



RecoveryFlow® Business Continuity Planning

A short guide to developing your Business
Continuity Plan with Offrisk

Protecting your business through appropriate and robust Business Continuity Plans has never been more important.

With the emergence of the British Standard (BS2599) for Business Continuity Planning and Management, organisations are seeking to secure and demonstrate compliance and to reassure customers, regulators, shareholders, communities and other stakeholders and to protect their own assets, investments, income or revenue-earning capabilities and reputations.

Offrisk has worked with leading Public and Private sector organisations throughout the UK and Ireland to develop comprehensive plans capable of protecting the organisation, its assets and staff.

Your Business Continuity Plan must be capable of just that.

We work with clients to determine their core and critical services and functions across all areas – from provision of clinical services in the NHS to manufacturing, distilling or merchandising services in the Food and Drink, Production and Retail sectors.

A comprehensive Business Impact Analysis is invaluable in determining the relative importance of services and functions. However, to be clear, a well-researched, conducted, analysed and presented Impact Assessment is not a Business Continuity Plan.

Development of a Continuity Plan must engage representation from across the organisation to cover the breadth of scope of an incident, the time-phases through which the incident must be managed, and the need for appropriate roles and responsibilities to ensure relevant actions, obligations and stakeholders are appropriately managed and communicated-with.

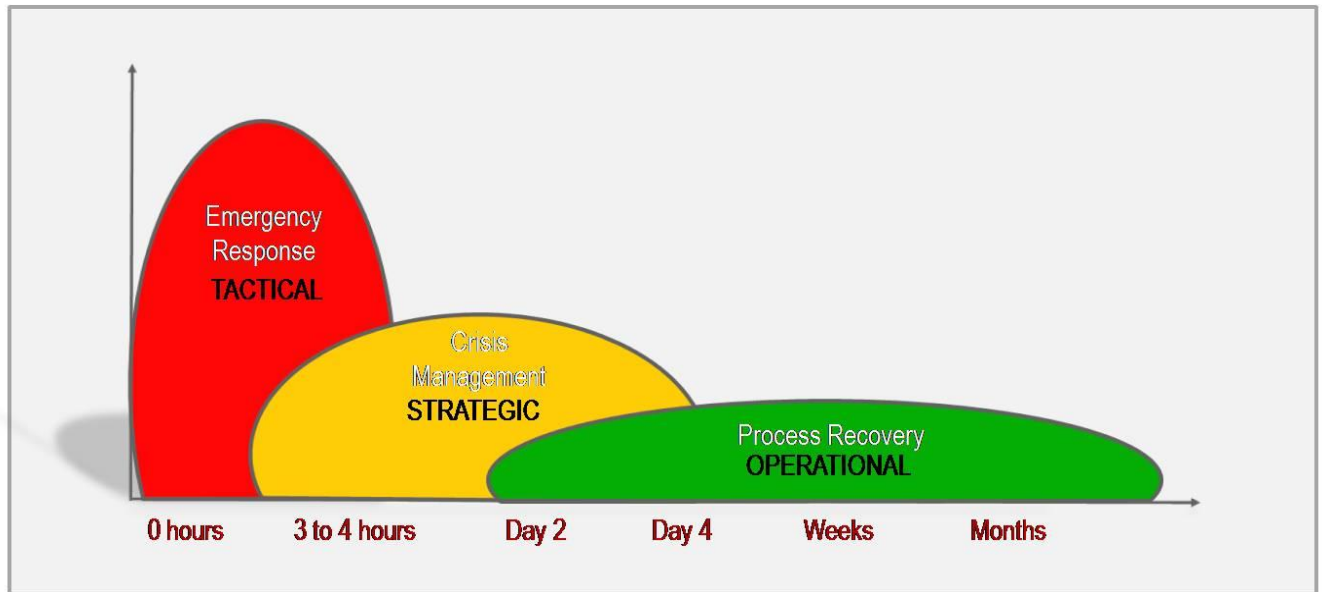
We typically envisage a significant disruption event passing through three distinct phases of management activity as follows:



- **Emergency Response** including Incident Management roles and responsibilities, specific team actions and communications
- **Crisis Management** including the exercise of strategic control of Incident Management activities and the issues and implications arising, direction of the recovery effort, protection of the organisation's reputation and dealing with Press and Media enquiry, speculation and intrusion
- **Process Recovery** including relocation of the required staff, equipment, supplies, peripherals and records, the redeployment of personnel for short periods as required and the resumption of business activities in a prioritised, pre-agreed order.

The scope of your **RecoveryFlow**[®] Plan also covers planning for significant disruptions to your Information and Communications Technology (ICT) with the Grey Pack, containing specific action cards for those responsible for different aspects of your ICT – networks, telecoms, desktop, systems (servers and applications) and helpdesk may all be crucial parts of your ICT organisation that require the same prioritised approach to recovery, as determined through the cross-organisational Impact Analysis.

We work with your ICT Department to determine the most pragmatic recovery solution, recognising single points of failure and determining both Recovery Strategies for use in the event of plan invocation, and short-term actions to facilitate better operational resilience and more palatable recovery periods for your users.



Offrisk's **RecoveryFlow**® Plan Format – Typical Incident Response Time-Phases

Clearly the acid test of any Business Continuity Plan is how it works in practice. Throughout the process of plan development, we will be exacting in our pursuit of solutions that are practical and workable in the context of your organisation.

When clients have needed to put our plans into effect, it has served as a demonstration of both the intellectual rigour of the planning process and the usability of the plans themselves.

Once complete, Offrisk works with clients to develop a means of training the Plan to all relevant members of staff – those involved directly in plan execution and those being directed.

Offrisk recognises the importance of plan rehearsal – a plan that has never been tested could be said to be worth no more than the paper it is written-on.

The new British Standard, BS25999 also identifies Plan rehearsal as an essential component of effective Business Continuity Management.

We develop exercises to “exercise the Plan and rehearse the staff” for a large proportion of the clients for whom we have developed the Plan and for others who have developed their Plans independently.

Our exercises can range from a few hours’ simulation to a full Plan invocation and simulation spanning several days.

We are firmly of the view that exercising must not jeopardise normal service and must represent real value to the customer – testing with a view to enhancing the Plan and making staff more comfortable with their roles should the Plan ever be required for real.

Our Plan exercises frequently call on local Police Constabularies and Fire and Rescue Services; an approach that has engendered greater cooperation between client organisations and these important participants in any Emergency Response.

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In summary, Offrisk's **RecoveryFlow**[®] methodology and plan format has been proven to be highly-usable and easily-adopted by organisations in all sectors.

Not only that, but Offrisk's Plans have been proven to be effective when they are needed most, when required to be used under pressure and when time, organisation and demonstrating professional competence are of the essence.

"It has been indeed a pleasure to work with professionals in Business Continuity who have accommodated the idiosyncrasies of the police service in compiling an entirely appropriate and fit for purpose plan. It was particularly noteworthy that you and your staff came to a very quick understanding of the Force (and its unique logistical demands) and were able to work with many different members of staff to pull together a robust set of plans."

Extract from client letter, 2008

Offrisk has clients across the UK from household brand names in food and drink manufacture and luxury goods to NHS and Fire and Rescue services. A selection of our clients' logos is shown below and further information can be found on our website.

Offrisk is an accredited training provider for the Institute of Risk Management (IRM) and our staff are members of professional bodies including the IRM and the Business Continuity Institute (BCI).

We would be delighted to discuss your requirements in more detail and we can often accommodate a short meeting to demonstrate our method and the format of our Plans whilst travelling on other business.



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