

CREATING, TESTING AND UPDATING YOUR BUSINESS CONTINUITY PLAN

HOW TO BE PREPARED FOR A DISASTER!

THE **BUSINESS CONTINUITY PLAN**, OR **BCP**, KNOWN AS A DISASTER RECOVERY PLAN, IS THE DOCUMENT BY WHICH YOU MANAGE YOUR ORGANIZATION AFTER A CRITICAL LOSS OF FUNCTIONS, RESOURCES, OR PERSONNEL. YOU HOPE YOU DON'T NEED IT, BUT WITHOUT IT, YOUR ORGANIZATION MAY NEVER RECOVER FROM A DISASTER.

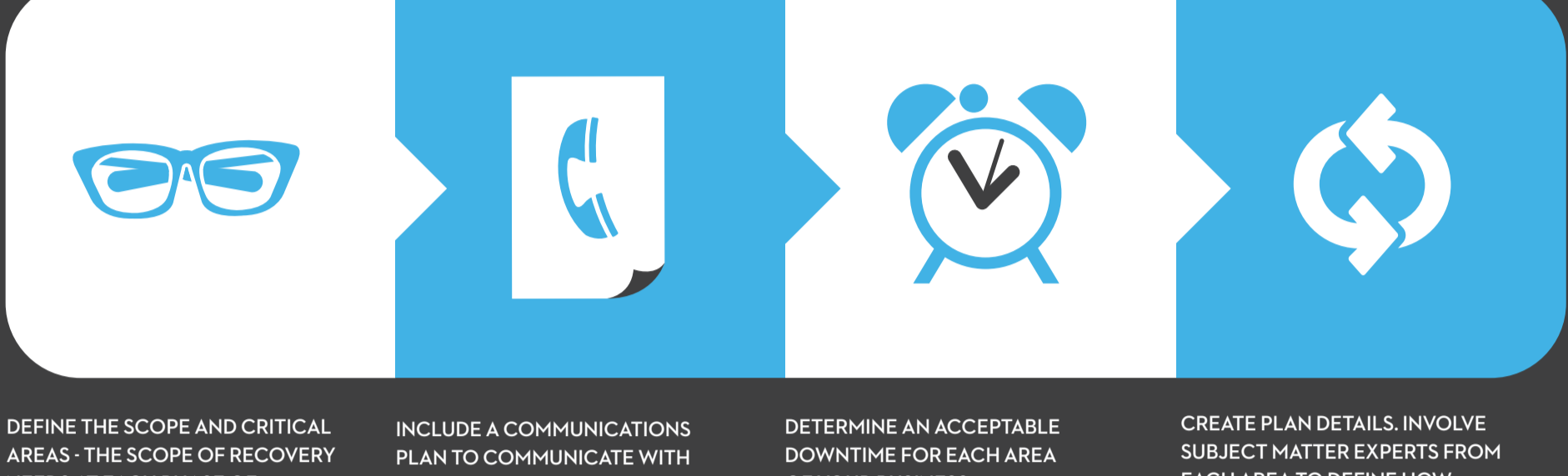


WHY YOU NEED A BCP?

- 31%** OF PC USERS HAVE LOST ALL OF THEIR FILES DUE TO EVENTS BEYOND THEIR CONTROL.
- 93%** OF COMPANIES THAT LOST THEIR DATA CENTER FOR 10 DAYS OR MORE DUE TO A DISASTER FILED FOR BANKRUPTCY WITHIN ONE YEAR OF THE DISASTER.
- 80%** OF BUSINESSES SUFFERING A MAJOR DISASTER GO OUT OF BUSINESS IN THREE YEARS.
- COMPANIES THAT AREN'T ABLE TO RESUME OPERATIONS WITHIN TEN DAYS (OF A DISASTER HIT) ARE NOT LIKELY TO SURVIVE.
- 70%** OF ALL PROBLEMS DUE TO INTERNAL MALFUNCTIONS OF HARDWARE OR SOFTWARE, OR HUMAN ERRORS THAT MAY LEAD TO FRAUD.
- THE COSTS CAUSED BY A FLU PANDEMIC, A TSUNAMI, HURRICANE OR NUCLEAR DISASTER CAN HAVE IMMEDIATE COSTS OF OVER **\$100 BILLION**.

HOW TO CREATE A BUSINESS CONTINUITY PLAN. EVERY BCP IS UNIQUE.

ONLY YOU AND YOUR TEAM KNOW WHICH AREAS ARE MOST CRITICAL TO AND SHOULD BE A PRIORITY IN CASE OF A DISASTER.



RECOVERY IS DONE IN SEVERAL PHASES.

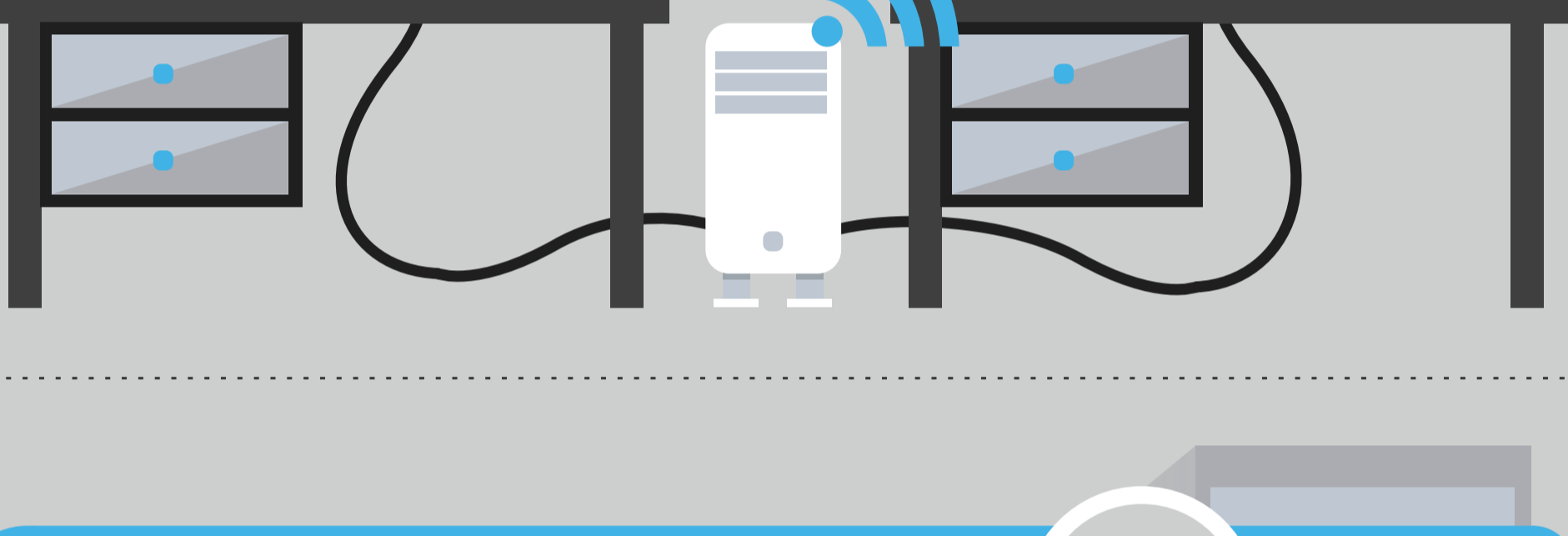


MAKE SURE EVERYONE UNDERSTANDS THE INITIAL GOALS OF A BCP: TO PROVIDE MINIMAL VIABLE SERVICE AND OPERATION

- TIPS:**
- ASSIGN AN EXPERIENCED PROJECT MANAGER TO LEAD THE CORE TEAM.
 - THE CORE TEAM SHOULD INCLUDE EXPERIENCED CANDIDATES FROM TECHNICAL, ACCOUNTING, LEGAL, CUSTOMER SERVICE, PR/MARKETING & FACILITIES DEPARTMENTS

HOW TO TEST A BUSINESS CONTINUITY PLAN

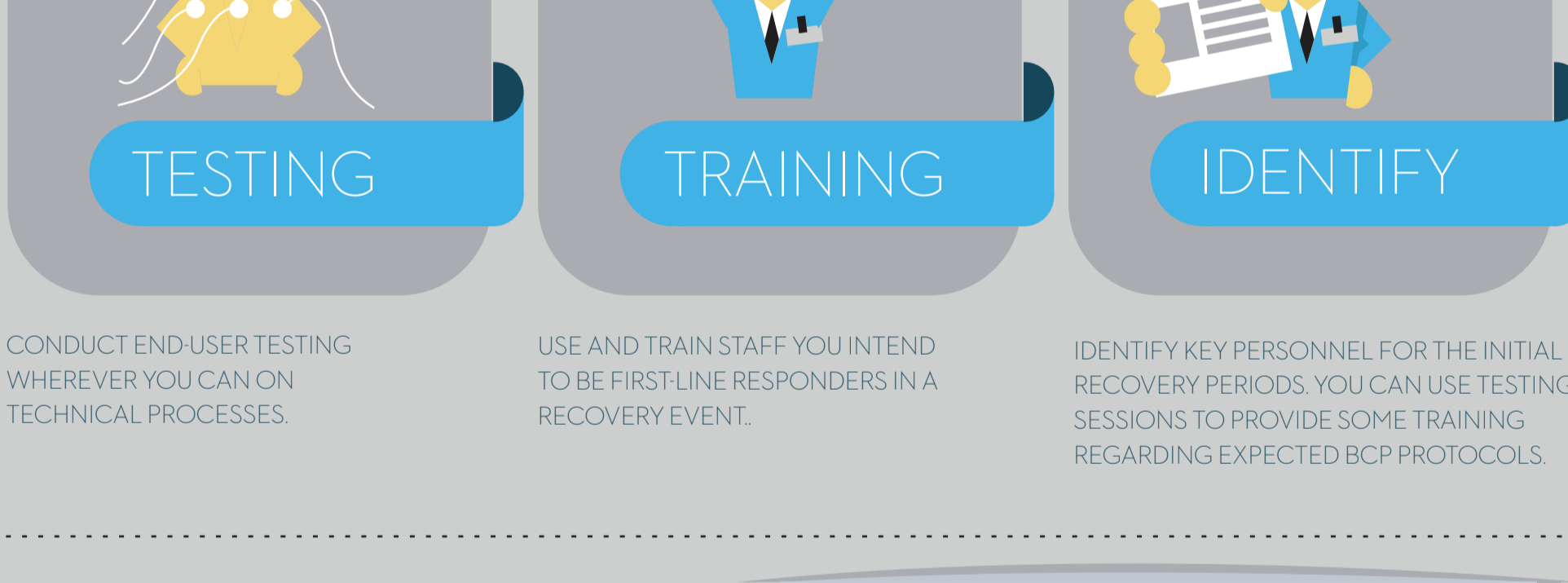
TECHNICAL TESTING IS AN ESSENTIAL PART OF ENSURING YOUR BCP IS LIKELY TO WORK. TESTING SHOULD BEGIN WITH CONNECTIVITY.



THINGS TO DO:

- RUN PRACTICE SCENARIOS IN SOME DEPARTMENTS.
- YOUR TECHNICAL STAFF MUST ENSURE THAT THE SERVER IS REACHABLE FROM A VARIETY OF DEVICES AND LOCATIONS.
- YOUR TESTING PLAN SHOULD CALL FOR PERIODIC TESTING OF ALL CONNECTIONS NECESSARY TO YOUR BCP.
- THE TECHNICAL TEAM CAN CREATE TEST ENVIRONMENTS FOR STRESS, VOLUME AND FLOW TESTING.
- TECHNICAL DEPARTMENTS SHOULD CONDUCT QUALITY ASSURANCE TESTING FOR ALL BCP FUNCTIONALITY.

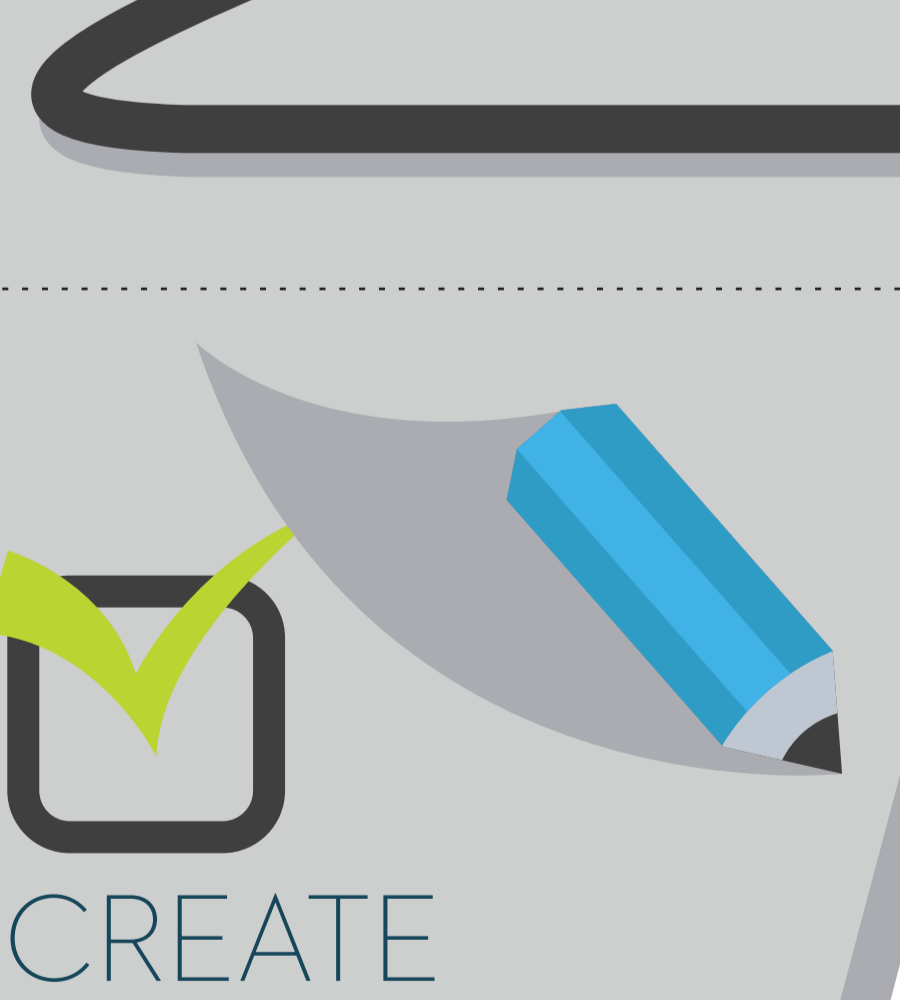
END-USER TESTING



CONDUCT END-USER TESTING WHEREVER YOU CAN ON TECHNICAL PROCESSES. USE AND TRAIN STAFF YOU INTEND TO BE FIRST-LINE RESPONDERS IN A RECOVERY EVENT. IDENTIFY KEY PERSONNEL FOR THE INITIAL RECOVERY PERIODS. YOU CAN USE TESTING SESSIONS TO PROVIDE SOME TRAINING REGARDING EXPECTED BCP PROTOCOLS.

NONTECHNICAL TESTING

- ONE WAY TO TEST COMMUNICATION AND LEADERSHIP AHEAD OF A CRITICAL EVENT IS TO STAGE A DISASTER SCENARIO.
- ORGANIZATIONS MUST ENSURE THAT LEADERSHIP CAN QUICKLY DISSEMINATE INFORMATION IN A TIME OF CRISIS.



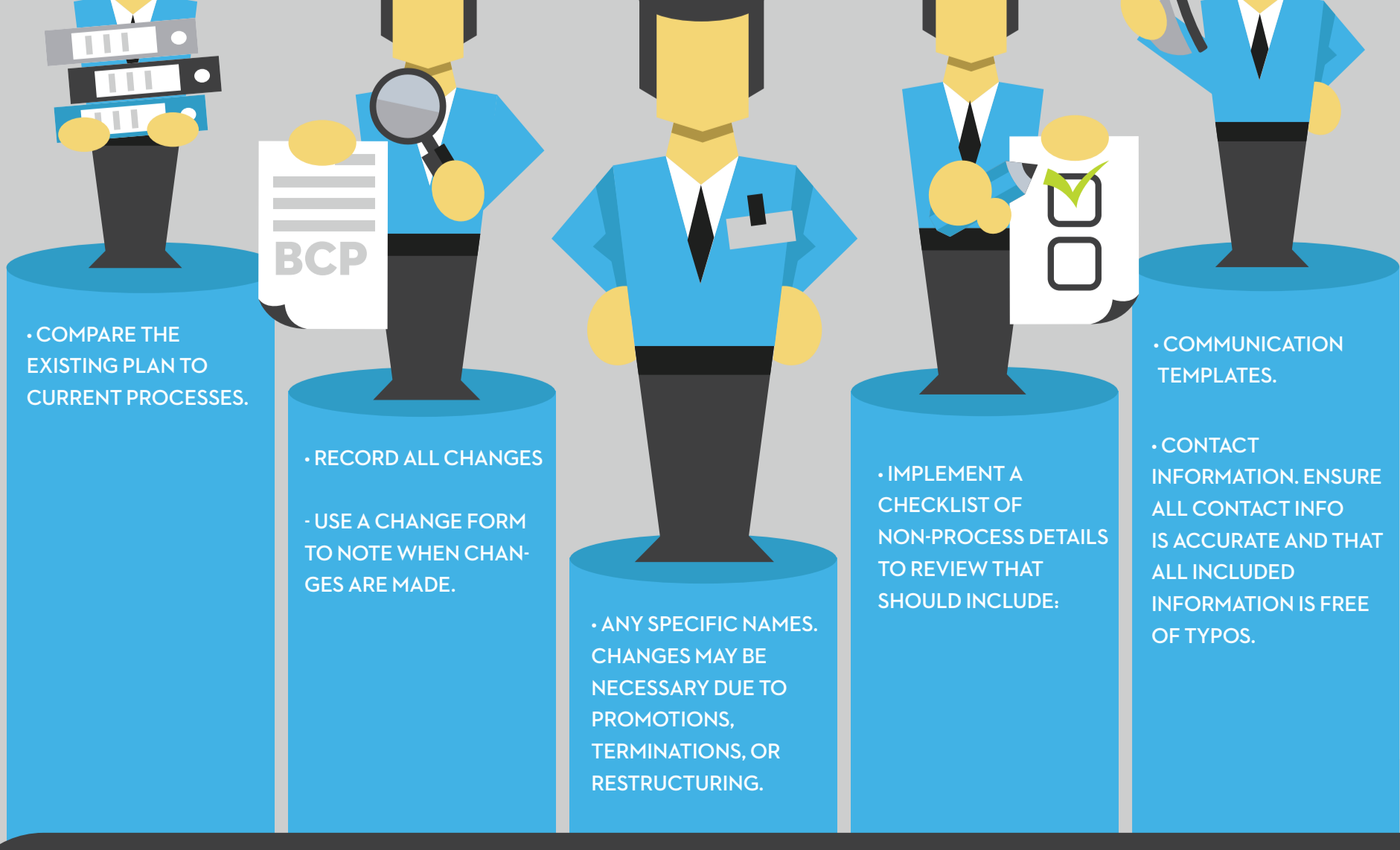
CREATE TESTING CHECKLISTS

HOW TO UPDATE A BUSINESS CONTINUITY PLAN

BUILD AN UPDATE TEAM.

THE BCP TEAM SHOULD PLAN TO SPEND AN HOUR OR TWO EACH DAY FOR SEVERAL WEEKS ON THE REVIEW PROCESS. THE BULK OF THAT TIME WILL INVOLVE INTERVIEWING DEPARTMENT LEADERS AND EMPLOYEES TO IDENTIFY CURRENT PROCESSES.

- THE BCP IS A LIVING DOCUMENT. MOST EXPERTS RECOMMEND REVIEWING THE DOCUMENT AT LEAST ONCE A YEAR TO MAKE NECESSARY UPDATES.
- BY TAKING AN ORGANIZED AND CONSISTENT APPROACH TO BCP UPDATES, YOUR COMPANY CAN BE PREPARED AND ORGANIZED IN THE FACE OF DISASTER OR CRITICAL LOSS.



TAKE ACTION! CREATE YOUR BCP AS SOON AS POSSIBLE