

**A Product from Eighty20 Consulting**

Business Continuity Management (BCM) is about identifying those parts of your organisation that you can't afford to lose – such as information, stock, premises, staff – and planning how to maintain these, if an incident occurs.



BCM is more straightforward than you might think. The issues to consider are:

- how to keep your promises or commitments to your customers
- your trading cycle - when would you have most problems
- how sensitive is the supply chain you are in to interruption
- what services, products or activities deliver the strongest profit margins
- cash flow protection

Determining what will be covered by the BCM system is a critical first step. The issues to be considered are:

- The size and complexity of the organisation
- The needs of its customers and other key stakeholders
- What operations does the organisation undertake to deliver its profit stream

- The physical environment and location that the organisation operates in
- The ultimate aims of organisation

The smaller the organisation the more likely it is that the above aims can be delivered quickly and effectively in the first pass. Clearly the more complex and disparate the organisation, the more time and resource will be needed to deliver the ultimate aims of the BCM process.

Irrespective of the size of the organisation, ongoing profitability and indeed survival are of critical importance.

Using our **Groundwork** BCM process you will be taking your first steps to ensuring profits, market share and ultimately growth of your organisation.

**Groundwork** is a low cost

solution that you drive yourselves with our direction.

This publication details our approach, the key issues of successful implementation and of course the costs to deliver the service.

Remember this a one time investment to get and keep your business protected. In return very real financial benefits are gained year on year.

Page 3 below details the very real financial benefits to be gained from undertaking BCM.

# Groundwork

## A roadmap to business resilience

**Groundwork** helps you put the theory into practice by guiding you through the steps you will need to take to



implement BCM in your organisation. It is a step-by-step process taking you through the six elements that make up the BCM life-cycle as set out in the Business Continuity Management Standard (BS 25999) and depicted in the diagram above.

Aligning your organisation to the British Standard will assure your stakeholders that your plans are robust and reflect good practice.

The programme is organised into steps that are easy to understand and implement. Steps 1 - 4 get you protected; steps 5 + 6 keep you protected. Our Groundwork solution guides you all the way.

### Step 1. BCM Programme Management

This is a quick and easy step to really put some momentum into your programme. We help you quickly assemble who and what you cost effectively need to:

- mobilise
- build; and
- maintain a plan

### Step 2. Understanding the Organisation

This is a key element of BCM and the foundation work from which the process is developed. We will work with you to help:

- identify critical value drivers

- determine the level of trading you need to provide and by when (RTO)
- assess the stress points in your business model most vulnerable to an interruption; and
- identify what risks the stress points are exposed to

### Step 3. Determining BCM Strategy

This stage of the BCM process is about identifying the action that you can take to maintain the critical activities that underpin the delivery of your organisation's products and services. We will help you to:

- reduce your exposure to key risks identified in Step 2
- based upon your RTO identified in Step 2
  - identify what you would do
  - how you would do it
  - what resources you would need to ensure you achieve your business continuity goals

### Step 4. Developing the BCM Response

This stage of the BCM process is concerned with the development and implementation of appropriate plans using our easy to use tools and templates your plan will be:

- relevant and focussed
- easy to use and follow
- focussed on your business continuity objectives

Your team will know what to do and how to do it.

### Four easy steps to ensuring your business continuity!

Following successful implementation of Steps 1- 4, your focus should be upon how to ensure continued relevance and business benefit from your BCM programme.

**Groundwork** gives you the tools to maximise impact.

BS 25999 has two more steps, 5 and 6, that discuss exercising, maintaining, reviewing and embedding the BCM plan and programme into your business.

**Groundwork** provides the tools to achieve this:

1. your plan is tested on an annual or bi-annual basis
2. your programme is assessed against BS 25999, again either annually or bi-annually
3. business continuity plan hosting

### BC Plan Hosting

Our **Groundwork Plan Hosting** service allows you to protect the investment you have made to this point in following Steps 1- 4. You can keep your plans in the format you choose, whilst offering the security of guaranteed high availability hosting.

**Groundwork Plan Hosting** uses Microsoft Sharepoint Services as the underlying platform. This allows flexibility to manage your documents whilst allowing collaborative work within your organisation. Our system allows you to create your own private digital file cabinet to drag and drop your critical documents to our web server. Your documents are secure, organised and of course, accessible 24/7.



# The Benefits of BCM Why Should You Bother?

The successful implementation of BCM across your organisation, irrespective of size, can bring significant benefits:

- Customers will recognise the benefits of trading with organisations that can demonstrate proven plans to protect their supply chains. This gives a significant marketing edge to attract new customers and to provide a strong argument for an ongoing relationship.

- Insurance carriers can be influenced to consider the systems approach taken by a positive BCM process. This can lead to increased confidence on the part of the insurer and affect the level of cover supplied; the amount of excess applied and the amount of premium paid. Applied correctly, BCM can be a self funded exercise in this respect.

- The BCM approach will identify areas of business vulnerability and allow for their elimination. The corresponding removal of direct financial and other resource waste can only benefit the organisation. The business becomes more resilient to disruption but also becomes more efficient.

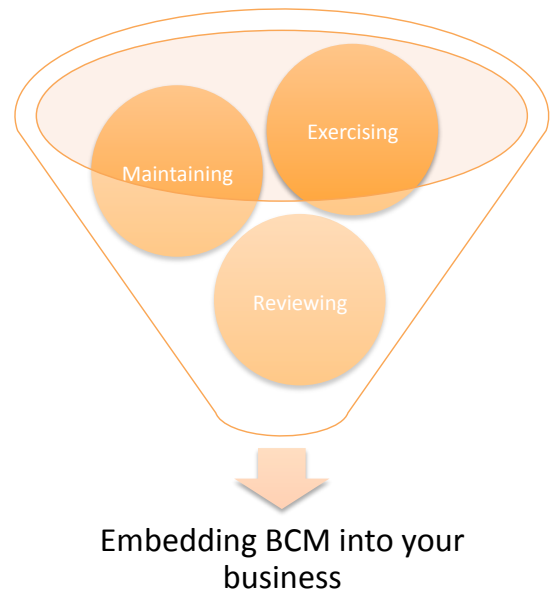
- Cash flow is the life blood of any organisation and during a disruption is most often the critical determining factor in long term survival. BCM ensures the uninterrupted delivery of key products and services, delivering this vital cash flow.

- Many of the perceived lower level risks that can effectively become single points of failure are removed from the business by involving the staff who best understand these issues and potential solutions. Staff will, in the main, value the opportunity to contribute and feel part of this process.

- The principle asset of your organisation is its reputation. Irrespective of cause this can be lost very quickly and the efforts of obtaining a valuable client base can be threatened if not lost permanently. BCM considers brand and reputation throughout the process.

SME business across the UK has nothing to lose and everything to gain from adopting a cost effective response to BCM.

**GroundWork** is the answer.



Groundwork uses the principles of BS25999 to determine need and produce a reasoned and applicable BCM strategy for your business.

No padding, no waste, just robust results



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