

# It'll never happen to us

Placing business continuity at the  
heart of the organisation

# Some salient thoughts

- Over half of managers surveyed<sup>1</sup> work in organisations with no specific BCP in place
- Only half the organisations with plans actually carry out rehearsals
- ...and 20% said that their organisation had suffered due to a 'loss of skills' over the past year

<sup>1</sup>(Source: Chartered Management Institute 2007 – Business Continuity Management)

# It'll never happen to us.....will it?

## EXAMPLES

- Carlisle floods of 2005
- Manchester tunnel fire
- City Centre incident
- Flu Pandemic

## SCENARIOS

- Loss of building
- Loss of communication systems
- Loss of access to building
- Loss of key skills/critical staff

# Why you should think about this?

Consider the effects of you not being able to:-

- Provide an adequate service to your clients/audience
- Maintain your brand, image and reputation
- Protect employees
- Protect organisation's assets and systems
- Transmit emergency news and information

# The External Environment

- Customers and clients expect continuity of service
- Employees and clients expect their safety and livelihoods to be protected
- Mother nature and more sinister elements can wreak havoc

# Strategies

- **Change the process** –may affect the business objectives
- **Insurance and loss prevention** –provides financial support, but does not prevent loss of reputation
- **Do nothing.....** and you leave yourself exposed. A very risky strategy!
- **Business Continuity Planning**

# Developing an effective plan

- Business Impact Analysis (BIA)
- Clear roles and responsibilities
  - Crisis management - short term response
  - Continuity Management – longer term recovery
- Action Plans and simple checklists
- Maintain up to date contacts – include suppliers
- Plan rehearsal and follow-up

# Developing a continuity culture

Documentation is all very well but does it translate into actions which can be sustained?

- Recovery and Continuity teams in place
- Recovery location(s)
- Communication of plans and staff awareness
- Training and rehearsals
- Contractual arrangements with key suppliers
- Board level support but it involves everybody



# A new standard

- A new British standard for Business Continuity management – BS25999, published in two parts
  - Code of practice for business continuity management
  - Specification for business continuity management

# Q&A