



INTRODUCTION

Business Continuity Management (BCM) is a key issue in the business world and should be on the agenda in every boardroom. The last decade has seen a wealth of information on the subject become available and standards have been published and accepted.

ContinuitySA's proprietary solutions assist organisations to address their BCM - across all sections of the company's operational environment - and provide the necessary peace of mind that the enterprise's risk management is truly addressed and mitigated. Indeed, the business discipline of BCM is a critical imperative which affects all sized organizations. Increasingly, companies are expected to report on the manner in which they have contained both the known and unknown risks that may impact their business, including both small and large business disruptions. Ignoring the perils of business disruption, will lead to certain disaster.

ContinuitySA are renowned for their wide ranging, professional services attached to BCM and attach the value of their services and products, within their clients' operations, as a critical component for managing risk, thereby fulfilling good corporate governance practices.

PRODUCTS / SERVICES

1. Business Impact Analysis & Risk Assessment

Our **Business Impact Analysis** and **Risk Assessment** will help you establish which components of your business are critical for the survival of your company. This analysis of the operational aspects of your organisation provides the foundation upon which all Business Continuity Management (BCM) is based.

The **Business Impact Analysis** is a linear process and consists of techniques and methodologies that can be used to identify, quantify and qualify the business impacts and their effects on your organisation of a loss, interruption or disruption of a mission critical activity.

Your organisation's risk appetite should not be considered and set before undertaking a Business Impact analysis. It is the Business Impact Analysis and any subsequent risk assessment that informs the setting of a risk appetite.

2. Business Continuity Strategy

Any organisation with an active Business Continuity Management program needs to have a formal **Business Continuity Management Strategy** in place. The BCM strategy must define the requirements of your business and encompass the IT component of recovery. It is crucial to have an exact and agreed understanding of your business' requirements before you select recovery options.

The BCM Strategy should clearly document:

- BCM policy;
- roles & responsibilities;
- operational BCM framework;
- crisis management framework;
- structure of the Business Continuity Plans;
- details of the selected recovery strategies;
- details of the resilience the selected strategies provide;
- GAP analysis;
- BCM exercising / testing program;
- BCM maintenance program;
- future enhancements.

3. Business Continuity Plan Development

ContinuitySA, through a comprehensive range of professional consultancy services backed by an unrivalled nation wide infrastructure of facilities, helps your organisation to prepare and deal with any potential threat to the smooth, efficient functioning of your systems as a result of unforeseen or sudden disruptions.

An integral part of this service is the development of customised **Business Continuity Plans** – a series of documents that describe the priorities and actions to be undertaken in the event of a disaster or system's failure.

4. Crisis Management Plans

When you experience a crisis you need to ensure that you have a **crisis management plan** that you can refer to in order to recover your systems and get your people back in business.

ContinuitySA can help you develop crisis management plans that address your recovery needs. Our consultants are experienced in developing appropriate strategies and will implement an end-to-end solution that encompasses your testing and maintenance plans.

5. Information Security

ContinuitySA provides your company with **information security** by implementing a suitable set of controls:

- policies;
- practices;
- procedures;
- organisational structures; and
- software functions.

6. Data Centres & Server Room Physical Review

In today's digital business marketplace, service availability and reliability are crucial. At the same time you need to protect your company's sensitive commercial information and transactions from unwanted attention. ContinuitySA will ensure that all possible steps are taken to protect your business processes and information against threats from inside and outside your organisation.

The Information and Communication Technology (ICT) infrastructure supporting your organisation consists of equipment, infrastructure and people skills. The quality and effectiveness of the infrastructure are often neglected in the initial phases of implementation and corrective measures are only taken after disaster strikes and failure occurs. The ContinuitySA physical security and environmental controls audit methodology will ensure peace of mind and provide you with the right balance between too much or too little physical security and controls.

At ContinuitySA we do not believe in a "one solution fits all" approach. Each of our information security methodologies and work plans are custom tailored to fit the unique requirement and environment of your organization. However our physical security review methodology is always based on best standards and practices.

7. Business Continuity Audit

As the CEO of your company, are you confident that your business continuity plans are effective and in place?

By conducting a **business continuity audit** you can ensure you understand the current status of your business continuity plans.

Do you know that 85% of business continuity plans fail during the first test? This means that your plans have fundamental flaws that have prevented the recovery of your business within the required timeframe.

In addition, over 50% of business continuity plans are never tested. This means that you have not identified the flaws in your plan and you will most certainly fail in your recovery efforts.

These figures show just how misplaced the hopes are of many managers when they rely on such flimsy plans.

8. Business Continuity Scenario Simulation

Conduct regular **scenario simulations** to ensure your business continuity plans are in place in your organisation. Scenario planning exercises will protect your Business Continuity Management investment. Your plans must be subjected to a strict maintenance routine in order to prevent:

- business continuity plans falling into disuse;
- business continuity plans becoming dated. It is critical that your plans keep abreast of change otherwise the resources that are being relied upon for recovery from an incident may not meet the requirements of the day.

Maintenance is therefore an ongoing process whereby your plans are regularly tested, reviewed and updated. Testing your IT business continuity plan will invariably involve recovering the relevant system. One of the best ways of testing your business continuity plans and raising your employees' awareness of the BCM programme, is by means of scenario simulation workshops.

9. Assessment of IT Facilities

Your **IT facility** consists of a number of critical design and infrastructure features which, in combination, should render the area fully resilient to most types of disaster. ContinuitySA will carefully **assess your IT facility** to determine if there are any weaknesses in the design and installation which create serious vulnerabilities and which may even negate the considerable expense your company incurred in commissioning and maintaining the facility.

10. Disaster Recovery Solutions

Our customers trust our **disaster recovery solutions** to keep them in business when they experience a serious disruption.

We can get you back in business whether you have distributed systems or a central mainframe environment.

Our Disaster Recovery standby services cater for:

- all types of technology & storage platforms;
- network solutions;
- experienced & dedicated technical support;
- redundant power & communication feeds;
- numerous work station recovery areas.

You can depend on our many years of experience in conducting recovery tests and supporting clients during a disaster to help you meet your corporate governance requirements.

Our dedicated data centres are fully equipped, secure and supported by a completely redundant infrastructure which includes:

- temperature controlled computer rooms;
- fire detection & suppression systems;
- 24 hour security control.

11. Disaster Recovery Standby Services

ContinuitySA's business continuity solutions and **disaster recovery standby services** offer your company an extensive infrastructure enabling the recovery of your critical business processes.

Our infrastructure includes:

- office space for up to 1400 staff & an ever-expanding range of computer equipment;
- 2000m2 of server rooms in Gauteng & 1000m2 in Western Cape;
- redundant power & communication feeds;
- controlled access;
- secure infrastructure;
- fully tested infrastructure & equipment;
- 24x7 operation with national one number telephone invocation;
- experienced & dedicated support staff.

12. Outsourced Disaster Recovery Services

Testing the **recovery** of your company's interconnected applications, systems, servers and other devices is crucial to ensure successful **recovery** in the event of a disruption. ContinuitySA can assist your organisation by performing the physical **disaster recovery** tests and developing world class technical recovery documentation for you.

Testing forms the basis of your IT continuity plan. Specific test objectives and the scope of the project are agreed for each test. Feedback is provided in a recovery report as well as a post-test briefing. Depending on the maturity of testing in your organisation, a phased approach will be used, with tests becoming more complex over time.

13. Disaster Recovery Testing

When you partner with ContinuitySA you will find that we are flexible when it comes to **testing**. We provide you with a choice of testing:

- at our Hotsite;
- from your remote site;
- we will even deliver a solution to you where practicable.

Service Details

Our customers receive specialist support while accessing our world class infrastructure when conducting their tests. Our **testing** offering includes:

- recovering your data from your backups;
- complete operating system recovery;
- configure and initiate the network;
- initiating your applications.

Testing Support

You will be allocated a testing representative to support and assist you with the co-ordination of your test.

Our technical specialists will assist you in conducting your operating system, data and application restoration at our recovery site.

Test Assessment

During your test we will evaluate the test procedures and provide you with an assessment of the exercise. At the post test meeting we will provide you with recommendations for future tests.

14. Business Continuity Training Programme

BCM standards provide for best practice and serve as benchmarks, providing the criteria upon which measurement is based, but are not designed to provide the practical knowledge and sound understanding of best practice, including the business continuity lifecycle required to successfully initiate, implement and maintain an effective Business Continuity Management Programme.

ContinuitySA has over the years designed and built several custom recovery sites, created many viable recovery strategies on behalf of their blue chip clients, performed hundreds of Risk & Impact analyses and compiled thousands of Business Continuity Plans covering virtually every type of business or system that exists. This practical knowledge and the wealth of experience acquired over the years is now available to be shared with you.

ContinuitySA now offers a two day **Complete Continuity® Programme** aimed at individuals who want to gain an overall understanding of what Business Continuity Management (BCM) entails.

ContinuitySA has also launched a five day **Complete Continuity® Practitioner Programme** which covers all components of Business Continuity Management, with several modules being presented that build upon each other. The entire life-cycle of business continuity is explored, using case studies, classroom exercises and appropriate audio and visual aids.

ContinuitySA as a leader in the field has always adhered to the best of local and international standards for Business Continuity. The Complete Continuity® Practitioner Programme covers all subjects listed in the Business Continuity Institute's Good Practice Guide and the British Standards (BS25999) on Business Continuity.

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