Business Continuity Management

Challenges

All businesses face challenges that place at risk the future of the business itself. It is an organization's. ability to mitigate and overcome these challenges that proves its resilience. Broader factors, such as the increase in costly, extreme weather events due to climate change, have necessitated a more comprehensive understanding of threats to business continuity.

The Business Continuity Institute (BCI) has released research spanning 35 countries showing that over 70% of organisations recorded at least one supply chain disruption; 20% admit they had suffered reputational damage as a result.

One way in which organizations can prepare for disruptive events is through Business Continuity Management (BCM). This involves the deployment of BCM planning and business procedures in order to continue operating when the unexpected occurs, whether it's a minor hardware, process or system failure or a natural disaster. BCM is not only about managing disaster recovery measures, but also identifying, managing and preventing issues before they occur.

The rising importance of BCM resulted in an ISO standard being developed and released in May 2012. ISO 22301 Societal security — BCM Systems Requirements, specifies requirements for setting up and managing an effective BCM system.

Our solution

The IsoMetrix BCM solution is based on the ISO 22301 standard. The solution assists organizations in identifying their exposure to internal and external threats, and provides effective prevention and recovery during emergency or disaster conditions. BCM can be easily integrated with existing management systems such as ISO 9001, ISO 14001, OHSAS 18001 and ISO 27001, around a common standards framework.

The BCM solution aligns with six professional practices documented by the BCI in their Guide to Global Good Practice in Business Continuity.

Benefits

In the event of a business disruption, the on-going ability to maintain a service or services to customers is sustained.
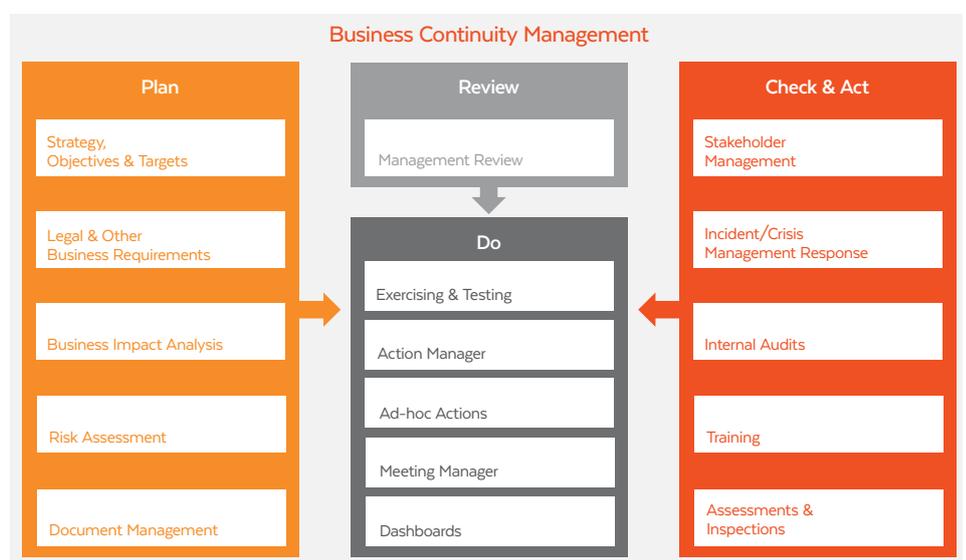
- The organization is able to proactively identify the impacts of operational disruptions.
- The business has an effective response to disruptions in place, minimizing their impact on the organization.
- Knowledge of minimum levels for service delivery allows support resources from other parts of the business to be used to bolster disrupted areas.
- Increases the confidence of the customers over the organization's ability to deliver.
- Develops confidence in senior management's ability to respond to a series of incidents and events in a formal, planned and tested way.
- Increased confidence in the general workforce in that they understand their jobs are not at risk and that something is being done to protect their livelihood.
- Supports legal requirements (public records acts, companies acts, tax laws, anti-terrorist and anti-money laundering laws etc) to maintain records as well as compliance aspects.

- Assists in mitigating reputational and financial exposures and preventing or minimizing financial losses.
- Preserves brand value and protects the reputation of the organization in uncertain times.

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What are the key features?

The **Document Management** module assists in managing the documentation that forms part of the Governance of the BCM program and its implementation. This includes the management and control of all documentation comprising the management system including the compilation, development and updating of business continuity plans. It also gives the ability to provide virtual battle boxes where any documentation can be stored in any format for recall during incidents.

Business Continuity Management

Plan	Review	Check & Act
Strategy, Objectives & Targets	Management Review	Stakeholder Management
Legal & Other Business Requirements	**Do**	Incident/Crisis Management Response
Business Impact Analysis	Exercising & Testing	Internal Audits
Risk Assessment	Action Manager	Training
Document Management	Ad-hoc Actions	Assessments & Inspections
	Meeting Manager	
	Dashboards	

The **Legal and other Business Requirements** module manages the Legal and Regulatory aspects of the management system and its linkages to all relevant legal, regulatory, and other business continuity requirements that need to be considered in the establishment of the BCMS. The **Appointments** section of this module can also be used for managing the roles and responsibilities of those persons appointed by the Business as custodians of legal and regulatory requirements that form part of the BCMS and their responsibility for their implementation and communication to all stakeholders.

The **Stakeholder Management** module manages relationships with all organization stakeholders, both internal and external. Business Continuity Teams are also managed in this module.

Tests and Exercises allows for the development of performance metrics, conducting pre- and post-exercise briefings, recording the results and reporting on and recommending the next actions required.

The **Training** module can be used for scheduling training, capturing training and planning refresher training where required.

The **Business Impact Assessment** module identifies the different types of business impacts and their associated activities to determine where any threats to the business may exist.

Risk Assessment provides an important connection to the BIA module by first analyzing the threats identified and then rating them, so that risk mitigation measures can be put in place where possible, and reported on. This reduces the impact of the likelihood on the business to an acceptable level.

Strategy, Objectives and Targets assists management in defining the business recovery strategies required and their associated objectives and targets that can be translated into measurable key performance indicators (KPI's). These KPI's can then be allocated to those persons responsible for their implementation in the form of actions via the IsoMetrix **Central Action Manager.**

This module can also be utilized for carrying out benchmarking activities.

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The **Incident and Crisis Management Response** module assists in managing response, recovery and restoration actions for the crisis, incident or situation that has occurred.

It also provides for post mortem reviews of the crisis or incident for regulatory training, reporting and BCM process improvement efforts.

Timeline analysis

The **Stakeholder Management** module can be used for managing the communication of plans to external stakeholders that have been identified as having an impact on the business. Further to this, Business Continuity Teams can also utilise this module to assist in the communication of the plan with internal stakeholders.

The **Meeting Manager** can be used for carrying out post incident reviews as well as any number of other meetings that are held within the business

The **Internal Audit** module provides the capability for the development of Compliance and Internal Audit requirements. These requirements can be tracked for compliance and findings are captured in the module along with recommendations regarding the next actions required.

Assessments and Inspections is used for carrying out qualitative and quantitative questionnaires and assessments to assist in raising awareness of business continuity within the wider business.

Why choose IsoMetrix?

Unmatched Agility. Get the exact solution you need. IsoMetrix is the most flexible Governance, Risk and Compliance (GRC) software solution in the market and can easily be tailored to fit your specific processes and methodologies. Designing input forms is a simple drag-and-drop process that non-technical people can carry out.

Visibility. Understand where you need to focus your efforts. The IsoMetrix dashboards, powered by QlikView, provide sophisticated dashboards that allow you to manage by exception, analyzing trends and outliers, and ensuring that assigned tasks are closed out and targets reached. Real-time information allows for informed decision making.

Efficiency. Save time. Automating the management of your Business Continuity allows your management team to spend less time on clerical manipulation of spreadsheets and more time actively implementing quality itself.

Assurance. Trust your data. Because data is only captured once, there is less room for error. All reports aggregate records from source and drill down to specific record details, allowing full assurance and effective review of the reported data.

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Good Business
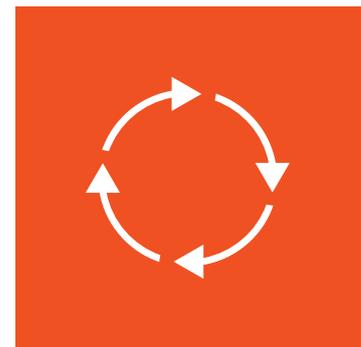
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