



RiskCentric

Business Continuity Programme Development Services

10 Steps to Resilience

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3 Pillars of Excellence



RiskCentric.....taking care of business continuity

RiskCentric provides Business Continuity services and solutions to organisations of all sizes in a wide range of industry sectors. Our comprehensive range of service options and total flexibility means that we can tailor our solutions to our clients' specific requirements – in short, we firmly believe that every client is individual and do not believe in a "one size fits all" approach.

We can offer a complete range of Business Continuity Services, covering advice, guidance and the provision of all resources necessary to implement a world-class business continuity programme for your organisation. From the development of business continuity arrangements to the outsourcing of some or all aspects of your business continuity plan management activities, we have robust and proven approaches to support you.

In this brochure, you will find a brief overview of the advisory services we offer. If you require any further information or believe your requirements may differ from the services and solutions contained in this brochure then please contact us. We will respond promptly and at a time convenient to you.

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10 Steps to Resilience

Our proven method of systematically developing practical and effective business continuity plans is compliant with all recognised standards. Tried and tested in numerous business sectors - from large, multinational organisations and small, single site organizations - it underpins all our services, providing quality and consistency across our consulting, training and outsourcing services.

1. Understanding the consequences of disruption

We identify the threats, exposures and tolerable interruption thresholds which we then use to create a comprehensive business interruption risk profile for your organisation.

2. Identifying & understanding critical activities/services

Having identified the key threats and their potential to harm your business, we will work with your organisation to identify the critical business activities that must be performed in order to avoid potential losses and exposures.

3. Determining key resources & assets to be protected

Collecting information across the organisation, we identify the key skills, information systems and equipment, together with their respective inter-relationships, that are required to perform critical business activities.

4. Improving resilience & preventative measures

Focusing on practical, preventative measures we help you to establish and implement improvements to the current levels of resilience of key resources and assets.

5. Developing contingencies

We can help your organisation to prepare its contingency plans so that "business as usual" is maintained in the event of catastrophic disaster that may overcome the preventative measures that have been put in place. Here, we support your organisation in the development of its crisis management and business recovery plans for business activities

6. Establishing BCM organisation

As the business continuity plan is developed, we assist you in defining the required policies, processes and organisational structure that will guide and assume responsibility for the ongoing operation and maintenance of your business continuity arrangements.

7. Educating & Training BCM Teams

We will devise and deliver training sessions for all staff that have direct responsibilities for plan management activities

8. Staff Awareness & Training

Establishing and embedding business continuity awareness in your organisation is an important factor in the overall success of the programme. We use tried and proven techniques to promote general awareness across the entire organisation.

9. Testing & Maintaining

We work with your organisation to create a testing policy and approach for all plans produced during the project

10. Governance & Assurance

We work with your staff to provide you with a system of plan management which will ensure that your investment in business continuity plan development is not eroded over time by your plan becoming out-dated or no longer relevant to your business activities. Where appropriate we can provide a Business Continuity Management System (BCMS) that will assist your organisation to achieve BS25999 Certification.



3 Options for Delivery

Budgets, resources and deadlines create different pressures as well as shaping requirements for the delivery of external consulting services. We recognise this need and provide our clients with complete flexibility when resourcing external support for their business continuity plans:

1. Resource the project with our consultants.

This is the traditional consulting model where our consultants undertake the majority of activities and are responsible for the complete development of your business continuity plan.

2. Facilitate your organisation.

Our consultants can work directly with your staff, supporting and assisting them with all aspects of the project. We achieve this through a programme of workshops aligned to our "10 Steps to Resilience" system that are complemented by ongoing mentoring to provide your staff with the necessary skills, knowledge and support to create effective business continuity plans for your organisation. Each workshop introduces the principal activities to be undertaken at each stage of the project. The activities of each member of the project team are subsequently supported by one of our consultants who will review and advise as required

3. Train your organisation.

We can provide a series of modular workshops aligned to our "10 Steps to Resilience" system. Each module is designed to equip participants with the skills and knowledge required to undertake the business continuity planning activities that they are responsible for. These courses can be run either as a complete training session spread over several consecutive days or they can be delivered as a longer-term programme to coincide with the schedule of activities within your business continuity planning initiative.



2 Choices for Operational Management

The development of business continuity arrangements can consume considerable time and resources. Keeping your plan relevant and up-to-date will preserve that investment and will avoid costly re-works in years to come. However, finding a “home” for business continuity plan management within your organisation can be difficult. Establishing a full-time Business Continuity function can be expensive and is a luxury that only the largest of organisations may choose to afford. On the other hand, tacking business continuity management responsibilities onto the “day jobs” of several staff can quickly lead to the deterioration of plans and after even moderate staff turnover the very knowledge of the plans’ existence may evaporate entirely!

Our 2 choices for operational management are:

1. Operate & Assure

You may wish to own and operate plan management yourself, using your own resources to undertake all business continuity management activities in-house. However, from time to time, you may require specialist support - perhaps to develop and manage a major test – and here we can assist you as required.

2. Outsource

Alternatively, you could outsource some or all of your business continuity management activities to us.

Outsourcing BC plan assurance monitoring to us ensures that a world-class compliance and governance programme is implemented within your organisation. When organisations outsource their business continuity assurance programme to RiskCentric they receive constant, ongoing monitoring of the status and disposition of their business continuity plans, including:

- Ensuring that preventative measures are operating;
- Ensuring that plans are regularly reviewed and evaluated by plan owners;
- Regular management reporting on BC programme status
- Annual on-site assurance review.

The activities outlined above are delivered as part of our Continuity Assured service which is described more fully in a separate brochure.



3 Pillars of Excellence

Our three pillars of excellence are based on the principles of People, Process & Technology.

1. People

Our consultants are handpicked to provide a unique blend of industry knowledge, academic achievement and practical experience.

2. Process

"10 Steps to Resilience" is the roadmap for everything we do. It shapes our consulting activities, our outsourcing services and our training courses to provide quality and consistency in all our service lines.

3. Technology

Technology helps us to deliver world-class results at competitive prices. Our software platform, **enVision™**, supports the delivery of our consulting activities as well as supporting our outsourcing services and is also available to our clients as a hosted solution for plan governance and management.

For further details and to arrange an initial, no obligation consultation, please contact us at:

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