Contents

- What is business continuity?
- Who are back2business
- The Drivers & Business Issues
- Our Solutions
- Why Choose Us?
- Questions and Next Steps
Business Continuity Management
‘The Definition’

“Holistic management process that identifies potential threats to an organisation and the impacts to business operations that those threats, if realised, might cause and which provides a framework for building organisational resilience with the capability for an effective response that safeguards the interests of its key stakeholders, reputation, brand and value-creating activities”

The BCI – Business Continuity Institute
Business Continuity & Resilience

Our Definition

Essentially, ‘Business Continuity’ is about developing and maintaining a capability around the non-IT elements of the Business Continuity Management Programme or System.

It focuses on the core advisory services for the wider programme, such as policy, people & processes, including implemented strategies, response plans, training and exercise needs, whilst ensuring they are successfully embedded and maintained within the organisation.

‘Resilience’ is all about designing and implementing a robust IT infrastructure, with technical recovery strategies and solutions, effectively providing IT Service Continuity.

This encapsulates all aspects of traditional ITDR, including applications, systems and data.
Things do go wrong…

Your organisation faces new threats, risks & vulnerabilities every day

Buncefield Oil Refinery

The Impact

- Denial of access, lost revenue & lost customers for hundreds of businesses

Avoidable?

- For Buncefield, possibly, via Operational Risk, Health & Safety, & Employee Awareness
- For businesses, viable continuity & recovery plans, alternate workplace strategies
Things that *could* go wrong...

Organisations face threats, risks & vulnerabilities every day

Avian Flu, Pandemic Threat

“According to the government’s own chief medical officer, Sir Liam Donaldson, it is a matter of when, not if, a flu pandemic develops. It will cause the economy to come to a stand still.”

The Impact
- A real people problem! Est. 25%-40% workforce absenteeism
- Remember the fuel crisis in 2000?

Avoidable? Not really, but
- We can plan ahead. Improve continuity capability, introduce flexible working practices (people & IT), develop Crisis Management response (PR) e.g. (Bernard Matthews)
...of course, it won’t happen to us but then, luck does have a tendency to run out...

- IT Failure
- Loss of Corporate data
- Viruses
- Software Patches
- Denial of Service

- Human Error
- Sabotage
- Disgruntled Employee
- Theft
- Vandalism
- Arson
- Industrial Action
- Loss of Key personnel

- PEST Threats
- Political
- Economic
- Social
- Technological
- Environmental

- Denial of access
- Loss of Power
- Loss of Telecoms
- Fuel Shortage
- Supply Chain Failure
- National Infrastructure

- Adverse Weather
- Flooding
- Storm Damage
- Fire
- Pandemic or Avian Flu
- Bomb/Terrorism
- Civil Unrest
Close to home...

Man held after city centre blast

An explosive device has detonated at a restaurant in an Exeter shopping mall.

One person, believed to be responsible for detonating the device, was hurt in the blast at 1250 BST at the Giraffe restaurant in the Princesshay centre.

A police spokesman said a 22-year-old man was in custody with 'slight injuries' including lacerations to his eye and some facial burning.

Chief Constable Stephen Otter said one device exploded in the restaurant and another was found nearby.

The second device did not explode.

Officers evacuated the city's bus station and extended an exclusion cordon 100 metres around the scene.

Mr Otter said: "The injured man had one of the explosive devices on him, which partially went off."

"It's all a bit scary that it happened here"
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Our Mission

“To be the Leading Business Continuity Service Provider in the South West – delivering outstanding, services, solutions and consulting”

...your trusted partner
Part of The Una Group – all together as one!

Una is Latin for “all together as one”
Our three core areas:

COMMERCIAL PROPERTY AND DEVELOPMENT

INDUSTRIAL UNITS
AIRPORT BUSINESS CENTRE
DEVONSHIRE MEADOWS
DEVON ENTERPRISE FACILITY

OFFICES
AIRPORT BUSINESS CENTRE
DEVONSHIRE MEADOWS

BUSINESS SUPPORT SERVICES

IT SUPPORT
STEM NETWORKS
FINANCE
HEALTH AND SAFETY
TRAINING
BUSINESS CONTINUITY
back2business

STORAGE SERVICES
PALLET STORAGE
ARCHIVING
OPEN STORAGE
MEETING AND CONFERENCE FACILITIES
OTHER SUPPORT SERVICES
ADMIN, HR, MARKETING AND PR

ENVIRONMENTAL ACTIVITIES

CRUMB RUBBER
RUBBER PROCESSING & RECYCLING FACILITY
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The Business Drivers

“Business Continuity is rapidly becoming one of the key competencies of a successful firm and there is compelling business logic to being prepared for major disruptive events and ensuring your firm has a future.”

CBI Director General Digby Jones 2006

“I am often asked what single piece of advice I can recommend that would be most helpful to the business community. My answer is a simple, but effective, business continuity plan that is regularly reviewed and tested”

MI5 Director General Eliza Manningham-Buller
## Industry Drivers

<table>
<thead>
<tr>
<th>Sector</th>
<th>Best Practices</th>
<th>Business Issues</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Government</strong></td>
<td>BS 7799-02:2005</td>
<td>Perception, Trust, Confidence, Cost, Critical National Infrastructure, Public Awareness</td>
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<tr>
<td></td>
<td><strong>BS 25999:Part 1 &amp; 2 Code BCM</strong></td>
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<tr>
<td></td>
<td>ITIL</td>
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<td></td>
<td>Civil Contingencies Act</td>
<td></td>
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<tr>
<td><strong>Financial Services</strong></td>
<td>Basel II (Principals)</td>
<td>Corporate Governance, Market Confidence, Shareholder Confidence</td>
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<td></td>
<td>FSA Handbook</td>
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</tr>
<tr>
<td></td>
<td><strong>BS 25999:Part 1 &amp; 2 Code BCM</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td>BS 31100 Code of Practice for Risk Management</td>
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</tbody>
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# Class of Service Packages

‘Protecting you from the elements...’

## CLASS OF SERVICE PACKAGES

<table>
<thead>
<tr>
<th>PACKAGE</th>
<th>OPTIONS</th>
<th>WORK AREA RECOVERY POSITIONS</th>
<th>INCIDENT COMMAND MEETING ROOMS(^2)</th>
<th>CONSULTING</th>
<th>IT RESILIENCE &amp; SERVER SPACE</th>
<th>BACKUP</th>
<th>INCLUSIVE TEST DAYS</th>
<th>SECURE DOCUMENT STORAGE</th>
<th>PRICE(^3)</th>
</tr>
</thead>
<tbody>
<tr>
<td>PLATINUM</td>
<td></td>
<td>48</td>
<td>2</td>
<td>10 DAYS</td>
<td>2 RACKS</td>
<td>TAPE STORAGE</td>
<td>2</td>
<td>YES</td>
<td>TBC</td>
</tr>
<tr>
<td>GOLD</td>
<td></td>
<td>24</td>
<td>1</td>
<td>8 DAYS</td>
<td>1 RACK</td>
<td>TAPE STORAGE</td>
<td>2</td>
<td>YES</td>
<td>TBC</td>
</tr>
<tr>
<td>SILVER</td>
<td></td>
<td>12</td>
<td>PoP(^1)</td>
<td>5 DAYS</td>
<td>PoP(^1)</td>
<td>PoP(^1)</td>
<td>1</td>
<td>YES</td>
<td>TBC</td>
</tr>
<tr>
<td>BRONZE</td>
<td></td>
<td>6</td>
<td>PoP(^1)</td>
<td>1 DAY</td>
<td>PoP(^1)</td>
<td>PoP(^1)</td>
<td>PoP(^1)</td>
<td>YES</td>
<td>TBC</td>
</tr>
</tbody>
</table>

1. Priced on Proposal (PoP)
2. Includes VoIP handsets, LCD TV
3. Package prices are indicative only and adapted to client specific requirements
<table>
<thead>
<tr>
<th>Solution Area</th>
<th>Offerings</th>
<th>Benefits</th>
<th>Deliverables</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assessment Services</td>
<td>“Current State” Capability Reviews&lt;br&gt;Continuity &amp; Resilience Assessments&lt;br&gt;Risk &amp; Business Impact Assessment</td>
<td>View of current state in relation to best practice or peers&lt;br&gt;Understanding of risk exposure &amp; impacts&lt;br&gt;Criticalities understood</td>
<td>Capability Assessment&lt;br&gt;Transformation roadmap&lt;br&gt;Risk &amp; BIA Report&lt;br&gt;Benchmarking Analysis</td>
</tr>
<tr>
<td>Continuity &amp; Crisis Management Advisory</td>
<td>Programme, Policy &amp; Strategy Development&lt;br&gt;Crisis &amp; Continuity Response Plans &amp; Frameworks&lt;br&gt;Exercising, Maintenance, Auditing&lt;br&gt;Continuity Embedding</td>
<td>Full Capability Development&lt;br&gt;Compliance&lt;br&gt;Reduced business risk</td>
<td>Policy &amp; Strategy&lt;br&gt;Corporate Response Plans&lt;br&gt;Embedded system &amp; processes (BCMS)</td>
</tr>
<tr>
<td>Resilience Solutions &amp; Advisory</td>
<td>Work Area Recovery – 102 Centre Capacity&lt;br&gt;Call Centre Recovery&lt;br&gt;IT Resilience &amp; Datacentre solutions&lt;br&gt;Data Backup Services</td>
<td>Resilient Architecture&lt;br&gt;Implemented Continuity recovery strategies&lt;br&gt;Alignment to business defined recovery time</td>
<td>Contractual Peace of Mind&lt;br&gt;IT Recovery plans</td>
</tr>
</tbody>
</table>
The Business Continuity Centre (1)

Plymouth

► Work Area Recovery
  ▪ 100+ recovery positions
  ▪ 2 x Incident Command Rooms
    ▪ Whiteboards, Telephony (Wireless VoIP), LCD TV
  ▪ Conveniently located into & out of city centre
  ▪ Air conditioning
  ▪ 24/7 Security & Net2 Swipe Card Access, CCTV on Main Door
  ▪ Full site generator backup & UPS
  ▪ Kitchen, Toilets, Disabled Facilities, Lift
  ▪ Flexible parking

► Datacentre
  ▪ Secure Server room with full environmental controls & CCTV
  ▪ Leased line connectivity

► Technical Support
  ▪ 24/7 technical support
The Business Continuity Centre (2)

Plymouth

- **Telephony & Connectivity**
  - Call Centre Recovery with Asterisk Phone System
  - VOIP Phone system run on separate VLAN/cabling and terminating 60 channels of ISDN
  - Leased line with bandwidth up to 100mbit if required.
  - Structural cabling to each desk
  - Network topology to allow for separate VLAN's per company
  - 1000mbit core network
  - 10/100mbit to each desk. Optional 1000mbit if required

- **Consulting**
  - Established associate network, all MBCI
  - Wide industry knowledge

- **Other Services & Amenities**
  - Independently run Cafe within Business Centre
  - Health & Safety
  - Secure Storage
The Capability Triangle (Continuity & Resilience)

Fire needs 3 things – Your capability is no different

**People**
- Programme Management, Policy (BCMS - BS 25999)
- Processes, plans, strategies
- Organisation, Roles & Responsibilities
- Trained, Knowledgeable Staff

...are you satisfying all the elements?

**Resources**
- IT Service Continuity (PAS 77, ITIL)
  - ITDR, Networks
  - Applications, Systems, Data
  - Hardware
- Telecoms
- Paper Records, Stock, etc

**Facilities**
- Work Area Recovery
- Alternate Command Centre premises
- Emergency Response & Liaison
Satisfying the Standards Based Approach

Solutions Aligned

- Current State Assessment “As-is”
- Risk Appetite Workshop
- Risk & Business Impact Analysis

- Education, training & awareness
- Exercises & Testing
- Maintenance & Audit

- Programme Management
  - Programme & Policy Development
  - Corporate Strategy
  - Organisation & Governance

- Crisis Management – Response, plans & training
- Business Continuity Plans

- (IT Service Continuity Management
- IT Disaster Recovery
- Work Area Recovery
- Data Backup/Archive & Restore

Source: BS 25999:Part 1
Code of Practice
Current State Assessment
Understanding your requirement & moving forward together

- An ideal initial engagement – the first step in the journey, on the road to recovery!
  - **Assess** Where are you now?
  - **Design** Where do you want to be?
  - **Transform & Build** How can we help you get there?

- Provides an “As Is” basis for the organisation to determine current state
- Gives a view on the gaps, so future focus, time and resources can be applied effectively
  - Also, enables more accurate scoping for follow on pieces of work
- Gives an overview of the risk appetite and culture
- Enables the development of relationships with business owners
- Provides the consultant with an opportunity to see what is being done well and working!
Our Approach...

CONDUCT CURRENT STATE, CAPABILITY “AS-IS” ASSESSMENT WORKSHOP

STAGE P: BCM PROGRAMME MANAGEMENT

Understand & Design
- BUSINESS IMPACT AND RISK ASSESSMENT
- BCM STRATEGIES

Deliver & Implement
- PLANNING AND SOLUTIONS
- TRAINING AND AWARENESS
- EXERCISING MAINTENANCE AUDIT

CONTINUOUS IMPROVEMENT
Our use of Business Risk Modelling

Reducing your risk & potential impact

RISK MODEL

- FEW EFFECTS
  - Denial of Access
  - Denial of Service (IT)
  - Operational Impact
  - Corporate Impact

- MANY THREATS
  - External Environment
  - Data corruption
  - Virus, Human Error
  - Fire, flood, bomb
  - Hardware failure
  - Key Supplier failure
  - Power Loss

- RECOVER
- IMPACT MINIMISED
  - Business Continuity
  - Crisis Management
  - ITDR

- PREVENT
- LIKELIHOOD REDUCED
  - Risk Analysis
  - Information & IT Security Management
  - IT Service Continuity

REDUCED RISK PROFILE
Assessment Approach

**Business challenges**

- Companies are under increasing pressure to provide evidence of both process and suitability of their business continuity capability.
- Executive officers who are required to sign off risk programmes, such as BCM often have limited opportunity to validate that measures are fit for purpose.

**Our solution**

- An assessment of the process and the plans to ascertain their consistency to good practice (BSI BS 25999) and any applicable regulation or legislation.
- Project can be Time Fenced or limited to man days.
- Delivered by BCI Accredited Practitioners.

**The results**

- Executive Report and Presentation defining the consistency to BSI BS 25999.
- Recommendations to close any identified gaps (cost benefit analysis & Transformation Roadmap).
- Can be used to support Governance, Risk Management strategy and discussions with Insurance providers and customers.
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Our Delivery Approach

- Builds upon your existing capability, with effective knowledge transfer & mentoring
- Designed around your business need
- Sympathetic of your culture
- Practical and “Fit for Purpose”
- Balanced Risk v Cost
- Delivered by BCI Accredited Practitioners
- Delivers Return on Investment
Our Value Proposition

Our market position

- The leader in Providing “End to End” Business Continuity solutions to the South West
- Strong client relationships enabling us to act as trusted advisors
- Technology driven, highly innovative and thought leaders
- We understand risk management

Why we’re different

- Our approach is highly flexible, we use standards, but don’t impose them
- We deliver practical, appropriate and “Fit for purpose” solutions
- We recognise and embrace your existing good practices, which reduce the overall stress and impact of organisational adoption to continuity
- We use best of breed, proven consulting tools, methodologies & frameworks
- We endeavour to leave your key people with sufficient knowledge and skills transfer
- Building on and leveraging the strength of the company, it and wider Una Group as an end to end solutions provider.
Our Team

Credible & Capable

- Consultants with 10+ years experience in Business Continuity, Risk & Security
- Consultants externally accredited to the Business Continuity Institute (BCI)
- Strength and depth within
  - Consulting
  - Work Area Recovery
  - Technical Support
Mark heads up Business Continuity & Resilience for back2business and is a Certified Business Continuity Professional, with over 10 years MBCI – Member Business Continuity Institute). Mark has worked for several large global consultancies, including KPMG, Symantec & Atos Origin, in key roles and has 14 years experience in business continuity, risk and security consulting. His experience of delivering end to end business continuity projects & programmes, includes policy, design, strategy, planning & testing. He also has a BA (Hons) in Business and Finance, as well as an MSc in Information Security from Royal Holloway UOL, which was gained during his time as a consultant with KPMG.

Mark has worked within many industry sectors, such as financial, manufacturing, utilities (Oil&Gas, Telco), public sector, logistics and retail. Within this time he has completed over 50 client engagements across all risk disciplines, many of which were delivered across the world, in locations such as Moscow, Tokyo, Hong Kong, Sydney, Berlin, Vienna, Madrid, Milan, Brussels, Zurich, Paris, San Francisco, Istanbul, Ankara, Warsaw and Krakow.
Client References

Don’t just take our word for it...

- flybe
- Brittany Ferries
- St. Luke’s Hospice Plymouth
<table>
<thead>
<tr>
<th>Term In Use</th>
<th>aka</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>“Business Continuity Centre”</td>
<td>BCC</td>
<td>The physical facility that accommodates the recovery positions and meeting rooms</td>
</tr>
<tr>
<td>“Position” (Formerly – Seat)</td>
<td>Position</td>
<td>A position typically comprises of a deck, seat, phone &amp; desktop PC</td>
</tr>
<tr>
<td>“Work Area Recovery”</td>
<td>WAR</td>
<td>The space/facility comprising of “Positions”</td>
</tr>
<tr>
<td>“Incident Command Centre”</td>
<td>ICC</td>
<td>Typically a meeting room with equipment &amp; connectivity within which to run an incident or crisis</td>
</tr>
<tr>
<td>Business Continuity Management System</td>
<td>BCMS</td>
<td></td>
</tr>
<tr>
<td>Business Continuity Management</td>
<td>BCM</td>
<td>The Term applied to the</td>
</tr>
<tr>
<td>IT Service Continuity</td>
<td>ITSC</td>
<td>Formerly “Disaster Recovery”</td>
</tr>
<tr>
<td>Defunct;</td>
<td>Disaster Recovery Centre,</td>
<td></td>
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</table>
Questions and Next Steps...

Possible Options & Points of Engagement;

» Determining your existing Continuity or Resilience Capability
  » Conducting an initial benchmarking exercise against peers or best practice
  » Conduct a low cost, low impact “Current State” Capability Assessment
» Request for more detailed information

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