



BUSINESS CONTINUITY MANAGEMENT

Agenda

Business Continuity

Lifecycle

Key Terms

Analysis

Key things to consider while building the BIA

Risk Assessment

Design/Strategy

Implementation

Validation

Embedding

Roles & Responsibilities

Monitoring /Performance management

Business Continuity:

The Capability of the organization to continue delivery of Products and services at acceptable predefined levels during a disruptive incident

Why do we need Business Continuity?

- To safeguard human life
- To enable continuity at a time of crisis
- To Always meet customer needs
- To enhance brand value and reputation
- Competitive Advantage
- Provides flexibility during disruptions
- Minimize business disruptions
- Sustain and enhance long-term business model
- Safeguard reputation and investor confidence



1

A Business continuity policy is key document that set out the purpose, context, scope, and governance of business continuity programme. Policy and Standard are aligned to Standards and Regulation

2

- BIA – The process of analyzing activities and the effect that business disruption might have upon them
- Risk Assessment covering facilities risk

3

Design is professional practice within the business continuity management lifecycle that identifies and selects appropriate solutions to determine how continuity can be achieved in the event of incident. Business Continuity (BC) Strategy is developed considering inputs from BIA and BC Risk

4

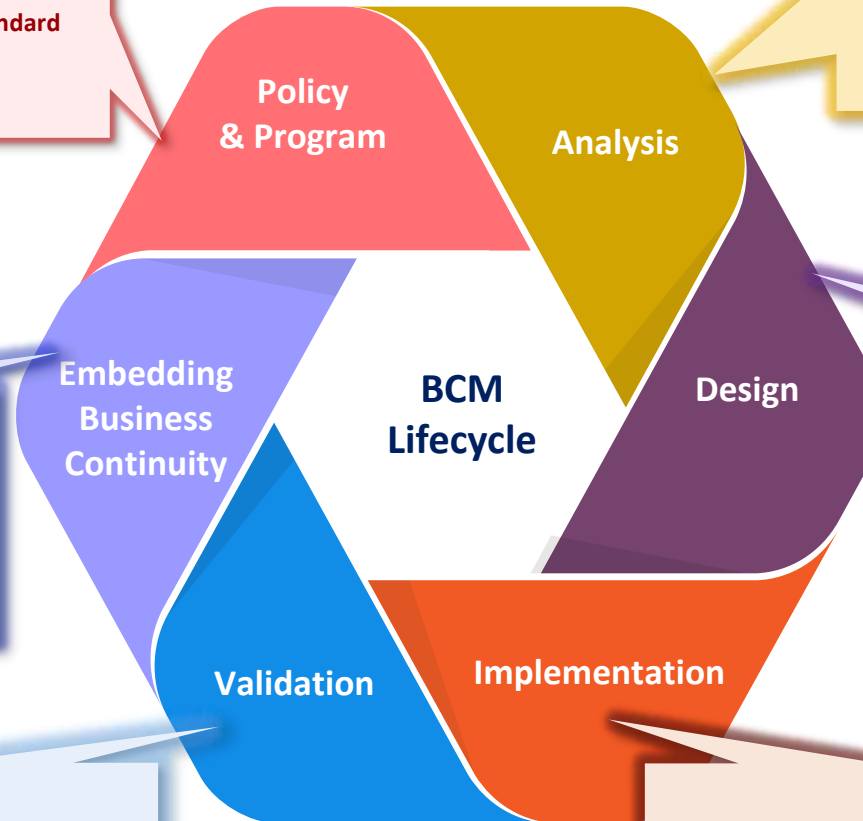
To Implement the solutions agreed in design stage including development of business continuity plans and response structure

5

To confirm the business continuity programme meets the objective set in the policy and plans and procedure in place are effective.

6

The practice that defines how to integrate business continuity awareness practice into business-as-usual activities.



Key Terms



Recovery Time Objective (RTO): Period following an incident within which product or service must be resumed, or activity must be resumed, or resources must be recovered.



Recovery Point Objective (RPO): Point to which information used by an activity must be restored to enable the activity to operate on resumption.



Minimum Business Continuity Objective (MBCO): Minimum level of services and/or products that is acceptable to the organization to achieve its business objectives during a disruption.



Maximum Tolerable Period of Disruption (MTPD): Time it would take for adverse impacts, which might arise as a result of not providing a product/service or performing an activity, to become unacceptable.

Analysis

Analysis is the professional practice within Business Continuity Management lifecycle that reviews and assess an organization to identify its objectives, how it functions and the constraints of its operating environment.

The Business Impact Analysis evaluates the impacts over time relating to the delivery failure of products and services following a disruption and determines the business continuity requirements.

The Top management is accountable to update, review and approve their BIA & BCP at least annually or following a structural change

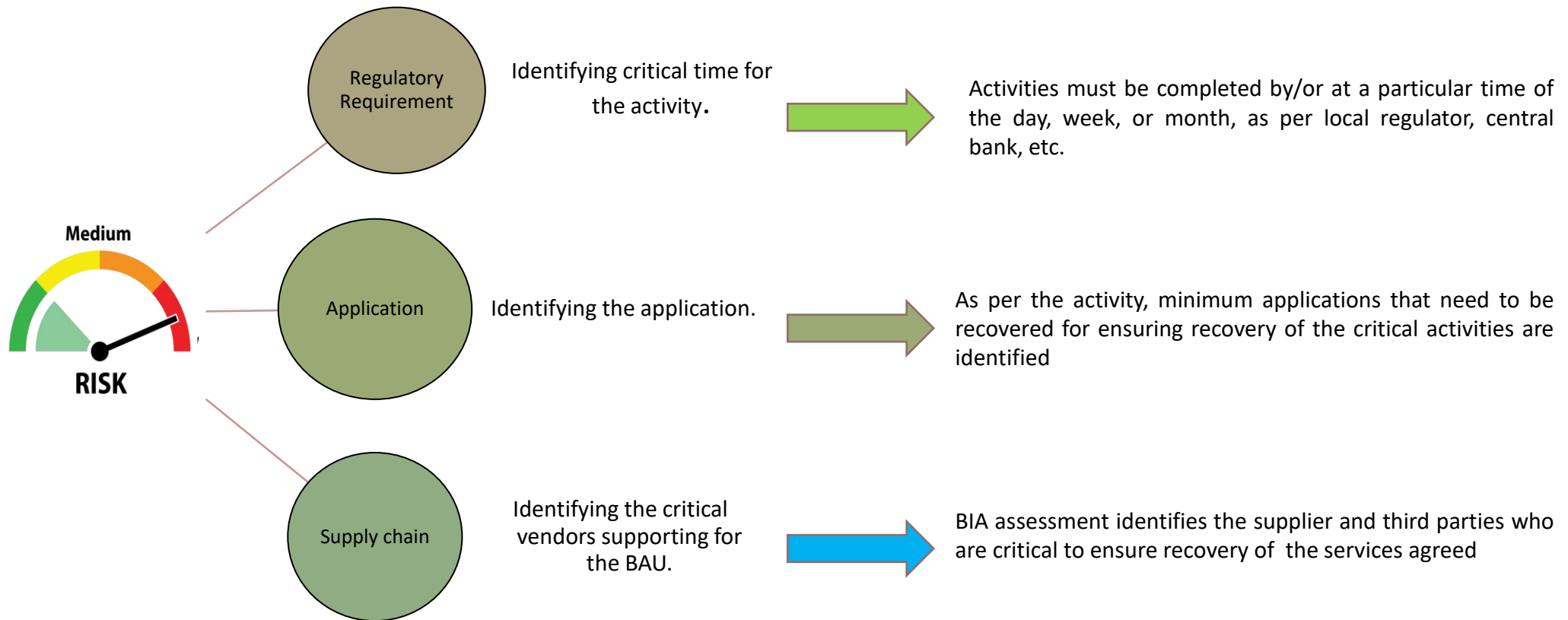


This stage is to have approved methodology in place for gauging the impact of outage of the business processes over a period by identifying the critical activities and their associated recovery requirements to ensure the continuous delivery of critical services for Business Areas to abide by regulatory requirements.

Based on the outcome from the analysis stage, final documented procedures is developed that guide organizations to respond, recover, resume, and restore to a pre-defined level of operation following disruption

BIA Contd..

The risk impact analysis carried out in various aspects to continue the business in disruption.



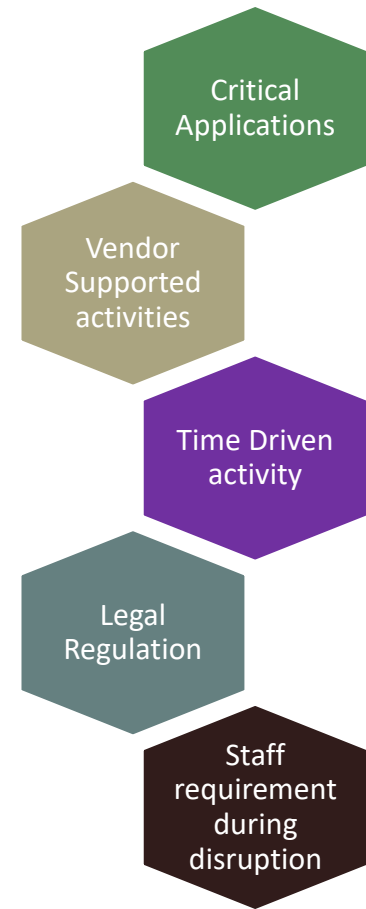
Key things to consider while building the BIA

Product / Services : Beneficial outcomes provided by an organization to its customers, recipients and interested parties

Process : A set of interrelated or interacting activities which transforms inputs into outputs.

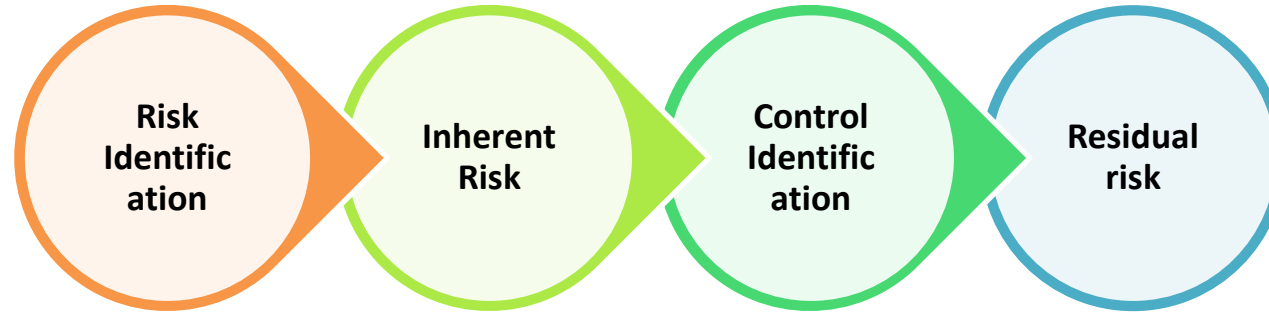
Sub Process : A set of sub processes that be a part of a larger process.

Activity : One or more tasks undertaken by, or for an organization, that produces or supports for the delivery of one or more products and services



Risk Assessment

The focus for Risk Assessment is on identifying and assessing the continuity risks, which may impact organization in delivering critical business services to its internal and external customers.



Risk Identification: Risks applicable for the given region or site to be identified.

Inherent Risk Assessment: The natural level of risk that's inherent in a business process or activity before the company implements any processes to reduce the risk.

Control Identification: Controls and measures which act towards reducing the probability or the impact is listed against each risk element

Residual Risk Assessment: is the risk that is left in an organization after the risk-reducing effects of your mitigation controls are considered.

Design/ Strategy

The analysis stage identifies the business continuity requirements, and the design stage determines the solutions that should then be implemented to best achieve requirements.

Tactical Plans:

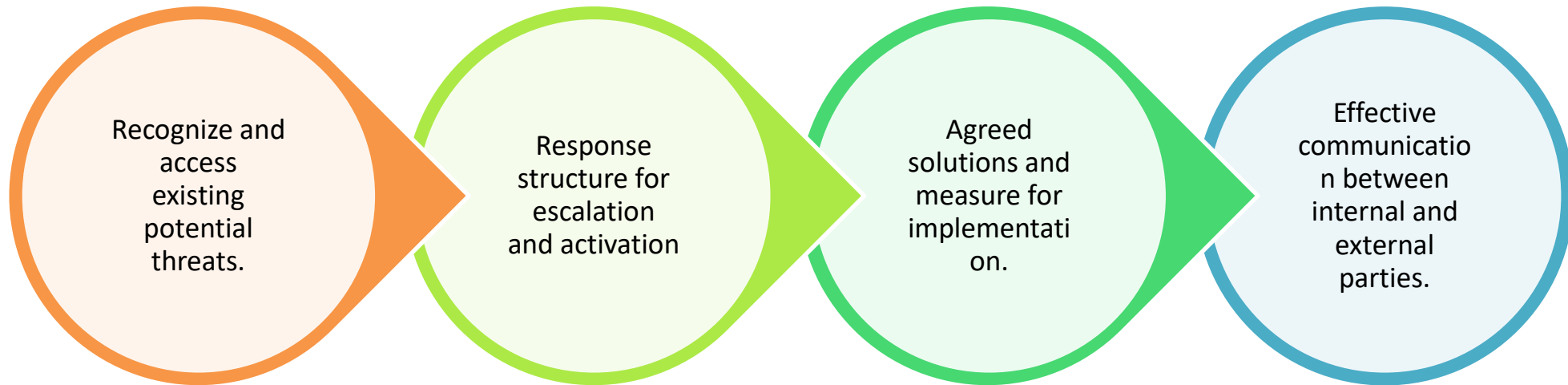


Implementation

Business continuity plans are documented procedures that guide organizations to respond, recover, resume and restore to a predefined level of operation following disruption

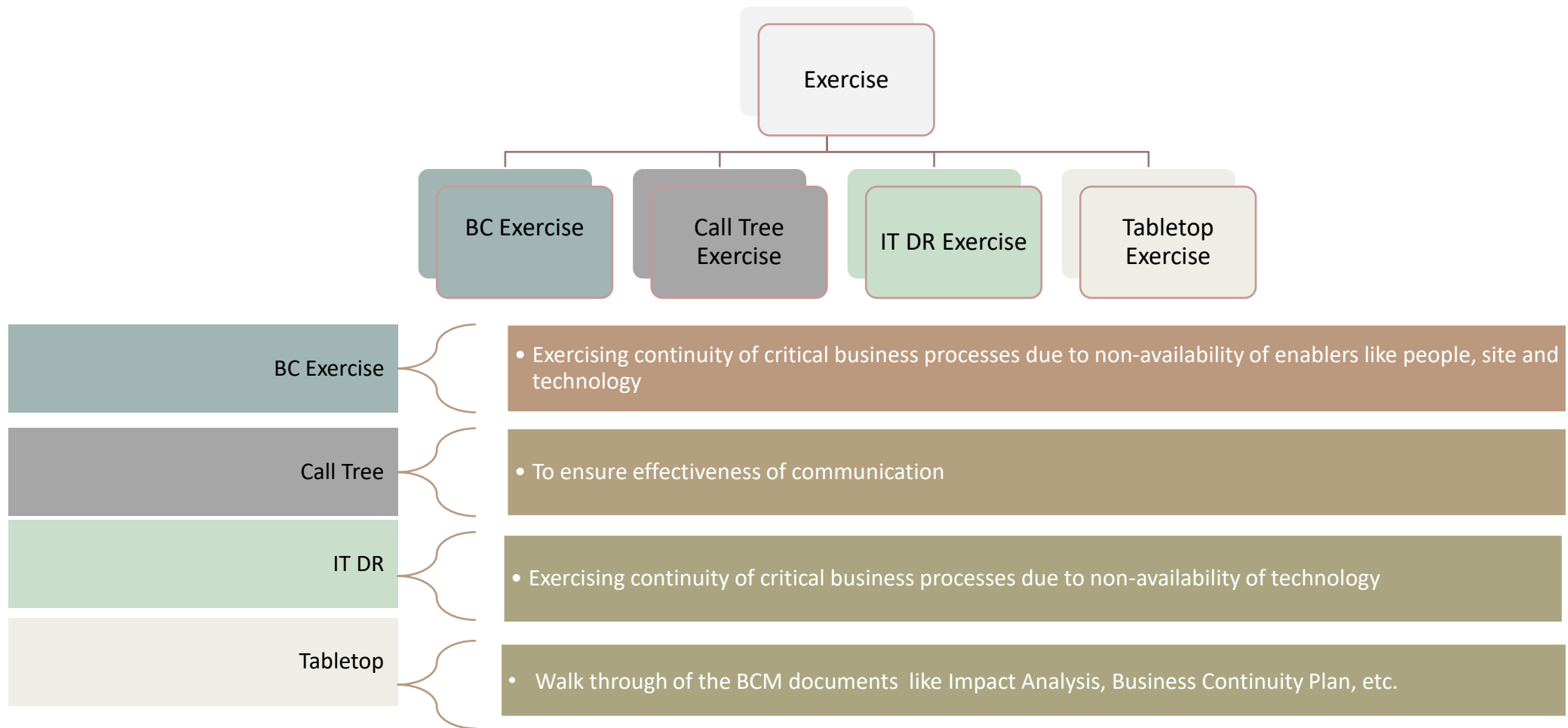


Key requirements for implementation of BCP:



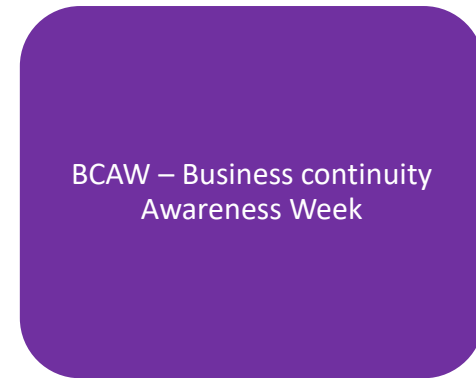
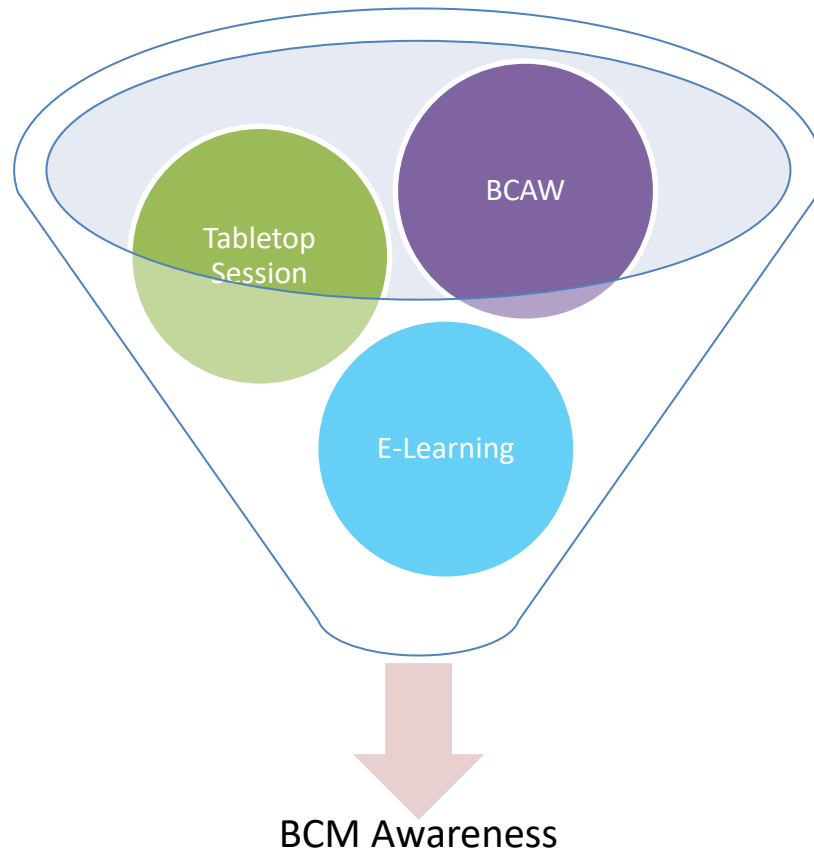
Validation

To confirm that the business continuity programme meets the objectives set in the policy and that the plans and procedures in place are effective. It includes exercising Maintenance and review activities

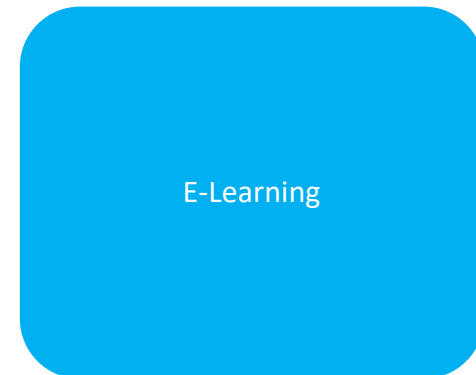


Embedding

Impart the BCM knowledge to all level of staff members within the organization Familiarize every staff members in the organization with their BC roles and responsibilities Impart knowledge of emergency responses and critical business recovery actions



The aim of the theme is to equip organizations & Business Continuity Professionals with the necessary tools to embed & improve awareness of Business Continuity.



- Recorded video and audio sessions on BCM.
- Q&A module to check awareness.

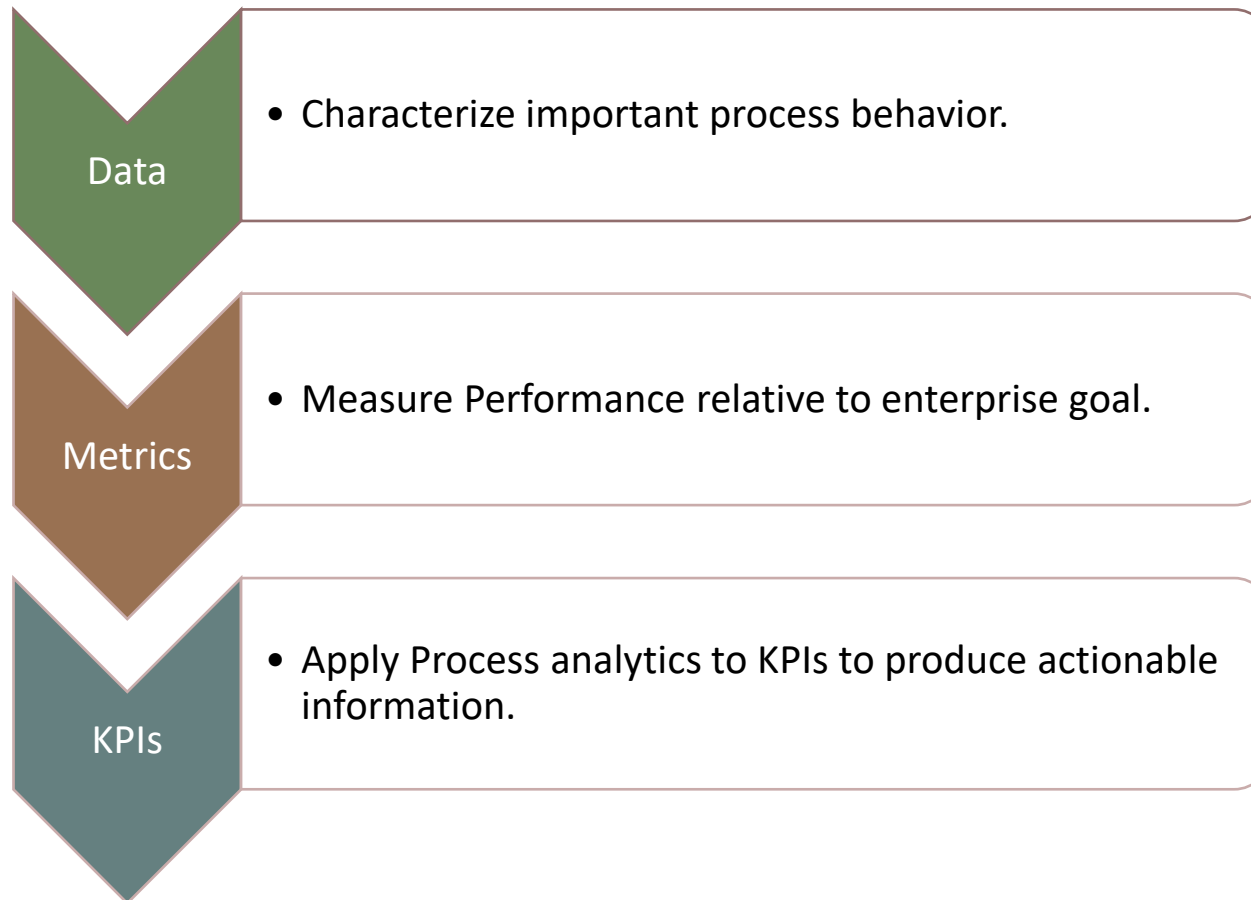
Roles & Responsibilities

- Executive Management is responsible for the overall Business Continuity Management in the organization and to,
 - Implement the Business Continuity strategies and policies
 - Ensure that the roles and responsibilities for BCM are clearly defined
 - Endorse and fund Business Continuity activities; and
 - Ensure compliance with BCM reporting requirements.
- Management at senior levels must agree and understand their tasks and their responsibilities with respect to Business Continuity



Monitoring/Performance management

The objective of performing KPI is to define the domains of BCM Program that are monitored, and the method's (KPI's) used to measure, analyse and evaluate to report the performance and effectiveness of the BCM program to the management.





THANK YOU