

Business Continuity and Crisis Management

Business Impact Analysis

Conduct BIAs on one or more business processes.

Functionality

- ✓ Ability to define owner and approver along with the status of the BIA (Not Started, In Progress, Waiting for Approval, Approved or On Hold).
- ✓ Ability to define next review date and previous review dates so that BIAs are reviewed and updated in a timely manner.
- ✓ Ability to configure approval workflows and notification/alerts to stakeholders based on business rules.
- ✓ Ability to define operational impacts (Customer, Financial, Legal, People, Property, Regulatory and Suppliers) over time
- ✓ Ability to automatically calculate MAO based on impact over time.
- ✓ Ability to document financial impact (in \$), if required.
- ✓ Ability to define recovery strategy such as, Key People, minimum number of BAU resources and Recovery Site/
- ✓ Ability to document number of recovery seats required over time (such as #Seats required in 1hour, 1 day, etc.)
- ✓ Ability to identify dependencies on various organisation assets (such as, Technology Assets, Information Assets, People, Process, Products or Services, Site/Locations and Third Parties).
- ✓ Ability to define the desired Recovery Time and Point Objectives (RTO and RPO) for each of the dependencies.
- ✓ Ability to attach supporting documents or screenshots to a given BIA.

Disruptive Risks

Document and manage risks that could be disruptive to the organisation.

Functionality

- ✓ Ability to define owner and approver along with the status of the risk (Not Started, In Progress, Waiting for Approval, Approved or On Hold).
- ✓ Ability to define next review date and previous review dates so that risks are reviewed and updated in a timely manner.
- ✓ Ability to add or link issues that may be applicable to the risk.
- ✓ Ability to perform risk assessment so that necessary actions/controls can be identified.

Business Recovery Plans

Document detailed Recovery Plans for one or more business processes.

Functionality

- ✓ Ability to document detailed Recovery Plans for one or more business processes, this is recorded using the Business Recovery Plan form.
- ✓ Ability to define owner and approver along with the status of the Plan (Not Started, In Progress, Waiting for Approval, Approved or On Hold).
- ✓ Ability to specify the completion status by indicating % Complete.
- ✓ Ability to define next review date and previous review dates so that Plans are reviewed and updated in a timely manner.
- ✓ Ability to configure approval workflows and notification/alerts to stakeholders based on business rules.
- ✓ Ability to link a department/business unit and/or impacted sites to a given recovery plan.
- ✓ Ability to define custom notifications (email or SMS) that will be sent to nominated personnel on activation (execution) of a given recovery plan.
- ✓ Ability to identify recovery site(s) and Teams involved in a recovery activity (in addition to individual task/step owners).
- ✓ Ability to define Call Tree that may be used in actual recovery exercise or event.
- ✓ Ability to define Immediate and Ongoing recovery steps in detail.
- ✓ Ability to define the sequence of events, recovery action and detailed recovery instructions.
- ✓ Ability to indicate the priority, owner and expected duration for each action/step.
- ✓ Ability to add any attachments or supporting documentation to assist the recovery task owner in performing the task/step.

Crisis Plans

Document detailed Crisis Plans that are ready to be activated should a crisis occur.

- ✓ Ability to download plan details that can be distributed outside of the organisation. Example, a formatted BCP using Microsoft Mail Merge functionality.

Functionality

- ✓ Ability to document detailed Crisis Plans for one or more business processes. This is done using the Crisis Plan form.
- ✓ Ability to define owner and approver along with the status of the Plan (Not Started, In Progress, Waiting for Approval, Approved or On Hold).
- ✓ Ability to specify the completion status by indicating % Complete.
- ✓ Ability to define next review date and previous review dates so that Plans are reviewed and updated in a timely manner.
- ✓ Ability to configure approval workflows and notification/alerts to stakeholders based on business rules.
- ✓ Ability to link a department/business unit and/or impacted sites to a given recovery plan.
- ✓ Ability to define custom notifications (email or SMS) that will be sent to nominated personnel on activation (execution) of a given recovery plan.
- ✓ Ability to identify recovery site(s) and Teams involved in a crisis activity (in addition to individual task/step owners).
- ✓ Ability to define Call Tree that may be used in actual event.
- ✓ Ability to define Immediate and Ongoing crisis recovery steps in detail.
- ✓ Ability to define the sequence of events, recovery action and detailed crisis response instructions.
- ✓ Ability to indicate the priority, owner and expected duration for each action/step.
- ✓ Ability to add any attachments or supporting documentation to assist the task owner in performing the task/step.
- ✓ Ability to download plan details that can be distributed outside of the organisation. Example, a formatted BCP using Microsoft Mail Merge functionality.

Rehearsals

Conduct well structured rehearsals to make sure business continuity plans and crisis plans are fit for purpose, and teams are adequately trained/prepared to execute them.

Functionality

- ✓ Ability to conduct well structured rehearsals to make sure business continuity plans and crisis plans are fit for purpose and teams are adequately trained/prepared to execute them if need arises. This is recorded using the Rehearsal form.
- ✓ Ability to conduct various types of rehearsals such as Plan Test, Full Rehearsal, Simulated Recovery, etc.
- ✓ Ability to define owner and approver along with the status of the rehearsal (Not Started, In Progress, Waiting for Approval, Approved or On Hold).
- ✓ Ability to specify the completion status by indicating % Complete.
- ✓ Ability to document overall outcome, end date/time and comments for traceability.
- ✓ Ability to select one or more Business Continuity or Crisis Plans in a given rehearsal.
- ✓ Ability to immediately activate selected plans.
- ✓ Ability to capture actual start and end times for each recovery action to assist in calculating metrics (e.g., achieved RTO and RPO)
- ✓ Ability to attach supporting documents or screenshots to a given recovery action for future reference/audits.
- ✓ Ability to record status of each step along with any execution comments in a given recovery action.
- ✓ Ability to send notifications that are either defined in the plans or adhoc ones added during the rehearsal.
- ✓ Ability to identify any follow-up actions (example, update of plans).

Crisis Management

Should a crisis occur, have the ability to respond.

Functionality

- ✓ Ability to respond to Crisis events or business disruptions by leveraging documented plans. These are recorded using the Crisis Event form.
- ✓ Ability to identify a crisis event as,
 1. Natural Crisis
 2. Technology Crisis
 3. Violenceetc.

- ✓ Ability to define owner and approver along with the status of the event (Not Started, In Progress, Waiting for Approval, Approved or On Hold).
- ✓ Ability to specify the completion status by indicating % Complete.
- ✓ Ability to document overall outcome, end date/time and comments for traceability.
- ✓ Ability to select one or more Business Continuity or Crisis Plans in a given event.
- ✓ Ability to immediately activate selected plans.
- ✓ Ability to add adhoc corrective actions that may be required due to unforeseen circumstances in an event.
- ✓ Ability to capture actual start and end times for each recovery action to assist in calculating metrics (e.g., achieved RTO and RPO)
- ✓ Ability to attach supporting documents or screenshots to a given recovery action for future reference/audits.
- ✓ Ability to record status of each step along with any execution comments in a given recovery action.
- ✓ Ability to send notifications that are either defined in the plans or adhoc ones added during the event.
- ✓ Ability to identify any follow-up actions (example, update of plans).

Security Roles

Business Continuity Manager	Full (Create, view, edit and delete) access to all Business Continuity Objects such as, BIAs, Call Trees, Crisis, Disruptive Risks, Organisation Structure, People, Processes, Recovery Actions, Rehearsals, Risk Matrix, Tasks, Sites and Third Parties.
Business Continuity Owner	Create, view and edit access to BIA dependencies, Call Trees and Notifications where they are an owner/assignee.
Administrator	Administration access to all objects and ability to make configuration changes