



Consulting Services

Business Continuity Management Systems (BCMS)

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1. SUMMARY

The "Horizon Scan Report 2017" study of the Business Continuity Institute established the latest ranking of major threats against the interests of Enterprises (<http://www.thebci.org>).

Cyber attacks come largely to the top of the list and this is obvious in the face of current events: proliferation of ransomwares and viruses, frequent denial-of-service attacks (DDOS), etc.

The list does not stop there. Major network failures (Internet / telecom, electricity, water), acts of terrorism, internal or external sabotage, climatic events and natural disasters complete a very threatening picture.



No organization is immune to such disasters.

Insurance, even the most comprehensive on loss of operation, does not provide a sufficient answer to this problem.

Implementing a Business Continuity Plan (BCP) is the most effective way to help your organization cope with the danger and get out of extreme situations. This BCP must be updated regularly and be fully operational at the time of the incident. This is the purpose of the Business Continuity Management System (BCMS).



« Horizon Scan Report 2017 » Business Continuity Institute : 20 main threats

2. WHAT IS IT ?

The purpose of our methodology is to make the Organization capable of responding to relevant disaster scenarios. To do so, it must provide an appropriate response to the crisis situation to ensure the continuity of its vital processes, possibly in degraded mode, and prepare to return to a normal situation.



The means, organization and procedures necessary to manage the situation and return to normal are formalized and included in the Business Continuity Plan (BCP).

In the past, the BCP was also called "Emergency Plan", "B Plan", "Recovery Plan", etc. It concerned exclusively the Information Technology and Information Systems Department.

Now the BCP concerns the Organization as a whole and each Branch plays a role in the continuity of the activities and in the design of the plans. Therefore, it is imperative to use coherent definitions, models and tools for all actors of business continuity.

The Business Continuity Management System (BCMS) is the system that enables the organization to ensure the overall coherence and maintenance of the BCP in operational conditions. It acts as a factory that manufactures standardized and operational plans and then ensures the evolution of these plans in accordance with the changes of the organization. All the plans are built on the same model as the cars that come out of a chain of manufacture.

Other management systems have preceded the BCMS in companies and are quite similar: Quality Management System, Safety Management System, etc..



3. WHY DO WE NEED TO IMPLEMENT A BCMS?

The main reason is obviously the proliferation of risks of interruption of key activities of the Organization. This situation requires an appropriate and constantly changing response to adapt to a changing environment. The SMCA offers the best chance of making the device operational and maintaining this situation over the long term.

Many companies have regulatory or contractual obligations to deploy an effective BCP. Banks and insurance companies are thus obliged formally by their supervisory authorities to maintain a BCP in good working order. Public bodies also have similar obligations depending on their importance for the country's good performance. Clients of certain private groups insert contractual clauses requiring the service provider to implement a BCP to avoid any disruption of service or product.

The competitive advantage provided by the BCP has become a strategic tool for the development of companies and their positioning on the market. A company that occupies a key position in the logistics chain of its customers can not afford to neglect its resiliency and its BCP. The question no longer focuses on the need to design a BCP but on the most appropriate way to organize and size it.



4. THE RESILIENT SHIELD CONSULTING METHOD

REFERENCES

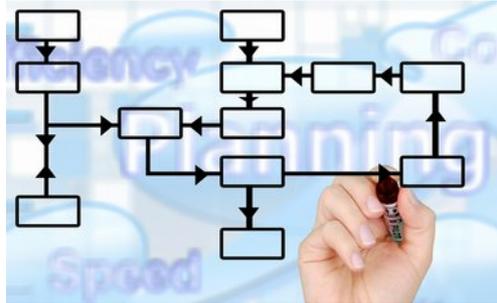
The method developed by Resilient Shield Consulting is structured by the ISO 22301: 2012 standard, of which it is largely inspired.



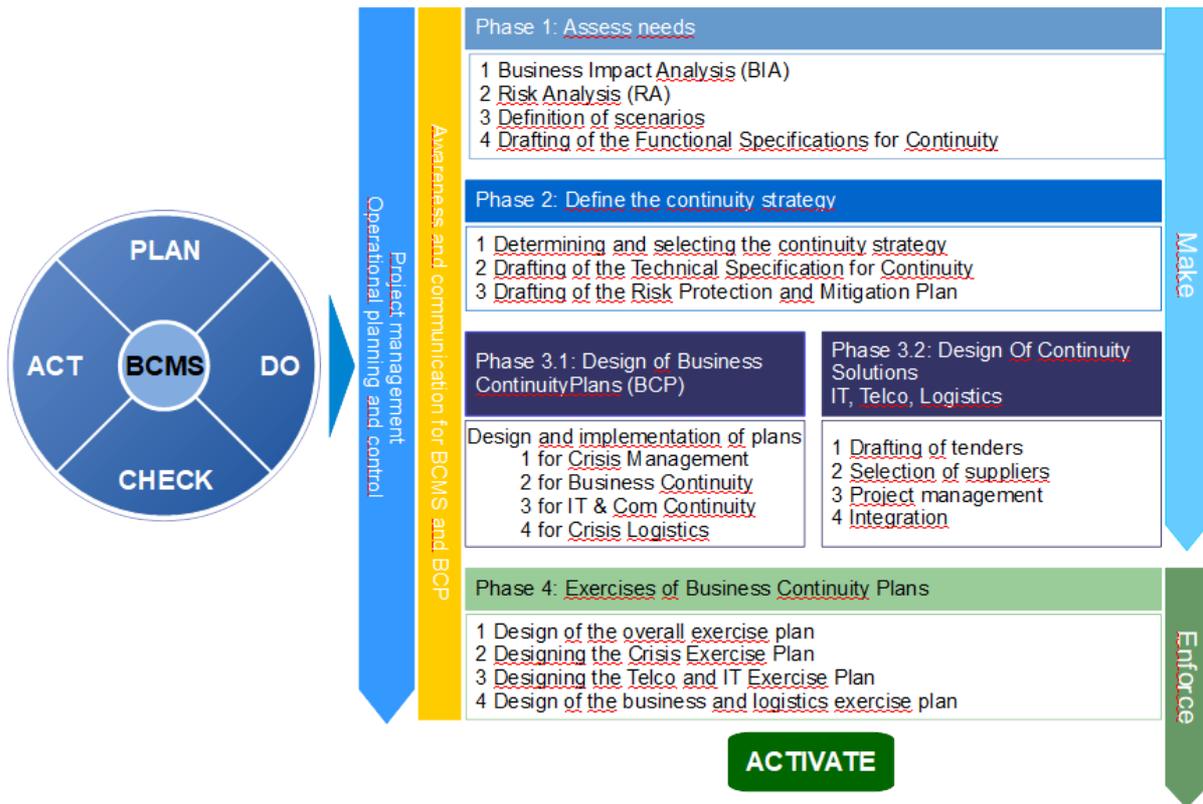
This standard has become the best reference for the business continuity management system. Other existing standards have also been incorporated into good practices according to their relevance (BS 25999, ISO 27001, ISO 22313, ...).

The methodologies of the Business Continuity Institute (BCI) and the Disaster Recovery Institute International (DRII) also contributed to the design of the BCMS processes and its tools. The structure of the BCP as recommended by Resilient Shield Consulting, for example, is strongly inspired by that of BCI.

The Resilient Shield framework is also a pragmatic set of solutions based on more than 22 years of experience in Business Continuity. These solutions are managed in a datawarehouse dedicated to consulting assignments that significantly increases project productivity.



BCMS METHODOLOGY ACCORDING TO RESILIENT SHIELD CONSULTING



BCMS methodology - © Resilient Shield Consulting 2016

A preliminary study on the state of the art is often proposed to better frame the contribution of the methodology when the client has experience in the design of PCA. This inventory is the subject of another pre-packaged offer from Resilient Shield Consulting.



Both comprehensive and modular, our approach is perfectly suited to your progress in business continuity, your consulting needs and your budget. It helps you to define a complete and simple BCMS.

This system combines a governance structure, a continuity policy and effective management procedures into a continuous improvement dynamic of the PDCA type: Plan, Do, Check, Act.

This device works in harmony with your organization. It takes into account your culture, your constraints and your specific issues in order to ensure the continuity of activities in an optimal way.

To design your PCA, you must pass, at a minimum, the following 4 steps:

1. The Needs assessment
2. The definition of continuity strategies
3. The design of plans and technical solutions for continuity (eg IT rescue room, staff drop-off site, etc.)
4. The Design and implementation of exercise plans.

The first step is fundamental and helps to understand the organization, to identify its key activities and to identify the means at its disposal to accomplish its tasks.

It is here that the Business Impact Assessment (BIA) is conducted in order to understand the consequences of a shutdown of activities and to evaluate the appropriate recovery times for each component of the organization.

A Risk Analysis is also needed to identify relevant threats and crisis scenarios and to consider a protection plan.

Continuity strategies are tailor-made and optimally designed. We are in the habit of carrying out a cost / benefit study in order to balance the performance of the solutions envisaged with the costs of implementation.

All plans included in the BCP are within the scope of Resilient Shield Consulting. The support can be global or focused on the computer component (DRP), continuity logistics or business continuity plans. The crisis management plan is the subject of a separate offer, which is reproduced here in a simplified manner.

Our approach is endowed with an additional module of design of the technical solutions of which we can manage in total autonomy or in collaborative mode. Our independence from the possible solutions allows us to carry out this stage with a maximum gain for our customers.

The exercise plan proposed by Resilient Shield Consulting makes it possible to envisage a realistic rise of exercises, from the review of plan on table to the most complex simulation. We help you to validate your plans while taking into account your budget constraints and your available resources.

We can take care of all of these topics or we can concentrate on the activities for which our support is most needed.

Other activities on PCA communication, the incorporation of PCA management tools or project management are also part of our approach and can be the subject of a special proposal.



The PCA design uses many tools and techniques: management methods, workshops, reliability analysis, brainstorming, risk analysis, etc. We manage all of them and we put these resources in your hands disposition.



THE DELIVERABLES

Each phase of our method generates one or more deliverables (reports, files, training support). Documents are produced in 1 or more languages in the appropriate format.

- Documented BCMS
- Business Continuity Policy
- Risk Assessment
- Business Impact Assessment
- Crisis Scenario file
- BC Functional Specification
- Business Continuity Strategies
- Technical Specification of the BC Solution
- Security Plan
- Crisis Management Plan
- Corporate BCP
- BCP
- DRP
- BC Logistic Plan
- BC Project Plan / Reporting
- BC Exercise Plan / Crisis Exercise Plan / DRP Exercise Plan
- Training and awareness for BC

5. BENEFITS OF OUR OFFER

- Our resources are very experienced and have conducted relevant missions in many areas of activity, including your own, over the past 23 years
- Our working methods favor a high level of innovation and an impeccable quality of our services. The resulting efficiency of our approach allows you to control costs over the entire lifecycle of your business continuity management system
- Our methodology complies with applicable standards and best practices. Its modularity makes it possible to adapt to your perimeter of action
- Our pricing policy is competitive and tailored to your budget.

6. CALL US



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