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**Business
Continuity
Management**

MPMA's - Crisis Management & ERT Seminar
Venue: Dorsett Grand Subang - 22nd November 2016

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Murugan *BCCE, DRCE, BCCLA, CMCE*

Murugan is the Director – BCM of N PLUS ONE with office based in Malaysia focuses on Organisation Resiliency. Murugan has vast experience in development and deployment of Business Continuity, Disaster Recovery, Crisis Management Projects/ Program/ Workshops/ Trainings/ Assessments for regulated and non – regulated institutions and organisations (Local & International), Information Technology, and World-Class Event Management.



He has managed and actively involved in IT Outsourcing engagement largely for financial institution and other industries namely Data Centre Services, Media Management, Service Desk and Contact Centre Services and was also responsible to drive performance across the organization, guiding collaborative teams, to implement strategic initiatives to protect the company's business operation. Murugan is also an appointed Instructor for an international BCM Institutions.



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Objectives

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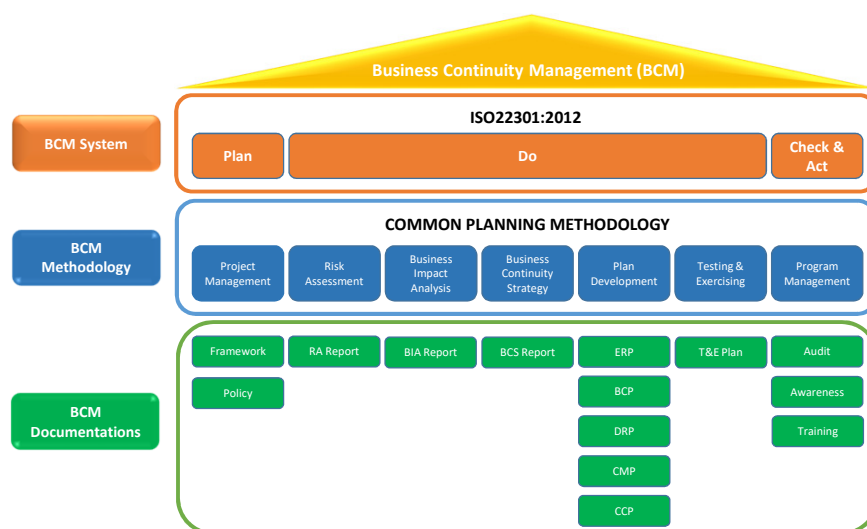
- Overview – Business Continuity Management
- BCM Scope & Definition
- Planning Methodology & ISO22301 Requirements
- Business Continuity Life Cycle
- Major Plan Components
- BCM Standards & Regulators
- BCM Benefits
- Common Challenges
- Key success factors

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Business Continuity Management

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Business Continuity Management



Is an organization-wide discipline, and a complete set of processes that identifies potential impacts, which threaten an organization. It provides a capability for, an effective response that safeguards the interests of its major stakeholders and reputation.



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What is Business Continuity?



Aims to safeguard the interests of an organization and its key stakeholders by protecting its critical business functions against predetermined disruptions.



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Business Continuity...

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Is NOT

× **An insurance policy**

× **Business as usual**

✓ **It is a strategy for Your Organisation to survive a disaster!**



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What is Disaster Recovery?

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Is the ability to provide critical Information Technology (IT) and telecommunications capabilities for some predetermined minimum period of time by an organization which is disrupted by an incident, emergency or disaster.



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What is Crisis Management?

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Is the overall coordination of an organization's response to a crisis, in an effective, timely manner, with the goal of avoiding or minimizing damage to the organization's profitability, reputation, or ability to operate.



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BCM Responsibilities

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Defined roles, responsibilities and authorities for:

- Executive (Top) Management
- BCM Steering Committee
- Project Manager/ Sponsor
- Organization BCM Coordinator
- Business Unit BCM Coordinator
- BC Project Team



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Common Planning Methodology

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Planning Methodology

Align to ISO22301 BCMS Standard

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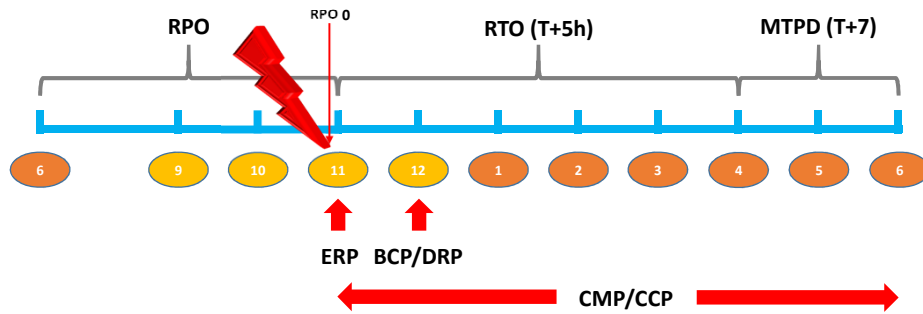
BCM Planning Methodology & ISO22301 BCM Standard									
PDCA	Clause in ISO 22301	ISO22301	Project Management	Risk Analysis and Review	Business Impact Analysis	Recovery Strategy	Plan Development	Testing and Exercising	Program Management
Plan	4	Context of the organization							
	5	Leadership							
	6	Planning							
	7	Support							
Do	8	Risk Assessment							
		Business Impact Analysis							
		Business Continuity Strategy							
		Establish and Implement BC procedures							
		Exercising and Testing							
Check	9	Performance Evaluation							
Act	10	Improvement							

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An overview

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Risk Analysis

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Natural

- Rain / Typhoon
- Earthquake

Man-made

Technological

- Cyber-attacks

Human

- Terrorist attacks
- Power outages
- Pandemics and epidemics

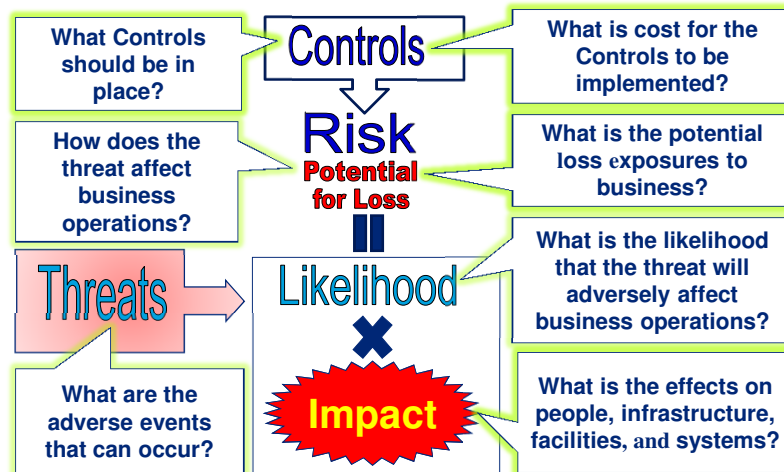


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Risk Analysis Process

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Business Impact Analysis

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Is the process of analyzing the effect of interruptions to business operations or processes on all business functions.



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Impact Analysis Outcome

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- Minimum Business Continuity Objective (MBCO)
- Business Impact Areas
- Recovery Time Objective (RTO)
- Recovery Point Objective (RPO)
- Maximum Tolerable Period of Disruption (MTPD)
- Critical Business Function (CBF)
- Vital Records Management
- Dependencies



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Business Continuity Strategy

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Is the process of selecting a set of interim operating strategies to maintain continuity of critical functions (prioritised activities) during a disaster.



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Alternative Strategy Options

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- Do nothing
- Process manually
- Degrade services or defer actions
- Suspend or transfer function
- Close shop
- Provide alternative source of products or services
- Provide continuous processing
- Draw quick re-supply contract
- Work from alternate site/ office

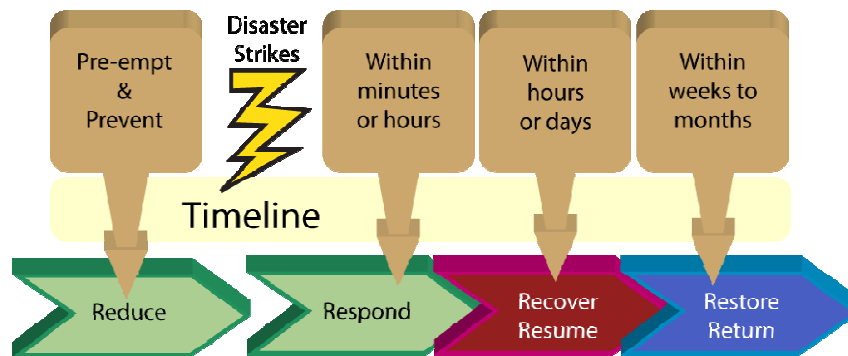


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Major Plan Components

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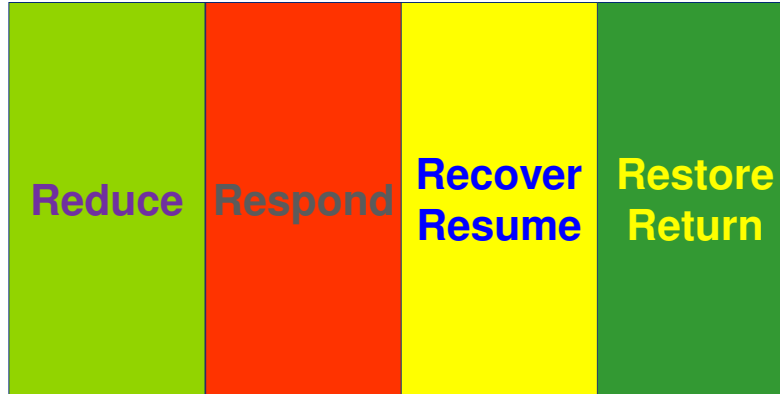
Recovery Activity & Timeline

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Major Plan Components

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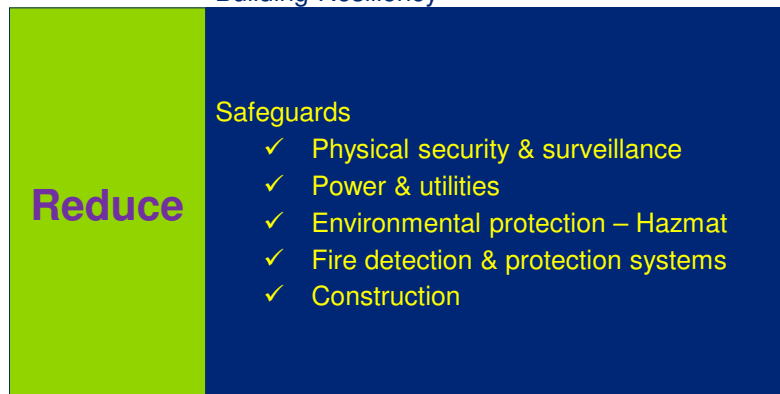
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Major Plan Components

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Building Resiliency



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Major Plan Components

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Major Plan Components

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- ✓ Restore
 - ✱ All business functions
 - ✱ All IT applications & data
- ✓ Return
 - ✱ Rebuilt site / construct new site

**Restore
Return**

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Testing and Exercising

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- Ensure the plan is consistent with the scope and objectives of BCMS
- Confirm if the plan can be executed
- Familiarize staff with the plan
- Demonstrate that the plan is accurate and complete
- Minimize the risk of disruption of operations



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Program Management

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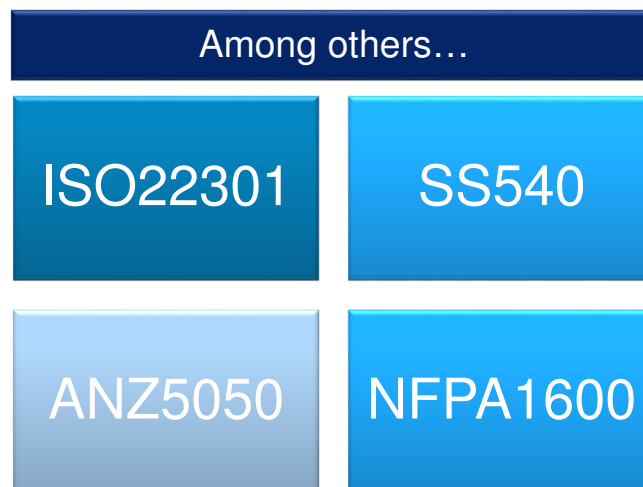


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Global BCM Standards

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BCM Regulators - Malaysia

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BANK NEGARA MALAYSIA
CENTRAL BANK OF MALAYSIA



Suruhanjaya Sekuriti
Securities Commission
Malaysia



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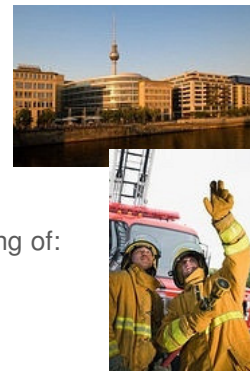
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Why Business Continuity Management?

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- Minimise operational disruptions
- Minimise financial and reputational losses
- Fulfil obligations to stake holders
- Fulfil regulatory requirements
- React to a disaster/crisis with an understanding of:
 - Organisation Vision & Mission
 - Critical, functional priorities
 - Sources of support and services

Not having a Plan could mean delays which may be fatal to Your Organisation



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Benefits of BCM



- Protect organisation against potential threats
- Minimise impact and losses of disruptions on operations
- Enhance confidence of employees, investors, shareholders and customers
- Improve organizational process resiliency and operational robustness

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Common Challenges



- | | |
|--|---------------------------------|
| ➤ Why do need BCM? | ➤ Who should be accountable? |
| ➤ How much? | ➤ We already have ERM in place. |
| ➤ What's the ROI? | ➤ Our IT is doing a good job. |
| ➤ Where to get the budget. | ➤ There are no audit findings. |
| ➤ Where should we park this portfolio? | ➤ No regulatory requirement. |
| ➤ We are SAFE | ➤ NO Top Management Commitment |

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Key Success Factors



- Top Management commitment and funding support
- Well trained BCM/Project Manager with mandate and sufficient competencies
- Appointed business unit (e.g. division/department) representatives with appropriate authority
- Adopting a standard or guidelines
- Obtain professional assistance
- Good BCM awareness
- Focused approach
- Clear Ownership
- Strong BCM Program

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Thank you.

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