

BCM-Expertise

Service description Business Continuity Management Service

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BCM-Expertise

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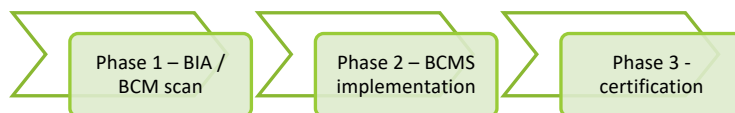
Introduction

Companies are required by law to provision for risk. Active risk management through business continuity management (hereafter; BCM) strengthens the company's resilience and reduces insurance premiums. BCM-Expertise supports the active risk prevention with the necessary consulting services in all phases (Prevention, Detection and Recovery)

Approach

Business Continuity Management needs to align to your business, your location and your processes. The default market approach is to deliver 'consultancy' that will enable you to build your Business Continuity Management yourself. The BCM-Expertise strategy is aimed to provide you with a sound plan, that can be implemented directly. We will not only deliver the consultancy, we will take responsibility that our approach delivers.

To do this we use a phased approach. First, we do a scan to determine which processes are in place and decide which processes are critical. Based on the outcome of this scan we will deliver a BCMS that caters for the processes that are critical (our experience is that in most cases 10 or less processes are critical). When desired we will assist during the ISO certification (we will guarantee the ISO certification when we also did the first stage's).



Services provided by BCM-Expertise

Description phase 1 Business Impact Analysis (BIA phase)

During interviews an overview is created of the business process landscape. This overview is the foundation for the risk analysis in which the risk occurrence is plotted against the possible consequences of an occurrence.

As a result of this analysis an expected yearly damage cost per risk is calculated. Recommendations are added about the security level and possible mitigations. The Business Impact Analysis (getting insight and a documented overview) is a necessary first step to come to a BCMS. The end report will give a clear view on which business critical processes are in place, and the consequences of serious process disruptions. A structured way to address these consequences will be worked out in phase 2.

- Investigate which critical Business processes there are
- What are the critical applications, mapped to the critical processes
- Determine the Recovery Point Objective (RPO) of the critical Business processes
- Determine the Recovery Time Objective (RTO) of the critical Business processes
- Determine worst case scenario
- Map the risk factor of each critical business process

Steps in Business Impact Analysis phase

- Investigate which critical Business processes there are
- What are the critical applications, mapped to the critical processes
- Determine the Recovery Point Objective (RPO) of the critical Business processes
- Determine the Recovery Time Objective (RTO) of the critical Business processes
- Determine worst case scenario
- Map the risk factor of each critical business process
- Business Impact Analysis report
- Presentation of the found results to the management
- Estimate of costs for further implementation of a BCMS and ISO 22301 certification

Description phase 2 BCMS implementation

Based upon the results of the Business Impact Analysis starting points and required resources are defined. A setup is made for an Emergency Crisis Management (hereafter; ECM) Team within the organization of the customer. This team will be responsible for crisis response in case of an emergency. As part of this setup a RACI is made that describes the role & responsibilities of the members of the ECM.

Next step is the definition of the policies and procedures. During this stage the different documents are created that describe the organization, the BCM strategy, a communication plan and on the other deliverables as listed in the next paragraph.

To finalize this phase the necessary trainings and tests are conducted. In this stage the newly setup ECM team will be made familiar with the BCMS implementation deliverables (see below) and a crisis simulation will be conducted supported by a professional team of BCPC specialists and actors.

Based upon our methodology for BCM and the 'Lessons Learned' from existing customers more than 350 points are used to make sure that all possible risks and scenarios are covered.

- Deliver Lifecycle Scoping
- BCM context of the organization
- BCM Framework
- BCM Rule base and strategy
- Communication plan
- BC Plan for 4 scenarios (loss of premises, unavailability of staff, loss of technics, loss of customer)
- Test results
- Training feedback
- Support with ISO 22301 audit
- ECM handbook

Dependencies and assumptions

- Customer is expected to co-operate with our consultants and deliver the necessary information in a timely manner. The estimated effort on customer side is 5 hours per investigated business process plus hours for trainings and presentations.
- Assumption is that process descriptions of all business processes are available.
- The definition of possible measures to mitigate found risks is included, however, implementing the measures (e.g. additional infrastructure, off-site back-up's) is not included
- The costs of ISO certification is not included (the certification is delivered by an external independent party)