

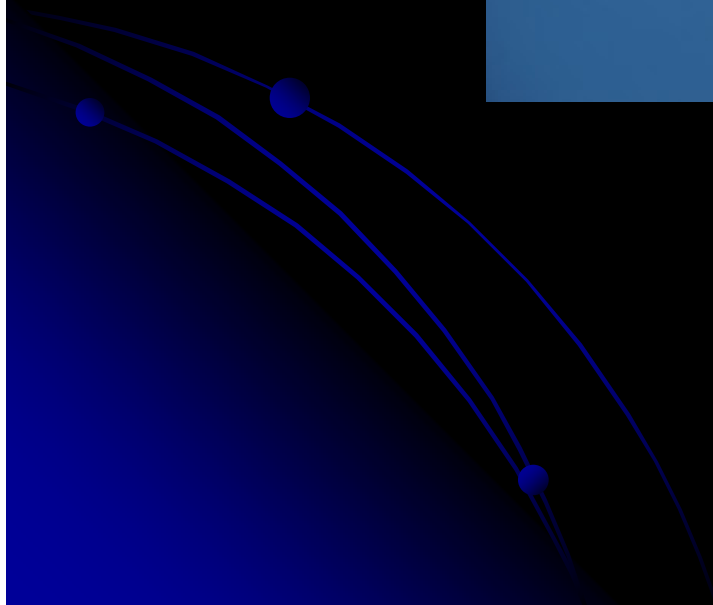
Business Continuity

Keep your doors open

Marcia Kittler
MK Business Solutions Inc.

MIK Business Solutions Inc.

Threats



Vulnerability



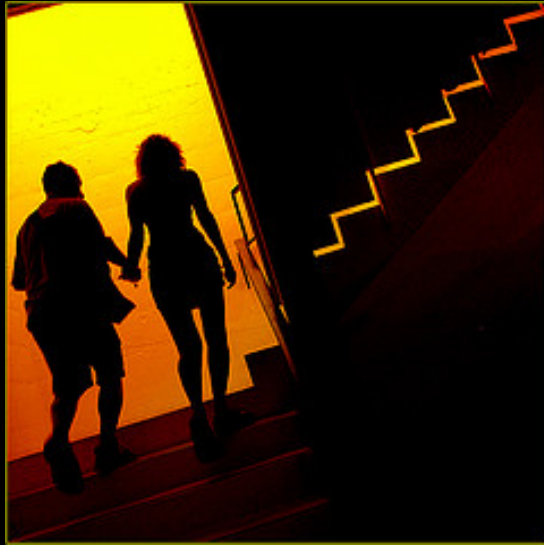
Risk

Threats

+ vulnerability

Risk

What's at Risk?



People



Assets



Technology



Reputation

What's at Risk?

People
+ Technology
+ Assets
+ Reputation =

The Organization

Why Businesses Fail

- Financial Strength & Stability
- Kinds of Products/Services
- Impact on Customer Base
- Inability or Unwillingness
 - To recognize options
 - To create strategies

Why Businesses Plan

- Protect Assets
- Defend Operations
- Enhance Perception
- Due Diligence

Benefits of Planning

- Survive
- Thrive

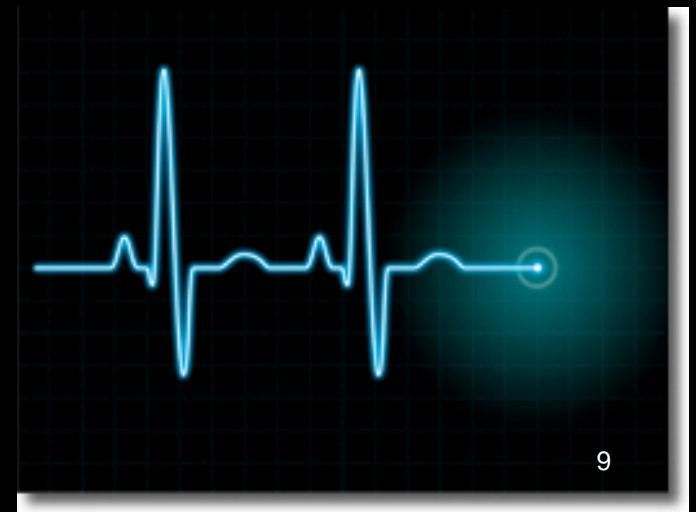
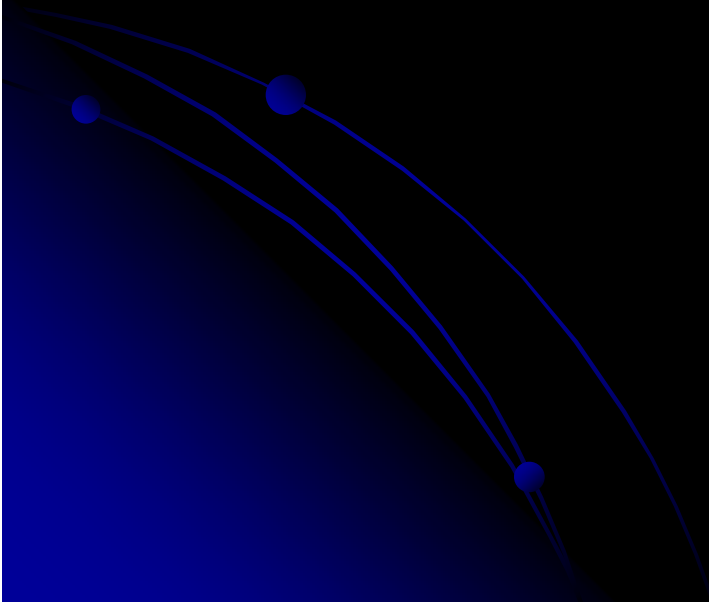
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How to Plan for Continuity

1. What's essential to our operation?
2. What can go wrong?
3. What will we do about it?
4. How do we optimize our success?

What's Essential to our Operation?

- Critical / Essential Functions



What Can Go Wrong?

- Threats, Vulnerabilities & Risks



What Can Go Wrong?

- Risk Evaluation and Control
 - What events can hurt us?
 - What damage can each event cause?
 - What controls can we use to
 - Prevent damage
 - Minimize loss
- What risks are we willing to accept?

What Can Go Wrong?

- Business Impact Analysis
 - How can the event interrupt operations?
 - What's essential, time critical?
 - What are our recovery objectives?
 - Functions
 - Data
 - Are there dependencies? Shared resources?

What Will We Do About It?

- Create Strategies in Advance
- Find Flexible Resources
 - Communications
 - Technology
 - Physical Resources
 - People & Processes



What Will We Do About It?

- Recovery Communications
 - Recovery teams
 - Stakeholders
 - Media



What Will We Do About It?

- Technology
 - Voice/data sharing capabilities
 - Hardware
 - Data



What Will We Do About It?

- Physical Resources
 - Non-electronic vital records
 - Facilities and workspace
 - Equipment and supplies
 - Logistics



What Will We Do About It?

- People & Processes
 - Workforce
 - Suppliers / Vendors
 - Customers



How Do We Optimize Our Success?

- Train and Build Awareness
 - Response teams
 - All employees



How Do We Optimize Our Success?

- **Maintain Plans**
 - Tests, exercises and updates
 - Regular reviews
 - Document revisions & distribution



How Do We Optimize Our Success?

- Include the Experts
 - Continuity planners
 - Subject matter experts
 - Threat assessors
 - Security professionals
 - Risk managers



How Do We Optimize Our Success?

- Build Relationships
 - Public/private partnerships
 - Agencies
 - Neighbors
 - Associations

Don't do it
ALONE!

How Do We Optimize Our Success?

- Rely on Guidelines & Standards
 - DRII Professional Practices
 - NFPA 1600
 - BS 25999
 - ASIS SPC.1
- PS Prep



Don't Plan to Fail!

PLAN for
Business Continuity

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