


Ten Keys to Effective Business Continuity Planning



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“Approximately 50% of businesses that suffer major disasters are unable to resume operations.”

***The Insurance Institute
for Property Loss Reduction***

What is Business Continuity Management?

Business Continuity Management

- ▲ Ensuring the continuity or uninterrupted provision of operations and services.
- ▲ An ongoing process that includes:
 - ✓ Emergency response
 - ✓ Disaster recovery & business resumption
 - ✓ Crisis management & communications
 - ✓ Maintenance, awareness, testing & exercising
- ▲ A formal, defined plan of action
- ▲ Minimize critical decisions while stressed

The Challenges

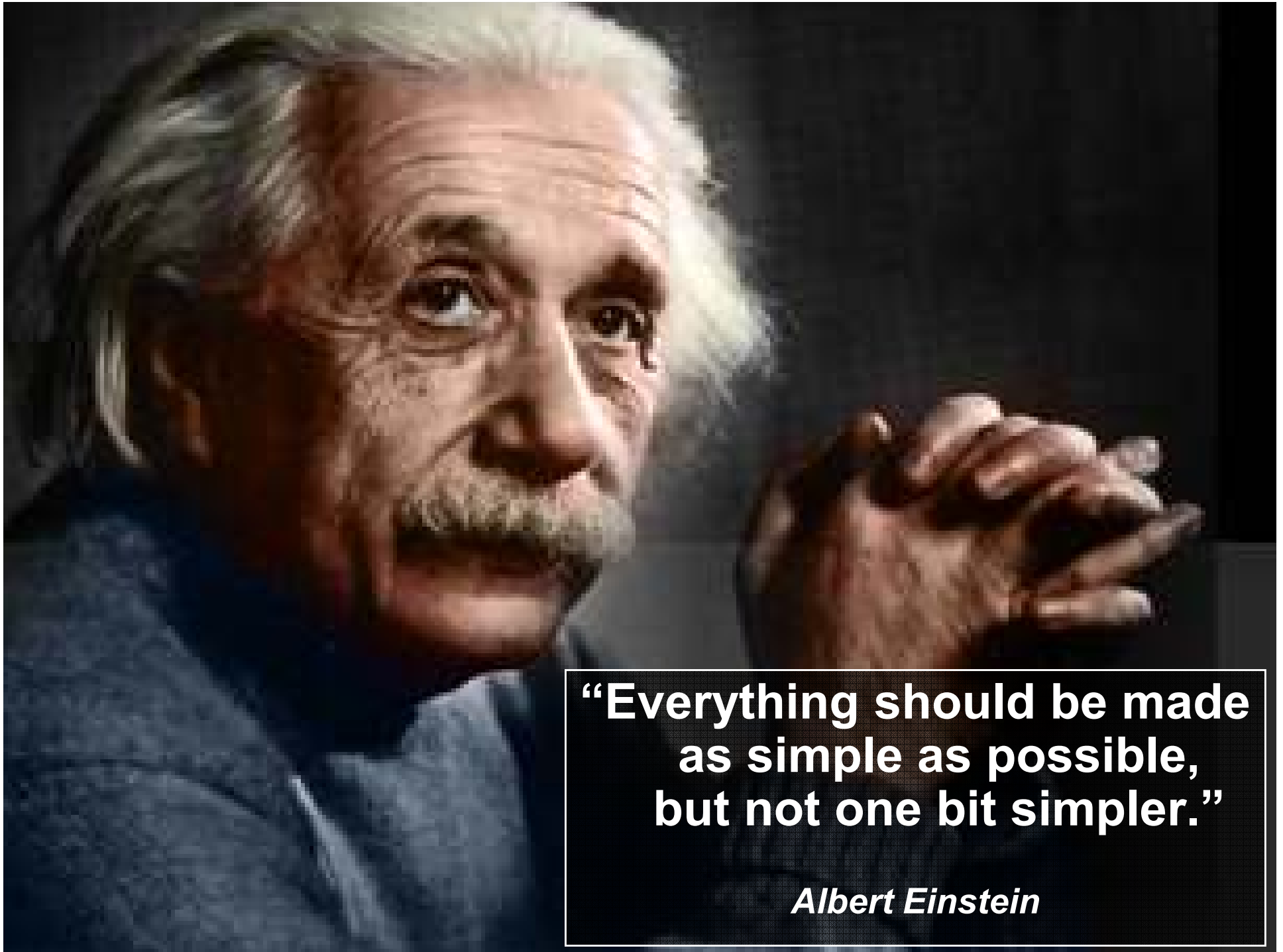
"We need to develop a BCP,
but it's too labor intensive."

- - - - -

"Maintaining our BCP
takes too much time."

- - - - -

"We have this great BCP,
but no one knows what's in it."



**“Everything should be made
as simple as possible,
but not one bit simpler.”**

Albert Einstein

Key 1

Obtain commitment from the highest authorities

- ▲ Engage senior management
- ▲ Commit time and resources to the project

Key 2

Identify and quantify your assumptions

- ▲ Key Business Functions
- ▲ Recovery Time Objectives (RTO)
- ▲ Critical Infrastructure & Key Applications
- ▲ Actual Recovery Times (ART)

Key 3

Actively Manage Risk

- ▲ Threats & Hazards
- ▲ Single Points of Failure
- ▲ ART vs. RTO
- ▲ Risk = Probability x Impact

Key 4

Keep the people safe and secure

- ▲ Evacuation
- ▲ Shelter in place
- ▲ Emergency kits
- ▲ First aid & CPR training
- ▲ Special Needs

Key 5

Resume operations swiftly and efficiently

- ▲ Chain of Command
- ▲ Priorities – Key Business Functions
- ▲ Infrastructure Recovery
 - ✓ HR
 - ✓ IT
 - ✓ Facilities

Key 6

Verify your planning and validate its effectiveness

- ▲ Drills
- ▲ Tabletop exercises
- ▲ What Would We Do If?
- ▲ Debriefing

Key 7

Spread the word

- ▲ Awareness programs
- ▲ Get everyone involved
- ▲ Collaborate

Key 8

Maintain and assure that the plan is accurate

- ▲ Update when infrastructure changes
 - ✓ Staffing
 - ✓ Information Technology
 - ✓ Facilities
- ▲ Schedule plan maintenance activities

Key 9

Debrief, review and revise after each disruption

- ▲ Track for trends
- ▲ Keep a disruption diary
- ▲ Debrief each disruption
- ▲ Update the Plan accordingly

The Keys in Review

1. Obtain commitment from the highest authorities
2. Identify and quantify your assumptions
3. Actively Manage Risk
4. Keep the people safe & secure
5. Resume operations swiftly & efficiently
6. Verify your planning & validate its effectiveness
7. Spread the word
8. Maintain & assure that the plan is accurate
9. Debrief, review & revise after each disruption

Questions ?

Readiness Resources

Readiness Resources

- ▲ Links
- ▲ Ten Keys to Effective Business Continuity
- ▲ Developing a Continuity Plan
- ▲ Continuity Plan Outline
- ▲ Questions of Readiness

Readiness Challenges

- ▲ Improve your plan
- ▲ Improve your planning & testing process
- ▲ Improve your plan awareness
- ▲ Improve your plan linkages

DON'T PANIC

The Hitchhiker's Guide to the Galaxy



Thank you

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