

Disaster Recovery / Business Continuity process

A ten-step approach

1 Project Initiation and Management

- a) Establish the need for a Business Continuity Plan (BCP), including:
 - i. Obtaining management support and guidelines,
 - ii. Distributing BCP initiation memo outlining scope and requesting resources,
 - iii. Creating Business Continuity Organization,
 - iv. Managing the project to completion within agreed upon time and budget limits.

2 Risk Evaluation and Control

- a) Determine the events and environmental surroundings that can adversely affect the organization and its facilities with disruption as well as disaster, the damage such events can cause (Risk Identification).
- b) Establish the controls needed to prevent or minimize the effects of potential loss (Problem Management and Control).
- c) Provide cost-benefit analysis to justify investment in controls to mitigate risks (Risk Management).

3 Business Impact Analysis (BIA)

- a) Identify the impacts resulting from disruptions and disaster scenarios that can affect the organization and techniques that can be used to quantify and qualify such impacts.
- b) Establish critical functions, their recovery priorities, and inter-dependencies so that recovery time objectives can be set.

4 Developing Business Continuity Strategies

- a) Determine and guide the selection of alternative business recovery operating strategies for recovery of business and information technologies within the recovery time objective, while maintaining the organization's critical functions.
- b) Deliver solutions

5 Emergency Response and Operations

- a) Develop and implement procedures for responding to and stabilizing the situation following an incident or event.
- b) Establish and manage an Emergency Operations Center to be used as a command center during the emergency.
- c) Demonstration of practical experience in handling an Emergency

6 Design and Implementing Business Continuity Plans

- a) Design, develop, and implement the Business Continuity Plan that provides recovery within the recovery time objective.

7 Awareness and Training Programs

- a) Prepare a program to create corporate awareness and enhance the skills required to develop, implement, maintain, and execute the Business Continuity Plan.

8 Maintaining and Exercising Business Continuity Plans

- a) Pre-plan and coordinate plan exercises, evaluate and document plan exercise results, and make improvements to plans as necessary.
- b) Develop processes to maintain the currency of continuity capabilities and the plan document in accordance with the organization's strategic direction.
- c) Verify that the Plan will prove effective by comparison with a suitable standard, and report results in a clear and concise manner.

9 Public Relations and Crisis Communication

- a) Develop, coordinate, evaluate, and exercise plans to handle the media during crisis situations.
- b) Develop, coordinate, evaluate, and exercise plans to communicate with key customers, critical suppliers, owners/stockholders, and corporate management during crisis.
- c) Ensure all stakeholders are kept informed on an as-needed and continuing basis.
- d) Provide trauma counseling for employees and their families.

10 Coordination with Public Authorities

- a) Establish applicable procedures and policies for coordinating response, continuity, and restoration activities with local authorities while ensuring compliance with applicable statutes or regulations.
- b) Demonstration of practical experience in dealing with Local Authorities