



Business Continuity Management

Business Continuity Project Management

We will help you deliver your business continuity plan (BCP) within the agreed parameters of resources, costs, schedule and quality. Our experience in this area will allow us to manage the scope effectively and will allow you to do your core business.

It will involve gaining an understanding of your environment, agreeing the scope of activities and obtaining senior management commitment by way of formalising a BCP budget.

We shall then produce a signed off quality plan by Senior Management. The quality plan will identify the critical path, summary of the project risks, project organisation, time scales, key milestones, project review points and change control mechanism to ensure that no scope 'creeping' occurs.

Risk Analysis

We will help you to identify the risks that may adversely affect your ability to continue providing your services, following a significant disruption. We will assess each risk in terms of their impact to the organisation and the probability of it occurring. We will achieve it by reviewing your physical security, logical security, single points of failure and off site storage program. We will gather the data by way of staff interviews and/ or facilitated workshops.

We shall then produce a risk review report, which will outline the risk areas identified and recommendations which when implemented will minimise the probability and reduce the impact to your organisation.

Business Impact Analysis (BIA)

We will help you to determine your critical business processes. For each of your critical business process we will determine the interdependencies between these processes and other parts of your organisation, recovery priorities for these processes and minimal resources required for the recovery of these processes.

The impact of a significant interruption of these critical business processes will be identified by using a process of staff interviews, facilitated workshops, meetings with key personnel, questionnaires and review of critical documentation.

Impacts will then be considered both in quantitative terms of monetary loss or exposure and qualitative terms such as the ability to deliver, track critical information, any legal and regulatory issues.

We shall then produce a detailed report identifying the critical processes and the underlying systems and business processes that support them.

Recovery Strategy

We will help you formulate a recovery strategy for your critical processes based on your business impact analysis. Before establishing a recovery strategy, for each of the critical processes, we will take into account, the types of recovery options available, results of the BIA (includes recovery time frame), cost benefit analysis for suitable options, review viability and effectiveness of existing recovery arrangements and commitment of senior management.

We shall then produce a report outlining a summary of the resource requirements, comparison of alternatives, recommended alternatives, and the timetable, estimated resources and action steps required to implement the recommended alternatives.

Plan Development

Our proven methodology will be used to develop the business continuity plan to assist in the delivery of an efficient and timely recovery of your business following a business interruption or disaster.

This will involve pulling together all the information from the BIA and the recovery strategy phase of the project. The detailed plan will be time sliced and will comprise of three key sections:-

- Emergency response - Stabilise the incident
- Crisis Management - Mitigate or reduce the effects of a crisis
- Business Recovery - To full recovery

In addition to the three key sections, the plan will also contain detailed procedures and tasks required to recover the critical processes within the agreed recovery time frame.

Once the plan is developed and implemented, the organisation will have several benefits to name a few: -

- Compliance with legal and regulatory bodies i.e. Civil contingencies act, Basel II, FSA, Sarbanes-Oxley, OFCOM, Corporate governance
- Robust Health & Safety
- Positive public image
- Protect human life, environment, company assets
- Protect interests of all stakeholders including customers, employees, shareholders and suppliers;
- Resilience against competition; and
- Cost-effective insurance and risk management practices.

We will use Microsoft Office to document the plan unless stated otherwise. We will provide one hard copy of the plan to each member of the business continuity planning team and one electronic copy for maintenance purposes.

Plan Exercising and Maintenance

It is essential that once the plan is developed, that it is tested and maintained to ensure that it remain valid and current at all times. At Oval, we have many ways to test the plan such as desktop testing, scenario testing, specific test cases, and full-scale rehearsal.

By testing the plan you will identify area of improvements, verify that the plan is viable and practical, provide proof and documentation of the results of the test. Additionally you will have trained staff in the use of the BCP. We will also incorporate maintenance procedures within the plan so that it is regularly tested and the plan updated accordingly.

Business Continuity Training

We can provide one-day training workshop, which will train your staff in the fundamentals of BCP. They will also receive knowledge and tools to conduct risk analysis, business impact analysis, select recovery strategies, plan templates, how to test the plan and procedure to maintain the plan.

We will co-develop the training so that it complies with your organisation, identify the appropriate personnel to be trained, develop a training scheduled. Finally we will ensure that final training material meets your requirements. One of the major benefits you will receive will be trained in-house personnel to develop your BCP resulting in substantial cost savings in the long term.

Emergency Response Plan

We can help you to develop and incorporate site-specific emergency response procedures within the BCP or implement a standalone emergency response plan. Some of the specific site related procedures we have developed have included evacuation, fire, medical, confined space rescue, workplace violence, natural hazards, utility hazards, environmental, chemical spillage, kidnap/ hostage, civil disturbance.

The final emergency response plan will include policies, site-specific procedures, roles and responsibilities needed to stabilise the incident. The plan will enable the organisation to reduce notification time for emergency teams, Increases the ability of emergency teams to act timely and in a correct manner, Improves integration and response capabilities of external organisation, protects public image of the organisation and reduce potential liabilities in the event of an incident.

Crisis Management Plan

We will develop an effective crisis management plan, which will help Senior Management make difficult decisions more effectively during the crisis.

We will put in place appropriate communication procedures for all stakeholders including customers, media, employee, suppliers, shareholders, and local authorities

By having an effective plan, you will be able to prevent an incident escalating to a major crisis, minimise the impact and maximise profits, turn crisis into a window of opportunity, stabilise the share price, protect your assets, protect the brand name, retain your customers, avoid law suits.

By way of deliverable, we will produce a crisis plan consisting of various crisis management strategies along with specific recovery actions.

Assurance – BS25999

Our assurance service will help you to identify significant exposures or risks that may increase the likelihood of an interruption. We will also ascertain if the current continuity planning arrangements meets your needs.

We will use best practice methodology (BS25999), the single recognised benchmark in the UK against which business continuity can be evaluated. Once we have audited the plan, we will produce a detailed report, which will identify areas that needs to be improved along with recommendations for improvements.

The benefit gained from our assurance services will be a common set of working practices, recognition by insurers as good risk, compliance with best practice standards. Our assurance processes will ensure your investment in business continuity management is recognised by external parties. It would also enable you to identify potential single points of failures.

Business Continuity Advice

Our team of highly trained business continuity consultants are able to provide advice on all aspects of business continuity planning. So whatever you're requirement in the area of business continuity planning. We can help!