



IBM Business Continuity Services –

Business Continuity Planning is an ongoing iterative process. The IBM BCP Toolkit can help you manage, update, and access your Business Continuity Plan, whatever stage of the process you are in.

Highlights

- Business Continuity Planning is not a project with a finite commencement and conclusion.
- Business Continuity Planning is an ongoing iterative process.
- Access your Business Continuity Plan (BCP) when you need it from wherever you can gain web access. The web-based model of delivery removes your reliance on the very infrastructure at risk of being impacted by a critical event.

The Importance of Planning

“The primary goal of a Business Continuity Plan (BCP) has always been its successful use in response to some form of disaster. In addition to protecting your business, successful use of a BCP can also demonstrate your business resilience to your clients, and other businesses you deal with.”

(Selling Business Continuity to Finance Directors, Continuity Central 23/09/2005).

However, there are significant additional benefits to any organisation simply through the creation and ongoing management of a BCP. The creation of a cohesive BCP helps to ensure that representatives from all facets of your business are aware of each other's roles and responsibilities. As the BCP is reviewed it can help highlight issues and provide the required focus on resourcing or change in key business units. And as an organisation and the people within it change over time, a BCP lifecycle review process can help identify adverse impact of change within that organisation.

IBM Business Continuity Services – Business Continuity Planning Toolkit Services is a managed service, powered by COOP's myCOOP™ application. BCP Toolkit provides the infrastructure, software, and management of the technology used to manage your BCP. We manage the technology, so that you can concentrate on managing the content of the BCP.

The BCP Lifecycle

BCPs require a lifecycle approach; as your business grows and changes, the BCP needs to grow and change to help protect your business. Once a BCP is created it needs to be kept current through scheduled reviews and updates, and in order to validate that it is current, it needs to be regularly tested.

BCP Toolkit will take you through the following steps required for you to create, manage, and test your BCP:

- **Project Initiation** – program and user hierarchy
- **Functional Analysis** – Business Impact Analysis, surveys
- **Design/Creation** – import existing or new files into templates
- **Training** – maintain BCP training schedules, and report on access
- **Testing** – store, use, and re-use test exercises
- **Maintenance** – alert task assignees, report on compliance
- **Execution** – use pre-planned response actions, track execution for post-execution review.

1. Create your BCP

Whether you are creating a BCP for the first time, or loading your existing BCP into the BCP Toolkit, the BCP Toolkit service is simple to use. BCP Toolkit will guide you through the steps required for you to create your Business Continuity Plan. Users and administrators can begin using the system with half a day's training. Your existing assets such as documents, spreadsheets, and project plans can be loaded directly into the system.

2. Manage tasks

With your BCP loaded, the BCP Toolkit can provide:

- Automatic alerts to staff for reviews or updates
- Compliance reporting
- Activity logs to track changes
- Simple creation, distribution, collection and analysis of multiple concurrent surveys throughout the organisation for risk and business impact analysis considerations.

3. Test and Execution

Testing is vital for a BCP and the BCP Toolkit provides the ability to create and re-use test exercises. You can allow teams within your organisation to have a filtered view of its specific parts of the overall plan.

When a crisis occurs and your BCP is required, web-based technology delivers the plan to the people who need it, wherever they can obtain Internet connectivity. Once the crisis has passed, the auditing function within BCP Toolkit can then help your organisation review what occurred during the crisis to help future planning and improvement.

Other Benefits

BCP Toolkit includes support for most major world languages, time zones, time formats, and currencies. Menus are instantly supported in the language selected, including double byte (e.g. Chinese, Japanese, etc.).

Why IBM?

Whether you need assistance creating your BCP, or would like an external review of your existing BCP, an IBM Business Continuity consultant can help by interlocking your business strategies with your crisis management plan, IT recovery plan and business unit response plans.

In addition to Business Continuity consulting, IBM has a suite of Business Resilience and Continuity Services (BRCS) service products resulting from decades of helping to ensure the continuity of mission-critical business systems around the world. IBM is an ideal choice for your Business Continuity needs, given our extensive portfolio of expertise, as follows:

- **Facilities and experience:** Infrastructure and strong technical experience across Intel, midrange, and mainframe platforms.
- **Geographical coverage:** Local delivery in each state, but as part of a national team, and an even larger global team.
- **Stability:** When considering a Business Continuity services provider, it is vital that the company you work with will still be around in the event of a disaster. The IBM brand is synonymous with stability and reliability.



For more information

To find out more about IBM Business Continuity Services
– Business Continuity Plan Toolkit Services, please contact
your local IBM sales representative or visit:
ibm.com/au/resilience.

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