



BUSINESS CONTINUITY MANAGEMENT

**When a crisis strikes
having a good business
continuity plan can be
the difference between
your business failing or
surviving.**

Are you prepared?

The Issues

Some of the issues you may be facing when working on business continuity:

- You are going to develop your continuity capability in house but would like some good templates and tools to use
 - You don't have time to look at business continuity amongst your other priorities
 - Your business continuity programme is taking too long
 - You're not confident that your business continuity capability will meet your needs when tested
 - You have a multitude of response documentation but don't know where the gaps are and/or want it consolidated
 - Your organisation has restructured and your business continuity arrangements need reviewing
 - You are unsure of how your business continuity, security, risk and emergency management arrangements fit together
 - You want to train your managers in using your business continuity arrangements in a practical hands-on way they'll remember
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Our Approach

Kestrel employs a practical approach to BCM, identifying the level of continuity capability the client requires and determining the best way to ensure they reach their goals, quickly and within budget constraints.

Kestrel's overall goal is to help you to develop a working capability that performs in an incident, rather than just developing plan documentation.

Kestrel uses a combination of resources including international standards (NZ, Australian and the UK primarily), industry bodies (The UK Business Continuity Institute, US Disaster Recovery Institute, IAEM), and practical experience to customise continuity solutions.

How We Can Help

Kestrel can provide you with either the tools to create the capability yourself, providing review and mentoring assistance along the way; or develop your capability or parts of it for you.

A selection of our services include:

- BCM programme action plan development and review
- Template development for crisis management plans, business continuity plans, technology recovery plans, and business impact assessments
- Developing crisis management, business continuity, and technology recovery plans
- Reviewing and auditing of plan documentation
- Operational and Executive level training for crisis management and business continuity
- Exercise facilitation, debriefing and evaluation for desktop and simulation exercises and hard testing
- Product recall process review and simulation exercising
- Benchmarking of capability against best practise
- Business continuity capability audits
- Response assistance during actual incidents

Whether you need a little bit of help to get started, or full development support, Kestrel Group can help you to create a business continuity capability that suits your risk profile, time frames and budget.

¹ Business Continuity Planning – a safety net for businesses.
² IBM Aixcellence.
³ Business Continuity in Australia Survey 2007. Continuity Forum.

Business Continuity Facts

44% of organisations that experience a major fire fail to reopen. 33% of those that do reopen fail after three years.¹

150 out of 350 organisations failed following the 1993 World Trade Centre Bombing.²

40% of businesses in Australia and New Zealand do not have comprehensive business continuity plans for all their critical activities.³

About Kestrel Group

Kestrel Group is a consulting practice specialising in risk, continuity and emergency management. The Group operates out of offices in Auckland, Wellington, and Christchurch and is involved in projects throughout New Zealand and the Pacific.

Our knowledge and skills span implementation, reviewing and exercising of business continuity programmes and plans. We have operational crisis response experience from both previous positions and current Civil Defence roles.

The BCM Team



Kristin Hoskin,
Associate Director

Kristin has substantial experience in the development and exercising of emergency response and business continuity plans, including corporate and government clients. She has also worked with government agencies to develop specific contingency plans, addressing such things as pandemic response plans for public health units, and has experience in product recall processes from working in the fast-moving consumer goods industry.



Alisha Kidd,
Associate Director

Alisha has considerable experience in facilitating operational and executive level crisis simulations and training. During her time as Vodafone NZ's Business Continuity Manager, she gained response experience through several natural and technology related events, coaching the Executive team throughout.

FOR MORE INFORMATION CONTACT

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