Enterprise Security and Availability Group, LLC

Business Continuity Management (BCM)

"Any event that disables or interrupts the ability to maintain a business as usual environment for a period of time that adversely affects the mission of an organization" is the definition of a disaster

Few organizations realize that for a company to have a truly effective Business Continuity Management strategy, the emulation of the daily operations environment is a paramount

A formal training and awareness component is necessary for a successful business continuity program

What is Business Continuity?

- **A program that enables an organization to deliver its quality products and services within the time period necessary to sustain and grow market share, regardless of the operating environment.**

- **Proactive by design to prevent interruptions but structured to facilitate recovery from those delivered by Murphy.**

- **e-Continuity or e-Business Continuity is business continuity for e-Business centric entities**

Business Continuity Management is a program of ongoing processes designed to link special tasks, all aimed at keeping the business at an acceptable level of operation, regardless of the operating environment.

Often, business continuity is compartmentalized into IT Recovery, Network Continuity, Applications Recovery, Personnel Preparedness, Business Resumption, or Facilities Restoration. Frequently, companies only focus on the IT environment and more specifically, the data center. However, few organizations realize that for a company to have a truly effective Business Continuity Management strategy, it must emulate their daily operations environment. Example: If a building suffers an explosion and is uninhabitable, it is of little benefit to recover the IT environment, without a workplace environment required to house the people who access and use the IT systems to deliver their service, or to ignore the desktop requirements as part of the IT recovery strategy. A Business Continuity Management Program looks at an entire organization, not only for requirements but also for dependencies.

Service Overview

ESAAG facilitates development, planning, management and maintenance of the enterprise business process continuity program including program check-ups, maintenance reviews, simulations and exercises, and growth to include new business programs, services, and products. Included in the business continuity management process are the following:

- **Business Process Continuity Planning -** ESAAG provides analysis, strategy, development and maintenance of robust continuity plans to ensure the ability of the business to continue critical business functions and enable the survival of the business after major disruptions. ESAAG performs business impact and risk analyses, creates a business case, develops and exercises the continuity plans, and provides ongoing review and maintenance of the plans.

- **Continuous & High Availability Planning -** ESAAG assists clients with very high availability requirements and resilient business environments by building data redundancy and fail-over into daily operations; designing and deploying robust hardware, software, network, data management; and emphasizing the necessity for change control, systems management mechanisms and disciplines. When the business processes demand continuous availability of operations, human and technical resources must work in concert. ESAAG evaluates all aspects of the business process with the goal of maximum resilience.

- **Business Continuity Exercise, Awareness, and Training -** ESAAG facilitates table top and scenario based exercises, the design and delivery of personnel awareness and training programs. The results provide the organizational, managerial and structural foundation for the implementation of a functional availability programs and establishes mechanisms for the effective maintenance of the program over time.

- **Crisis Management Programs -** ESAAG assists clients in the formation of management teams to respond to potential crises, formation of crisis command centers, development of crisis communications protocols, and documentation of guidelines for interacting with public authorities and officials.

Service Overview

ESAAG
THE KEY TO SECURITY AND AVAILABILITY
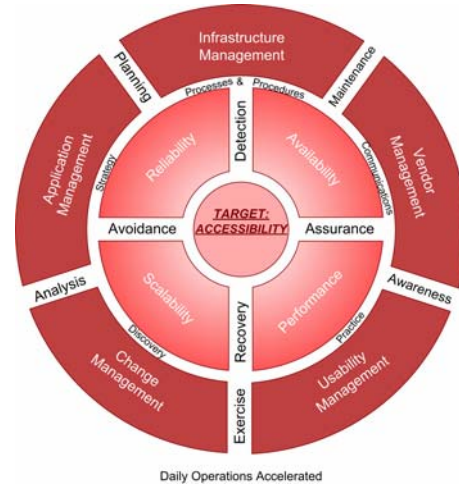
Effective Business Continuity Management:

✦ Is on-going
✦ Infiltrates the business culture
✦ Influences the access, design, implementation, operation, and maintenance of all environments
✦ Includes a resilient infrastructure
✦ Includes solid processes and procedures
✦ Includes a strong security practice
✦ Includes a strong safety program
✦ Includes sound IT principles
✦ Increases company value

Why Business Continuity Management Fail:

▪ Lack of the acceptance that process is the foundation of creativity, growth, and product delivery.

▪ Failure to incorporate the business continuity process into the daily operational processes. Business Continuity is daily operations accelerated…chaos under control.

▪ Failure to develop a BCM program based on business drivers.

▪ Failure to include people as a vital resource

▪ Lack of communication and commitment from all levels of an organization

▪ Not making business continuity ownership part of every employee's performance objectives.

Business Continuity Management Process – Continuity In Motion

▪ Process Initiation & Management Commitment

▪ Risk Assessment

▪ Mitigation

▪ Business Impact Analysis

▪ Strategies

▪ Emergency Response & Operations

▪ Develop and Implement BCM Plan

▪ Training and Awareness

▪ Exercise and Maintain Plan

▪ Public Relations & Crisis Coordination

▪ Coordination with Public

Daily Operations Accelerated

When to Use Business Continuity Management:

• Company is proactive about business process continuity
• New enterprises, departments, projects, systems, or applications
• An Event
• Legal Requirements
  o Foreign Corrupt Practices Act
  o Federal Financial Institutions Examination Council
  o IRS
  o "Errors & Omissions", "Standard of Care", "Due Diligence", and "Prudent Man Laws"
• Regulatory requirements
• Audit requirements

About ESAAG's Availability and Security Practice
ESAAG provides thought leadership and best-in-class professional services in information security and business continuity management. ESAAG's Availability and Security Practices are staffed with internationally-recognized senior availability and security practitioners who are leaders in their profession. By listening to, and understanding, the needs of its clients, ESAAG provides practical, time-tested and cost-effective availability solutions to ensure availability, data integrity and confidentiality. ESAAG integrates these solutions into any application environment, helping clients to realize their vision and expectation for a "trusted" and secure infrastructure.

ESAAG: The Key To Security and Availability
ESAAG provides a set of related professional services to help make your business more secure and available to accomplish business objectives. These services can be used individually or in various combinations, according to the business need. ESAAG can help identify what the business needs may be, design programs and infrastructure that meet the needs, and lead or train personnel to meet the needs. ESAAG services will enable businesses to create controls that anticipate and prevent business impacts, monitor the effectiveness of these preventive measures, detect the inevitable impacts, and manage those impacts to conclusion.