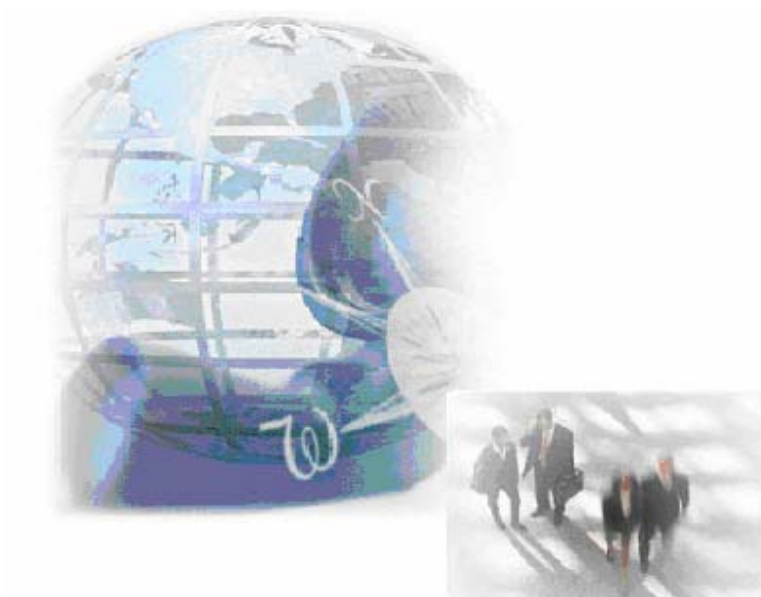




**Managed Support & Assurance Services for  
Business Continuity Management**

*Peace of mind through continuous assurance*



## Continuity Assured

Creating business continuity plans and recovery arrangements entails significant effort for any organisation. All too often the benefits of these efforts are quickly eroded because the relevance of the information contained in the plan is undermined by:

- Staff, organisation and operational changes;
- Difficulty in finding a “home” for the responsibilities associated with the administration, oversight and assurance of the plan.

Creating a plan is just the first step, to preserve the initial investment in development and ensure that the plan remains relevant to the organisation, a programme of constant assurance is required. The solution to the issues outlined above has been to create a formal Business Continuity Management System (BCMS) – often with full-time staff dedicated to operate it. Alternatively, software tools might be used to automate oversight and maintenance activities. However, software tools present their own problems - most staff will use the software infrequently and never reach proficiency with the system, so the organisation is then forced to create a “software administrator” position to perform updates on behalf of the rest of the user community.

When “lapses” of management and oversight occur, the detail of a business continuity plan quickly deteriorates. For many organisations these lapses are only discovered when an incident occurs and the plan is found wanting or when key clients request a copy of the plan and management are forced to admit that their plan is outdated - which could potentially damage customer relationships.

To help organisations overcome these issues, we’ve created the Continuity Assured service so that you don’t need to create a full-time capability to constantly monitor your plans or employ software “gurus” to look after and update software systems. A single annual subscription will provide the tools, resources and expertise to continuously manage and assure the content of your plan to ensure that it remains current, up-to-date and relevant to your needs.

Your subscription is based on the number of physical locations using the service, additional locations may be added to your existing subscription at any time. Subscribing to Continuity Assured gives you access to three “baseline” services:

- Implementation Services: Our implementation services take your existing plans and creates a secure, web based repository for your plans. Giving your staff flexible and personalised access to Business Continuity Plans, policies and supporting documentation;
- Continuity Assured: A managed service that provides you with a Business Continuity Management System that removes the overhead and difficulties associated with the internal management of oversight, assurance and administration. The service includes constant monitoring of plan content, confirmation of key contact details and the production of quarterly management information. Continuity Assured can also be complemented by an annual business continuity desktop walkthrough for each location covered by the service, that confirms that business continuity arrangements continue to reflect the current needs of your business.
- Consulting on Demand: The Consulting on Demand service provides an email based helpline for all your staff. Our consultants are available to provide advice and guidance on business continuity issues during normal business hours to help your staff develop and maintain the content of their plans.

# Continuity Assured

## Service Overview

### 1. Implementation Services

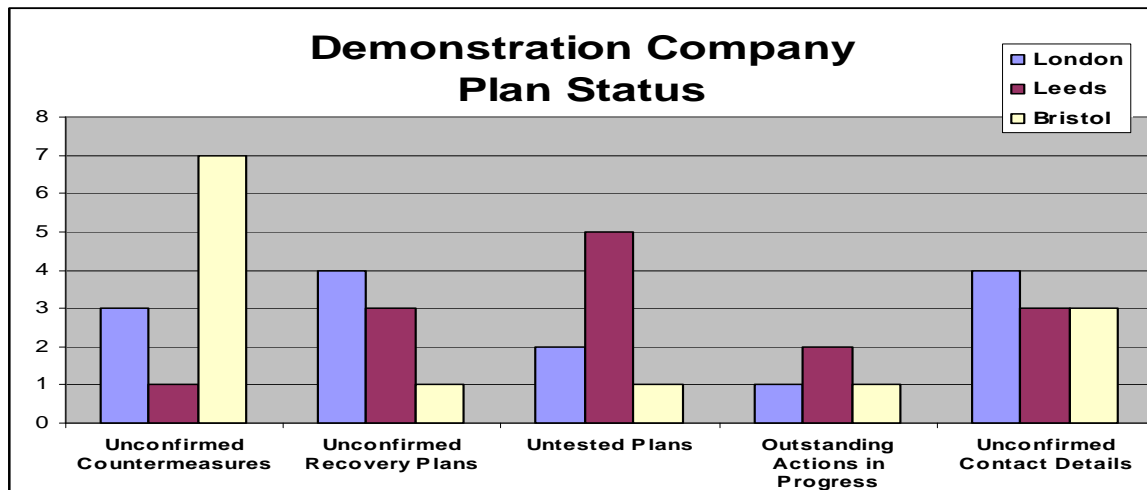
After confirming the applicability of your existing business continuity plan documents, our implementation services take your existing documents and migrates them to our Continuity Assured platform. This provides your organisation with an organisation-wide business continuity "extranet" that provides your staff with easy and personalised access to all business continuity documentation.

### 2. Continuity Assured

We know from experience that creating a business continuity plan is just the tip of the iceberg. After creating a plan, a process of management and maintenance has to be put in place to ensure that the plan remains relevant to the organisation. This is where the greatest overheads occur, draining the time of staff and management. Often, these maintenance tasks are put on hold, falling into the "important but not yet urgent category" and the plan consequently falls into decay, eventually requiring expensive rework.

Our Assurance on Demand service provides you with a highly cost effective solution for implementing a comprehensive Business Continuity Management System. The service includes:

- Constant monitoring of key attributes of your plan such as performance of review and testing activities;**
- Constant monitoring & verification of contact information;**
- Monitoring of actions in progress, ensuring that plan updates are performed promptly;**
- An on-line consulting service that will allow your staff to get advice on business continuity issues via email;**
- Regular distribution of the latest version of the plan to all relevant staff;**
- Regular reporting & updates on the status of your plan;**



- An integrated, automated SMS Incident Notification capability**
- A "voice bank" service to provide general staff updates during a crisis**
- A plan assurance walkthrough performed annually at each location covered by the Continuity Assured service. Performed in conjunction with your staff, this exercise confirms that business continuity arrangements continue to reflect the current needs of your business and ensures that your staff remain familiar with their respective roles and responsibilities.**

# Continuity Assured

## What you can expect from our service

The frequency of our assurance and oversight activities can, of course, be adapted to your requirements. The table on the next page gives you more information on the activities we'll undertake for you and the frequency that they will be performed.

Continuity Assured Administration, Oversight & Assurance Activities				
		Frequency Performed		
Activity	Details	Monthly	Annually	On Demand
Confirm contact details, roles & responsibilities	Alert all staff contacts via email, to confirm that contact details, roles and responsibilities remain correct. Identify outstanding or negative confirmations	✓		
Produce status reports	Produce and distribute status reports showing outstanding contact confirmations, overdue plan walkthroughs, untested plans and an outstanding issues register.	✓		
Consulting on Demand support and advisory services	Provide support, advice and guidance as required.			✓
Distribute new plan versions	On completion of annual plan walkthroughs, distribute PDF documents containing updated plans to all plan owners and deputies. Ad Hoc mail-outs of plans can be requested via the support email address.		✓	✓
Desktop Walkthrough with plan owners	Conduct a plan assurance walkthrough with key role holders. Log and track resolution of identified issues and actions		✓	

The frequency of the activities described above represent our standard service level - this can be adapted to meet your specific requirements.

# Continuity Assured

## Managed Service Technology Platform

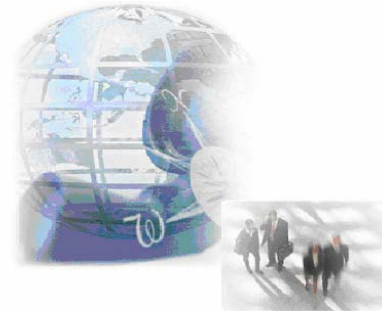
Continuity Assured is supported by our world class business continuity management software [enVisionBCMLite](#)

[enVisionBCMLite](#) provides a comprehensive Business Continuity Plan management solution that underpins the delivery of our services to you and ensures that your organisation has business continuity plans that are assured, confirmed and current.

With a complete governance and monitoring framework to provide constant assurance of your state of readiness, [enVisionBCMLite](#) ensures that your plans are both accessible and manageable. By using our services to manage your plans on this platform your staff are saved the effort of understanding and operating yet another software system but your organisation still reaps the benefit of the effectiveness and efficiencies of a best in class governance framework supported and operated by our skilled staff.

Some of the features of our services that will provide you with a "Best Practice" compliant governance framework are:

- Documented risk assessments that identify the important parts of your business and the related threats, exposures & countermeasures;
- An automated audit facility that requires those responsible for business continuity activities to periodically confirm that risk countermeasures & plan components remain relevant and correct;
- Records of plan testing activities and identified issues for follow up;
- Prior versions of plans held for audit trail purposes;
- Copies of plans automatically delivered to your staff via email;
- Maintenance of multiple contact lists for customers, suppliers, emergency services and staff;
- Regular "Status and Disposition" exception reports that provide you with a synopsis of key issues relating to the ongoing integrity of your plan such as:
  - Threat Countermeasures past review date;
  - Incident Management / Recovery Plans past review date;
  - Untested Incident Management / Recovery Plans;
  - Outstanding plan updates / action items;
  - Unconfirmed contact records



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

[enquiries@RiskCentric.co.uk](mailto:enquiries@RiskCentric.co.uk);

Telephone 01945 772 369