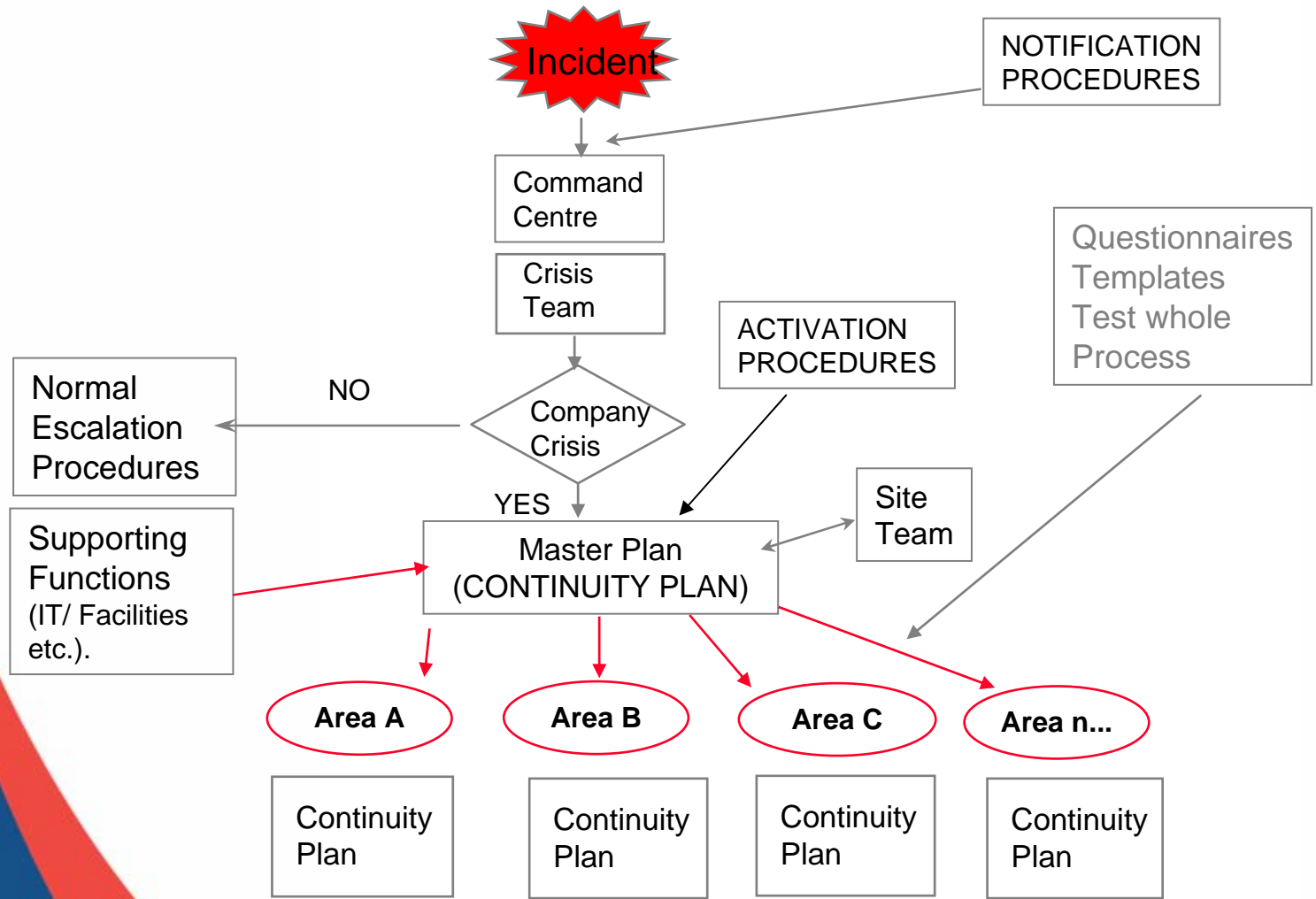
- Split into five key sections
 - Overview (How to use plan, Introduction)
 - Emergency response (Immediate actions to stabilise incident)
 - Crisis management (Actions to manage the crisis)
 - Recovery (Actions to get it back to normal)
 - Contacts (List of all the contacts required)
- Time sliced plan
- Easy to use
- Word processing – Ease of maintenance
- Users involved throughout

Plan Development

Typical contents (varies)

- Overview
- Incident definition
- Escalation
- Roles & Responsibilities
- Recovery Strategy
- Contingency procedures
- Emergency response actions
- Crisis Management actions
- Business recovery
- Contacts section

Recovery process



Testing & Maintenance

Testing (Exercising)

- Desktop review
- Scenario
- Structured walkthrough
- Simulation

Maintenance

- Routine – Staff leaving
- Major i.e Organisational changes
- Regular reviews – incorporate within audit

Further information

Solihull Council

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