

BUSINESS CONTINUITY WORKSHOP & BEST PRACTICE REPORT

Overview

With reputations to protect and the hugely competitive environment enabled by the digital economy, Business Continuity and Operational Resilience is increasingly important. Every organisation must be able to serve its customers, irrespective of any incident or disaster. That could be an IT outage, cyber-attack, damage to site from a fire or flood, or it could be something more operational like the loss of a supplier.

We are offering a **Business Continuity Workshop & Best Practice Report** to help you meet the continuity demands of your customers and your audit and regulatory requirements, but most importantly, it will protect your reputation and reduce your risk of revenue loss from downtime.

How does it work?

Our Business Continuity practitioners will review your current documentation and processes. We'll speak to your team to get a sense of how business continuity is managed and practiced at your organisation.

We then hold the **Business Continuity Workshop** to bring together your key business continuity team to review your resilience.

During the workshop, participants will have the opportunity to reflect upon and discuss:

- How disruptions are managed
- The organisation's Business Continuity Maturity Level
- The organisation's risk appetite
- The extent to which threats have been identified
- How to improve current capabilities

Finally, we provide you with a written report of our review. Your Business Continuity Best Practice Report will identify areas of strength and provide actionable recommendations for where improvements can be made.

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THE PROCESS

① Sign NDA

A review of your business continuity processes inevitably requires access to your documentation and internal information. As such, we begin by signing a Non-Disclosure-Agreement.

② Documentation review

You send us your business continuity documentation for review. Documents to send (where available):

- The Business Continuity Plan
- The IT Disaster Recovery Plan and any IT DR runbooks
- Departmental recovery plans
- The Crisis Communication Plan
- Cyber Incident or other Incident Response Plans
- Details of any Business Continuity Management software or other tools used (project management, mass notification etc.)

③ Agree attendees for the workshop

We recommend including anyone directly involved with your current BCP arrangements, department heads, senior Executives and other key stakeholders.

④ Telephone interviews

We will perform 30 minute telephone interviews with each of your team to assess your Business Continuity Programme from multiple angles.

⑤ The Workshop

We bring together your key Business Continuity stakeholders for The Business Continuity Discovery Workshop to review and discuss your resilience. We will also present our preliminary findings from your document review and interviews.

⑥ The Report

You are presented with the **Business Continuity Best Practice Report** with actionable recommendations of how to improve your preparedness and business resiliency.



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OUR TEAM



Bob Cawsey

Head of Projects & Business Continuity Practice

Bob Cawsey is a certified member of the Business Continuity Institute and Prince2 Practitioner. Previously Bob was the Project Portfolio and Programme Manager for Thomson Reuters.

He has overseen the development of our on-boarding and project management processes from documentation, discovery workshop Statement of Work creation, performance assurance to change control.

Bob is responsible for the creation of BCaaS, making the mature business continuity management processes usable and manageable for SMEs.



Richard Bale

Business Continuity & Resiliency Principal

Richard is one of the pioneering practitioners of business continuity, with over 30 years of experience both as an external consultant and internal resiliency manager.

He started his career with London Transport and in 1987, led the recovery of 30 bus garages following the London Hurricane. Richard has since been working at senior management level within two major wholesale banks (BNP Paribas & J.P. Morgan) as Head of BC & Resiliency.

He is a member of the BCI and was a founder member and former Co-Chair, of SIBCMG. SIBCMG represents the business continuity interests of the UK wholesale banking institutions, and has been instrumental in the development of professional good practice in the UK, including Market Wide Exercises.