

Risk Management Business Continuity & Disaster Recovery

In the event of an emergency or disaster it is essential to have procedures in place to ensure your business continues to operate. In today's highly competitive, always-on marketplace, even a brief interruption can have significant negative business implications. Our Security and Business Continuity team provides both Business Continuity and Disaster Recovery Planning services to help you develop, test, and maintain a set of procedures to mitigate the impact of a disaster situation.

DESCRIPTION

Our Security and Business Continuity (BC) team, one of the largest in Atlantic Canada, has a wealth of knowledge in the computer security and disaster recovery fields. From the small-to-medium enterprise to the multi-national corporation, we can provide consulting services and a customized solution to meet your business needs. The Security and BC Team prides itself on its ability to provide end-to-end security solutions to protect your IT infrastructure.

We provide a range of services in the area of Business Continuity and Disaster Recovery Planning. A Business Continuity Plan (BCP) involves recovery of an organization's essential business functions including information technology (IT). A Disaster Recovery Plan (DRP) outlines the steps required to restore an organization's IT environment. Our Business Continuity Planners have the training and experience necessary to help you mitigate or avoid the impact of productivity loss in the event of a disaster. We provide consulting services in the following areas:

Prevention

Preventive controls include building security, anti-virus software, backups, redundant people skills and an Uninterruptible Power Supply (UPS) system.

Response

Emergency response actions include crisis management, life safety and evacuation procedures.

Recovery

We utilize a structured, detailed lifecycle approach to help you recover.

Restoration

We help your organization prepare for resumption of work with plans that detail where? how? and when?

BENEFITS

A well-documented BCP or DRP, developed specifically for your organization, will provide the pre-planned actions designed to immediately and effectively respond to and recover from single-point failures and potential disasters. Without the necessary documentation and safeguards, even a minor

emergency can temporarily disrupt or seriously impair the continued operation of your critical production processes.

Our team can help with the following:

- reduce or eliminate the effects of disasters on mission critical business processes
- provide added credibility and stability in the eyes of customers and suppliers
- ensure the ability to declare a disaster within individual systems such as email
- reduce downtime during system upgrades or replacements
- design a Team Structure to meet your crisis and recovery needs

METHODOLOGY

We employ the following methodology to address the Business Continuity/Disaster Recovery needs of an organization. The services may be combined or delivered separately as requested by the client.

Our Project Management team will carry out any or all of the following:

Enterprise Assessments to Identify Critical Business

Processes

Discovery

- evaluate existing controls, processes and procedures
- baseline current state of preparedness
- present recommendations for improvement and going forward steps

Risk Evaluation and Control Assessment

- identify potential threats
- assess levels of interruption and financial loss
- present preliminary estimates of costs to reduce risks

Business Impact Analysis

- identify mission-critical business functions
- identify consequences of financial loss, expenses, organization's image, etc.
- present Business Impact Analysis report with findings and recommendations

Determination of Best-Fit Recovery Strategies

- identify and document recovery strategies
- determine relative costs for implementing strategies
- develop/document detailed recovery strategy
- define DR team structure and membership

BC/DR Plan Development

- attend/facilitate BC/DR team meetings
- define BCP/DRP format standards
- define team roles and responsibilities
- conduct team/individual interviews to collect data
- document and distribute final BC/DR manual
- conduct a BC/DR manual walkthrough
- establish an offsite documentation process

BC/DR Testing help identify test objectives and timeline

- help identify test participants and training
- help identify test dates and locations
- coordinate a recovery-plan test to identify deficiencies
- review/audit test results
- develop post-test project plan and post-mortem reports

BC/DR Plan Maintenance

- incorporate DR test findings and revisions in BCP/DRP
- assign responsibility for updates
- identify frequency of revisions
- ensure ongoing awareness and training of BC/DR personnel
- identify offsite-copies maintenance
- monitor and incorporate changes to technology infrastructure (i.e. change management)

SUMMARY

We offer a full range of Business Continuity and Disaster Recovery planning services and can customize the scope and activities of your BC/DR requirements to meet the needs of your particular organization.

“Two out of every five enterprises that experience a disaster will go out of business in five years. Enterprises can improve those odds – but only if they take the necessary measures before and after the disaster”

Gartner Group