Business Continuity. Building a Program Fit for Purpose

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Building a BC Program Fit for Purpose
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This session aims to help you

• Understand the key features of a sound BCM program
• Assess whether your BCM Framework is Fit for Purpose
• Identify opportunities to realise the value contained in your BCM Framework
BC Incidents – The Reality

The most common causes of disruption to organisations are incident, commonly linked to man-made activities.

Australian Organisations Experiencing Major Disruption. 2007 to 2009
BC Incidents – The Consequences

Average total cost of a business interruption event **US$450,000**
*The Aberdeen Group. Feb 2012*

What is the cost of disruption for your organisation?

- Lost Productivity
- Lost Revenue
- Supply & Service Delays
- Damaged Reputation

Recording of this session via any media type is strictly prohibited.
Environmental Influences

- Complexity
  - Technology Change
  - Supply Chain

- Expectations
  - SLA Terms
  - B2C Commerce

- Exposure
  - Social Media
  - 24x7 News
The Business Continuity Solution

“A holistic management process that identifies potential threats, and the impacts to business operations those threats might cause,

“builds an organisational capability to safeguard the interests of key stakeholders, reputation, brand and value-creating activities.”

Features of a Sound BCM Program

The Business Continuity Management Lifecycle.

Source. BCI Good Practice Guidelines 2013 Global Edition
Analysis - Organisational Awareness

- Prioritised Activities
- Impacts of Disruption
- Response Timeframes
- Resource Requirements
- Threat Analysis
- Risk Exposures

Source – ISO 22313.
Understanding the organization
Design – Strategies & Tactics

• Align continuity priorities, business requirements and available resources
• Trade-off between cost and the speed of recovery
• Co-ordinate with Crisis Management, Emergency Response, IT Disaster Recovery, Enterprise Risk Management
Implementation – Creating the Plan

**Direct** – clear, action orientated and time-based

**Adaptable** - wide range of disruptive incidents

**Concise** – only content that can be used in an incident

**Relevant** – current and applicable to the team
Validation – Fit for Purpose

Plans - give structure and process, order in the chaos

Exercises - build awareness, confidence and TRUST

Exercises put things under pressure, and cause people to think strategically about the implications of what’s going to happen. They force people together. There’s nothing like adversity or a potential catastrophe to force people together. Exercises where no one’s under pressure – so what?

Fit for Purpose – Supply Chain BC

• Shared understanding of the significance of the product / service
• Uniqueness vs Substitutability
• Quality or compliance limitations that prevent timely changes
• Agreements PLUS evidence of continuity capabilities
Fit for Purpose. External Stakeholders

- Who are our key stakeholders?
- What are their core interests or concerns?
- Who is best placed to communicate with them?
- How?
Realising the Value Proposition

- Mine the BIA data pool
- Identify and mitigate disruption risks
- Involve the Brokers
- Alignment between technology users and providers
Realising the Value Proposition

- Understand and address supply chain risks
- Broaden exercise scope beyond operational / physical disruptions
- Understand and protect organisation’s reputation
Is Your BC Program Fit for Purpose?

- Do you follow a recognised BC model - through all the stages?
- Do you know cost of disruption for your organisation?
- Are you maximising the value of information contained in your BC framework?
- Do your BC exercises present realistically challenging scenarios for the participants?
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Thank You

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