Business Continuity Planning Guide

Disaster Recovery and Compliance Ready

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Learn the basic framework and components of Business Continuity Planning for SMBs (Small-Medium-Business).
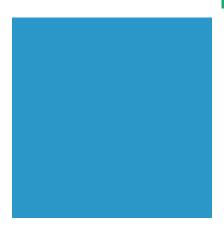
C O N T E N T S

1. Business Impact Analysis (BIA)

Know your organization inside and out. A Business Impact Analysis (BIA) defines and then differentiates critical and non-critical business functions.

Critical business functions are those whose disruption is regarded as unacceptable.

Acceptability of the disruption of a business function will be determined by lost opportunity costs, cost of recovery solutions, regulatory organizations or law.

Create a BIA committee and involve as many organizational stakeholders as possible. Having individual perspectives from key executives will improve the accuracy and value of your Business Impact Analysis.

BIA Committee

- Organizational Chart
- Critical Business Function/Service List
- Downtime Tolerance Statements

- Management Executives
- Department Heads
- Critical Employees

BIA Components

SET A GOAL FOR THE RECOVERY OF YOUR OPERATIONS.

2. Recovery Time Objective (RTO)

A Recovery Time Objective is the duration of time and a service level within which a critical business function must be restored after a disaster in order to avoid unacceptable consequences associated with a break in business continuity.

Your Business Impact Analysis will set maximum windows for the disruption of critical functions and services. Set realistic Recovery Time Objectives that are in alignment with your BIA. It is universal for all industries that BCP solution costs increase exponentially the faster the BCP solution works.

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3. Technology Audit

For Business Continuity Planning to be successful, conducting a full audit of your technology and mapping the applications and infrastructure to your critical business processes is a necessity.

A TECHNOLOGY AUDIT WILL REFRAME YOUR UNDERSTANDING OF THE REALISTIC CAPABILITIES OF YOUR TECHNOLOGY SOLUTION.

Audit Information

- Technology Asset/Service List
- Asset Warranty/SLA Documentation
- Business Application List
- Recovery Time Estimates

- Map Business Applications to Critical Functions
- Map Applications to Infrastructure and Services
- Map Warranty and SLAs to above

Audit Process

4. Gap Analysis

Fill in the gaps. Analyze the differences between the capabilities of your existing technologies and your recovery time objectives.

A gap analysis will expose any shortcomings that may have been unforeseen. Departmental stakeholders should always be in agreement on realistic expectations of your technology and services.

YOUR BUDGET
MUST BE ALIGNED
WITH YOUR BUSINESS IMPACT ANALYSIS,
RECOVERY TIME OBJECTIVES
AND YOUR EXISTING TECHNOLOGY

Plan to adjust your RTO or budget as required. Managing RTOs, technology solutions, and a budget is a balancing act.

Budget Analysis discussion can become a polarizing topic as departments compete for priority in the Business Continuity Plan. Document and discuss any gaps between budget and expectations with your BIA committee.

5. Budget Analysis

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THE BUSINESS CONTINUITY PLANNING PROCESS DOES NOT END WITH THE COMPLETION OF THE BCP DOCUMENT.

BCP TEST, REVIEW, AND UPDATE

Business Continuity Plans should be tested, reviewed and updated on an annual basis. Many regulatory organizations require that their members perform an annual BCP test and re-submit their BCP document for review. Proactively schedule an annual BCP test even if your business is not required to do so.

- Organizational Chart
- Critical Business Function/Service List
- Downtime Tolerance Statements

BIA Components

BIA Committee

- Management Executives
- Department Heads
- Critical Employees

BCP TESTING PROCESS

BCP TEST PLAN

A business continuity testing plan must be written to properly co-ordinate a BCP Test. The BCP Test Plan must be reviewed and signed off on by all parties participating prior to scheduling the BCP Test. BCP Test Plans must contain the following information:

- BCP Test goal statement
- Employees participating in BCP Test
- Business functions/services that will be tested
- Business functions/services that will NOT be tested
- BCP Test methodology
- Employee BCP Test instructions
- BCP Test reporting instructions
- Successful BCP Test criteria

BCP TEST REVIEW

The BCP Test Review is a debriefing process following the BCP Test. The BIA Committee will review the BCP Test reports to verify that the BCP Test results meet the requirements defined by the BIA Committee during the Business Continuity Planning Process.
The BIA Committee and the Employees involved in the BCP Test process will determine whether or not the BCP Test criteria defined in the BCP Test Plan were satisfied.

BCP UPDATE

Following the BCP Test Review, the BCP document may require changes.
The BCP document should be updated and the BCP Testing Process should be repeated until a planning, testing and review cycle can be completed without further updates or changes to the BCP document required.
Proactively repeat the BCP Testing Process as your company's technology, infrastructure, services, and critical business functions may change from year to year.

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Who is MBC?

A trusted, responsive partner that delivers Delightful IT

Our core values,
Knowledge, Responsiveness, and Honesty,
serve as fundamental beliefs that dictate
our behavior, actions and are aligned around
customer requirements so that we continually
anticipate, meet and exceed client expectations
in a delightful way.

Why Choose MBC?

We take IT Services
to the next level
by guaranteeing
customer satisfaction
and providing solutions
tailored around
cybersecurity & strategic consulting.

Our clients benefit from
our IT Lifecycle program,
a framework that aligns
IT needs with business growth
while ensuring
up-to-date IT infrastructure
and leveraging both
public and private Cloud.

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