

Business Continuity

Definition, Purpose, and Process

a high-level overview

Definition

Business Continuity is a methodology designed to help a business avoid a disaster.

A “*disaster*” is an event that causes death or serious injury to personnel or that results in a business failure.

A “*disaster condition*” is an event that could cause a “*disaster*” e.g. natural event, technical failure, man-made event.

Who Needs a Plan?

Everyone

Commercial businesses

- Protect personnel
- Protect the business
- Protect the shareholders
(fiduciary responsibility)
- Protect the community
(lost business = lost jobs = lost tax revenue = lost services = ...)

Non-profit enterprises

- Protect personnel
- Protect funding from public, private sources
- Meet organizational mandates
- Sustain confidence in enterprise

Government agencies

- Protect personnel
- Protect funding sources
- Meet organizational mandates
- Sustain confidence in enterprise
- Meet sponsors' political goals

Purpose

A Business Continuity plan helps

- Avoid or mitigate disaster conditions
- Recover from a disaster event
- Continue meeting business obligations while recovering from the event

A Business Continuity Plan is a form of insurance and should be an integral part of every organization's Business Plan.

Tasks

Phase 1

Business Impact Analysis

Business Impact Analysis/1

Identify critical business functions

- Why is the business in business?
- How does it make its money?
- How does it meet its business obligations?

Business Impact Analysis/2

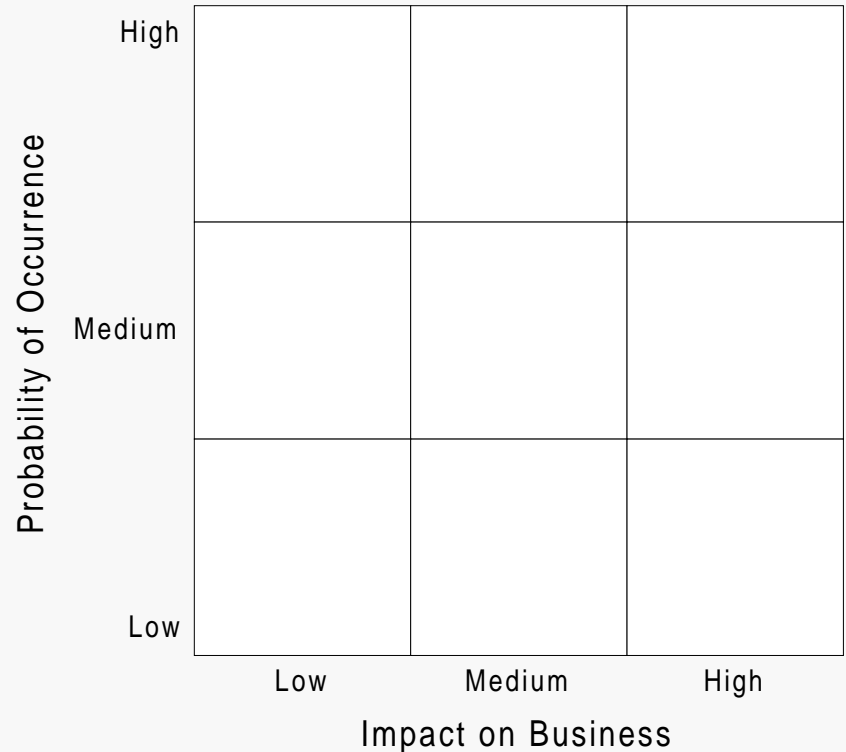
Identify risks to the critical business functions

- Natural events (weather, fire, etc.)
- Technological failure (computers, networks, telecommunications, etc.)
- Man-made events (accidents, errors, terrorism, work actions, etc.)

Business Impact Analysis/3

Rate the risks

- By probability of occurrence
- By impact on the business



Business Impact Analysis/4

Identify and recommend ways to

- Avoid the risks
- Mitigate the risks

Business Impact Analysis/5

Business Impact Analysis (BIA) results documented as first Deliverable of the Business Continuity Plan project.

Management reviews the Deliverable and decides which recommendations to implement. Based upon Management's decision, the Project continues to the Disaster Recovery Plan phase.

Tasks

Phase 2

Disaster Recovery Plan (and Supporting Training)

Disaster Recovery Plan/1

The Disaster Recovery Plan is a two-prong plan to

- Restore the operation to “*Business As Usual*” in as short a time as possible.
- Sustain critical business functions at a satisfactory level until “*Business As Usual*” is resumed.

Disaster Recovery Plan/2

Responses to disaster conditions are defined based upon Management decisions to avoid, mitigate, or absorb risks to critical business functions.

Primary and alternate personnel are identified to perform the identified tasks.

Disaster Recovery Plan/3

Disaster Recovery Team primary and alternate personnel participate in increasingly realistic training exercises. The exercises enhance proficiency and infuse confidence. Training is on-going and modified as the Plan is modified.

Tests may be limited to simulations. Live tests are dangerous and expensive, but sometimes necessary.

Tasks

Phase 3

Plan Maintenance

Plans are maintained (updated) based on both calendar and event “triggers.” Changes to the plan are reflected in the training exercises.

Event “triggers” include, but are not limited to, changes to policy & procedures, personnel, business processes, technology, experience.

Additional Information

Effective date: July 5, 2001

JOHN GLENN, CRP
Certified Business Continuity Planner

JOHN GLENN, CRP

You are invited to contact John Glenn,
Certified Business Continuity & Disaster
Recovery Planner for more information.

Voice: 1.757.627.4730

Mobile: 1.727.542.7843

Email: JGlennCRP@yahoo.com

Internet: <http://johnglenn.itgo.com/>