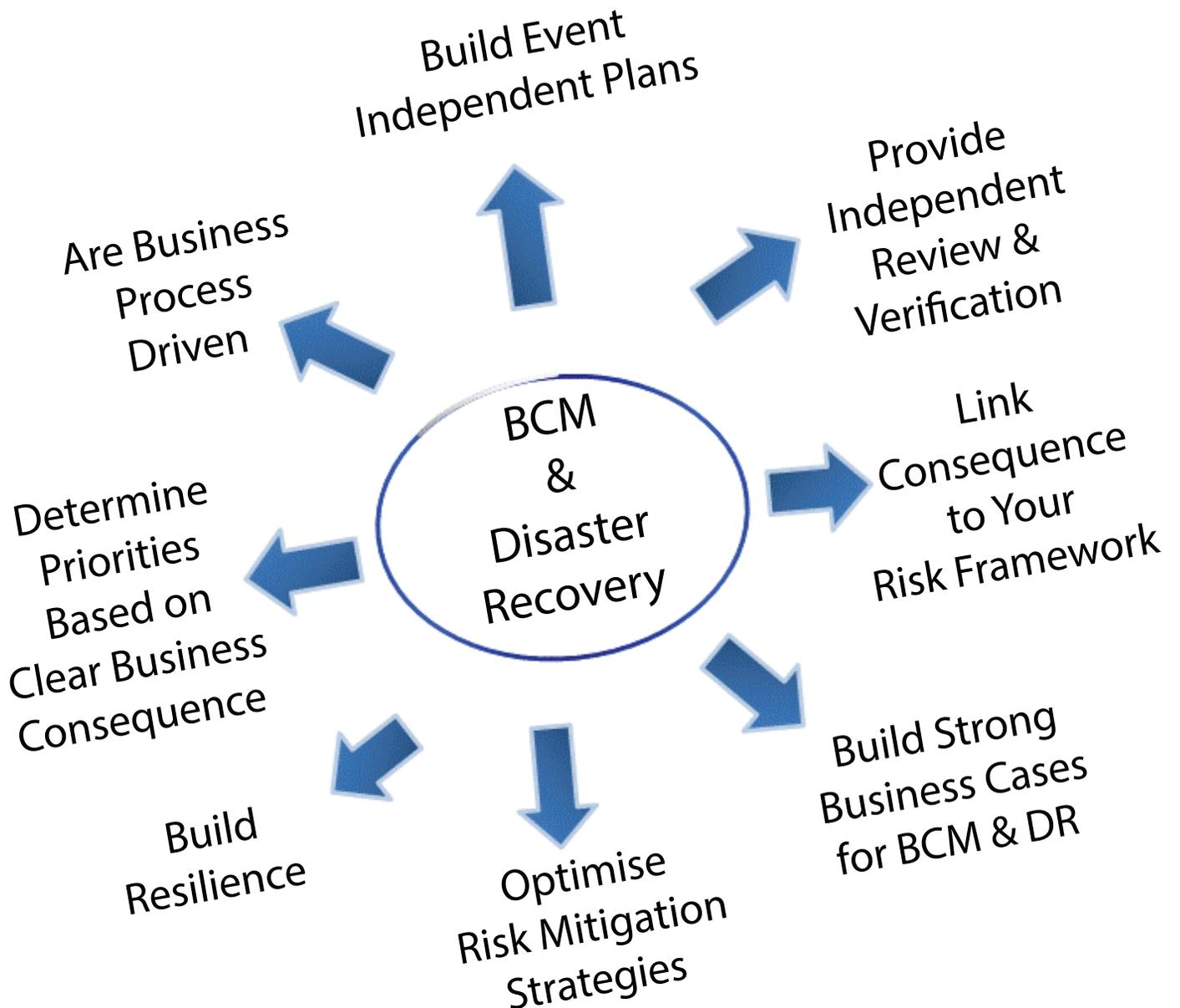# How to Gain Greater Value from Your **Business Continuity & Disaster Recovery**

Assessment
Business Impact Analysis
Strategy Development
Implementation
Training
Testing

Certitude
TECHNOLOGY RISK SERVICES

BCM & Disaster Recovery

What is Different About Our Approach?
We use proven methodologies that ...

Build Event
Independent Plans

Provide
Independent
Review &
Verification

Are Business
Process
Driven

BCM
&
Disaster
Recovery

Link
Consequence
to Your
Risk Framework

Determine
Priorities
Based on
Clear Business
Consequence

Build
Resilience

Optimise
Risk Mitigation
Strategies

Build Strong
Business Cases
for BCM & DR

Certitude
TECHNOLOGY RISK SERVICES

How Important is BCM & Disaster Recovery?

Does your organisation regard Business Continuity Management (BCM) and Disaster Recovery (DR) as only a compliance issue?

Does your organisation understand the potential consequences of disruptions to business processes and the potential savings in restoring business processes according to well thought out priorities?

Few organisations capitalise the potential of business continuity management to improve process resilience and efficiency.

How can Certitude Help?

Certitude understands the benefits of a well planned BCM and Disaster Recovery strategy go beyond compliance and risk mitigation.

Our approach is consistent with industry accepted standards such as ISO 22301, AS/NZS 5050, ANAO[1] BCM Guidelines, and APRA[2]'s Prudential Standards.

We engage all stakeholders, help them understand the potential consequences of disruptions, and identify cost-effective improvements to systems and processes.

What Expertise do our Consultants have?

Certitude's consultants are all experienced subject matter experts who have held senior BCM and DR risk positions across a wide range of industries.

Our principal consultants each have over 20 years of industry experience. Our experience working with organisations across many sectors, allows us to match BCM and DR strategies to your business goals.

The tools and methodologies Certitude has developed ensure you benefit from our experience and knowledge.

Our Services Include:

Assessment

Business Impact Analysis (BIA)

Strategy Development

Implementation

Training

Testing

1. Australian National Audit Office
2. Australian Prudential & Regulation Authority

Who are some of our clients?
Major Australian Banks, Global Mining & Resources Companies, Government, Financial Services & Insurance, 'Big Four' Accounting Firms, Global IT Integrators, Utility Companies

Assessment

How do you identify risks that may disrupt your business?

Does your risk mitigation strategy add burdensome controls?

Are you confident your BCM / DR is meeting your goals and adding value?

Certitude evaluates your existing BCM / DR maturity against 'good practice' and assesses your BCM and DR risks, giving recommendations for improvements that are appropriate to your organisation.

We can:

- Provide independent review of your BCM / DR maturity and effectiveness
- Help you better understand and manage your BCM / DR risk, and leverage existing controls to ensure cost effective risk mitigation strategies
- Integrate your BCM / DR risk process into your organisation's enterprise risk management system

Business Impact Analysis

Can you build a strong business case for BCM and DR?

Certitude's proven approach helps you articulate the business imperatives for BCM and DR and motivate stakeholders to become proactive.

We can:

- Focus your BCM and DR on critical business processes
- Make efficient use of your staff's time using our facilitated workshops and our BIA Analyser tool
- Determine process and resource priorities based on clearly identified business consequences
- Develop a strong business case that engages key stakeholders, and improves the understanding of business continuity across your entire organisation

Strategy Development

How do you control costs while managing BCM and DR risk?

How do you build a strong business case for your strategy?

Certitude methodologies ensure you use your internal capabilities, technologies and service providers effectively.

We can:

- Optimise BCM and DR risk strategy
- Build event-independent plans that address a wide range of situations
- Protect against loss or unavailability of supporting resources including IT, skills, workspace, and suppliers
- Provide tools to manage workspace during loss or unavailability of your premises, whilst also finding potential accommodation plan cost savings

Case Studies

Global Mining Company

Challenge: Our client's BCM planning needed to cover operations in both urban and harsh remote locations.

Solution: Certitude worked with the corporate team and with mining operations management. Using our expertise, and best practice guidelines from Uptime Institute and HB231, we helped the client identify all their IT availability risks.

Value: All key threats were identified and many improvements were suggested. In particular, the recommendations improved the reliability and availability of key operational and personnel safety systems.

The suggested improvements helped to prevent harm to personnel and guard against the significant financial losses associated with even small periods of mine closure.

Large Utility

Challenge: Our client had over 75 individual business processes, and needed to understand the consequences of any disruption. Furthermore, the company had in excess of 400 uniquely identified supporting business resources, covering IT systems, facilities management and telecommunications.

Solution: Using our methodologies and BIA Analyser tool, we accomplished our client's goals after just five workshops, and participants only needed to attended one of those workshops. Our analysis encompassed Maximum Allowable Outages (MAOs), potential workarounds, Recovery Time Objectives (RTOs) for all supporting resources, and Recovery Point Objectives (RPOs) for IT systems.

Value: The analysis linked individual processes to organisation–wide business consequences. Clear responsibilities for continuity across the organisation improved accountability for BCM and changes to existing processes resulted in less exposure to business disruptions.

Financial Services Company

Challenge: Our client had a complex IT environment undergoing continual enhancement and change. Their BCM strategy needed to work despite having different vendors, IT professionals, design and implementation teams at any particular time.

Solution: Certitude designed a DR strategy that remained effective despite evolving DR requirements.

Value: Better understanding of business continuity now ensures disaster recovery is considered in the planning phases of every new project and incorporated into project sign-off.

Our strategy allows personnel to adopt standardised BCM procedures as individual systems evolve.

BCM & Disaster Recovery

Implementation

Is the implementation of your BCM and DR governed by a robust Framework?

Are your BCM and DR projects managed by a qualified expert?

Certitude's project managers are BCM and DR subject matter experts who develop robust BCM and DR frameworks and help you implement accordingly.

We can:

- Build Frameworks that clearly define key principles, scope and roles, as well as integrate BCM and DR components into your business and IT processes

- Manage all implementation resources including vendors, internal staff and external service providers

- Deliver maximum business benefit from your BCM and DR projects

Training

Is your team ready and prepared to enact business continuity and disaster recovery plans?

Certitude provides BCM and DR training to a wide variety of stakeholders - from technical staff to senior managers.

We develop and deliver training designed specifically for your company's needs.

We can:

- Deliver training that is effective for your entire workforce

- Ensure everyone understands BCM/DR and is clear on their own roles and responsibilities

Testing

Do you have your BCM and DR capability independently verified?

Certitude plans and facilitates ad-hoc and planned annual BCM and DR tests for numerous organisations. We coordinate stakeholders and participants including vendors, internal staff and service providers.

Because we act as observers and do not participate in the recovery processes, we provide independent reporting of tests.

We can:

- Cover the full testing life-cycle

- Provide independent verification of capability

- Suggest improvements based on the observations of our experts

Case Studies

Global Professional Services Firm

Challenge: Our client needed to build a new document management system across 13 national offices with full disaster recovery capability.

Solution: As part of the implementation team, Certitude provided design, project management and testing services to the DR stream of the project.

Reporting to key stakeholders, we worked with head office, IT managers and the software vendor to implement a DR strategy that utilised our client's existing technologies and capabilities, thereby minimising cost.

Value: A rigorous test of the implementation was carried out proving the DR solution would be highly effective in the event of a real and major disruption.

Government Agency

Challenge: Certitude's client provides services to a customer base with over a million people, and must maintain the ability to determine quickly whether to provide financial support for medical treatment to beneficiaries.

Our client needed assurance that extremely time critical processes had effective provisions for business continuity.

Solution: Following the development of a BCM Framework, Certitude conducted a number of training sessions for our client's executive and divisional management teams covering the development and ongoing use of the BCM plans.

Value: Training in the use of the plans under simulated disruption scenarios demonstrated their efficacy, as well as helped raise awareness and understanding.

Utility Company

Challenge: Certitude's client builds and operates a geographically dispersed inventory of infrastructure assets. It maintains a large portfolio of IT business support systems, engineering systems, process control systems, and SCADA systems and consequently has complex requirements for Disaster Recovery testing.

Solution: For over six years, Certitude has provided our client with DR testing services including test planning, independent test observation, reporting, issues management and recommendations for improvement. In providing these services we have worked closely with our client's internal IT management team, business owners and third-party service providers.

Value: Our testing verified DR plans and allowed managers to close projects with confidence. We also identified numerous improvements which allowed future costs and efforts to be reduced.

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Contact us

Melbourne (Head Office)

Main: +61 (0) 3 8610 6700
Fax: +61 (0) 3 8610 6334
Address: Level 3
           480 Collins Street
           MELBOURNE VIC 3000
           AUSTRALIA

Sydney

Main: +61 (0) 2 9994 8981
Fax: +61 (0) 2 9994 8008
Address: Level 14
           309 Kent Street
           SYDNEY NSW 2000
           AUSTRALIA

WWW.CERTITUDE.COM.AU