Business Continuity Management
Agenda

• What is BCM?
• Core Components of BCM
• BCM Methodology
• BCM Vs. ERM
• BS25999
• BCMS
• Business Impact Analysis
• ‘Seven Ps’ of effective BCM
Business Continuity Management

What is BCM?

- Development of strategies, plans and actions which provides protection/alternative mode of operation for those activities or business processes, which if they were to be interrupted.
- Supports strategic goals of an enterprise and prevents an incident compromising those goals.
- Complimentary to Risk Management
- Simply Good Business Management
Core Elements of BCM

- IT Disaster Recovery
- Business Resumption Planning
- Crisis Management

ISACA®
Serving IT Governance Professionals
Jeddah Chapter
BCM Methodology

Exercise, Maintain & Review

Understand Organization

Develop & Implement BCM Response

Determine BCM Strategy

Embed BCM into Organization Culture
Stage 1: Understanding Business Process

- Organizational Strategy
- Operational & Business Objectives
- Critical Business Factors (Mission Critical Activities)
- Business Outputs & deliverables
Stage 2: BCM Strategies

- Organizational BCM Strategy
- Process Level BCM Strategy
- Resource Recovery BCM Strategy
Stage 3: Developing BCM Response

- Business Continuity Plans
- Resource Recovery Solutions & Plans
- Crisis Management Plan
Stage 4: Maintaining BCM

- Exercising of BCM
- Maintenance of BCM
- Audit of BCM
Embedding a BCM Culture

- BCM Culture & Awareness Programs
- Education & Culture Building Activities
- BCM Training Program
## Disruptions Experienced

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<td>13</td>
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<td>6</td>
<td>11</td>
<td>13</td>
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<td>8</td>
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<td>11</td>
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<td>4</td>
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<td>Terrorist damage</td>
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</table>
Business Continuity Management

Specific Incidents

- Extreme weather events
- London bombings in July 05
- Terrorist threat to flights August 06
- Buncefield oil explosion December 05
BCM Vs. ERM

• ERM is
  • Process effected by people at every level in organization.
  • Applied in strategy setting.
  • Designed to identify potential events that will affect the entity.
  • Provide reasonable assurance to management.

• BCM is one component of effective risk management and forms one of the many pillars within ERM.
BS 25999

- Establishes the process, principles and terminology of BCM.
- Provides a basis for understanding BCM.
- Provides a means of measurement that is consistent and recognized.
- Provides a system based on established good practice.
BS25999

- BS25999-1 Code of Practice
- BS25999-2 Specification for Business Continuity Management
• Concerns with setting up of a BCM System (BCMS)
• BCMS consists of
  • People
  • Management process
  • Documentation
  • Topic specific process
• It applies the PDCA method.
BCMS

• A Business Continuity Policy
• The scope of BCMS
• Business continuity policy
• The scope of the BCMS
• Business Impact Analysis
• Risk Assessment
• BCM strategies
BCMS

- Planning, operation and control procedures for the business continuity process
- Business continuity and incident management plans
- Contact and mobilization details
- Change control procedures
- Risk and issues register
- Test schedule and results/actions register
- Incident log
- Training program
- Response structure
Business Impact Analysis

• BIA determines the impact of disruption to activities that support the organizations output, its products or services.

• Impact may be different over time.

• Identified Maximum Tolerable time for each activities to identify critical functions.
# Business Impact Analysis

## Business Impact Analysis – SAMPLE COMPANY

<table>
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<tr>
<th>Activity</th>
<th>Impact Category</th>
<th>Impact if Unable to Perform this Activity</th>
<th>Max disruption time</th>
<th>Min Activity Level</th>
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<tr>
<td></td>
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<td>1 Hour</td>
<td>4 Hours</td>
<td>1 Day</td>
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<td>MED</td>
<td>HIGH</td>
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<tr>
<td></td>
<td>Reputation</td>
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<td>MED</td>
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<td>Safety</td>
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<td>Process credit card transactions</td>
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<td>NONE</td>
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</table>
‘Seven Ps’ of effective BCM

• Programme – proactively managing the process
• People - roles & responsibilities, awareness and education
• Processes - all organizational processes, including ICT
• Premises - Building and facilities
‘Seven Ps’ of effective BCM

- Providers - supply chain, including outsourcing
- Profile - brand, image and reputation
- Performance - benchmarking, evaluation and audit
References

- www.continuitycentral.com
- www.thebci.org
- www.disasterecoveryworld.com
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Questions
Thank you for your time..................