

# INFORMATION SHEET: Business Continuity Management

Recent events around the world and in New Zealand have reinforced the need for organisations of all sizes, and in all industries, to be prepared.

The Australia / New Zealand Standard 5050:2010 (Managing Disruption Related Risk) suggests business continuity should form part of any organisation's plan for risk management. The underlying principles equip an organisation to:

- Stabilize any disruptive effect as soon as possible.
- Continue and/or quickly resume those operations that are most critical to the organisation's objectives.
- Expedite a return to normal operations and a full recovery.
- Capitalize on any opportunities created by the event.
- Assume additional risk with confidence.

Ensuring your business can continue to operate in difficult scenarios is critical to its on-going viability. Business continuity

management is the key to achieving this. Whether you have an existing business continuity capability that needs refining, or are starting from scratch, Kestrel Group can help you achieve your goals.

### OUR APPROACH

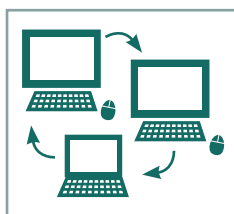
Our approach to business continuity management sees us taking the best aspects from international standards, blending these with our own experiences and then tailoring the solution to the needs of each client. We have worked with organisations large and small, government, corporate and privately owned.

We also recognise the importance of linking business continuity with IT disaster recovery, crisis management and risk management frameworks to ensure there is integration of these elements.

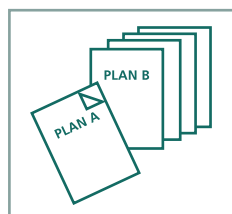
#### Step 1 Familiarisation



#### Step 2 Identify processes



#### Step 3 Plan development



#### Step 4 Testing

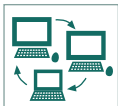


# BUSINESS CONTINUITY MANAGEMENT



### Step 1 – Familiarisation with the organisation, management structure, culture and facilities

As a starting point, Kestrel Group visits the organisation and meets with key management and staff to obtain an understanding of the operations of the business, the risks, critical processes, information technology, infrastructure and facilities as well as dependencies on key suppliers or other business partners. This information provides the basis for the development of business disruption scenarios to be used in Step 2 as well as to identify the key areas of focus.



### Step 2 – Identify critical business processes, business recovery strategies and resource needs

Using the information gathered in Step 1 we develop a process to establish the critical business activities, the timeframes in which these would need to be re-established, strategies to be employed, internal and external interdependencies and resources required. As part of this process interaction with management and key staff provides an understanding of business continuity and defines links with, or identifies, crisis management arrangements.



### Step 3 – Development of the plan

Documentation which covers crisis management, business continuity, IT and business recovery is developed (or refreshed). It should be noted that this does not replace emergency plans, but demonstrates clear links with emergency evacuation plans and responses. The content of plans complies with international best practice but reflects the style of documentation which is appropriate for the organisation.



### Step 4 – Maintenance, training, testing and compliance programme

Based on the requirements of the business continuity programme an annual maintenance, testing and training programme is developed and guidance and support provided to those within the organisation responsible for the ongoing management and maintenance of business continuity.

**Knowledge transfer**

During the development of the programme any person nominated within the organisation to have responsibility for business continuity management is engaged at all stages of the process to provide training and knowledge transfer.

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