

# Business continuity - planning for survival



Business continuity is a business-owned and business-driven programme for organisations of all sizes who want to protect their business operations. Implementing well-planned, robust business continuity processes, decisions and activities ensures that you have planned for, and can respond to, cyber security incidents.

Having an effective Business Continuity Management System (BCMS) in place will enable the timely restoration of critical services and the information which your organisation relies on. It ensures you are properly protected before, during and after a disruption. Employees are better safeguarded, and they will be fully trained on what actions they need to take, should a serious incident occur.

## Why you need to take action

Implementing an effective BCMS is more important than ever. Without adequate preparation, unexpected events can severely disrupt the effectiveness of a business and its ability to function properly. Already in 2020, before the Covid-19 pandemic, 69.3% of organisations reported a loss of productivity due to a disruption, and 42.8% confirmed a negative impact on staff wellbeing. Since then, the pandemic has fundamentally changed the way that businesses around the globe operate. Many organisations are now at least partially dependent on remote working, putting pressure on IT infrastructure. Furthermore, cyber criminals are launching targeted attacks to try and benefit from new vulnerabilities, and so cyber-crime incidents are increasing.

It is imperative you know how to recover from the following potential disasters:

- Pandemic outbreaks – resulting in a reduced workforce, increased demand on IT infrastructure to facilitate remote working and strong government restrictions on business operations.
- Lockout – physical access to a building or site is denied.
- Loss of computers or equipment – damage or loss of devices used to conduct business.
- Loss of voice, data and/or network services – total or partial loss of communications services.



## Benefits

- Review existing processes and pathways, using the findings to develop a comprehensive and balanced BCMS and business continuity plan.
- Establish clear governance arrangements for during and after a security incident, including lines of responsibility and accountability.
- Support the implementation of new ways of working by ensuring your IT capability for remote working is robust and secure.
- Keep track of your security posture and any related projects thanks to fully transparent processes, including the identification of key milestones, deliverables and benefits.
- Demonstrate improvements and facilitate the sharing of learning through timely and accurate records of progress and outputs.

- Corruption of data – deliberate or accidental loss of access to data due to third party, general user, outsider or admin activity.
- Loss of staff – key personnel who have significant roles within the business, or teams of staff whose loss impacts business operations.
- Loss of critical business partners – issues that are out of your business' control but could have a serious impact on your business.

Organisations that have a BCMS in place are much more likely to reduce the impact of these situations.

## Our approach

During challenging times, we believe your organisation needs to provide service continuity in a safe, flexible, and compassionate manner. This will help your employees, and their families feel secure when they could be experiencing uncertainty in other aspects of their lives.

To be successful, business continuity management must become embedded into the culture of your organisation. We can help you achieve this through a combination of raising awareness of business continuity and the successful implementation of a robust BCMS.

Our business continuity approach is based on industry standards, including ISO 22301, and is an established part of our preparations for mitigating risks that could be faced by your organisation.

We work with you to understand your business risks and risk appetite in order to provide pragmatic business continuity and IT disaster recovery solutions that meet your recovery and financial constraints. This includes:

- Assisting in the preparatory steps needed to develop a business continuity plan. We will conduct a business impact analysis, a risk assessment, produce a failure matrix, review existing processes and pathways to support the implementation of new ways of working and develop an integrated suite of recovery plans.
- Establishing clear governance arrangements for the delivery of the programme, including lines of responsibility and accountability. This involves designing and delivering appropriate training and awareness campaigns for all staff.
- Scoping and planning work-streams within the programme, including the identification of key milestones, deliverables and benefits, providing full transparency of the process.
- Producing project plans for each area of work; identifying and incorporating key critical success factors and performance indicators, timescales and programme budgets as well as benefits and risk mitigation plans.
- Providing timely and accurate records of the progress, and outputs from the work programme to demonstrate improvements, and facilitate the sharing of learning.
- Validating and rehearsing your suite of plans, including executive suite, business level and technical scenario exercises.



## About CGI

### Insights you can act on

Founded in 1976, CGI is among the largest IT and business consulting services firms in the world.

We are insights-driven and outcomes-based to help accelerate returns on your investments. Across 21 industry sectors in 400 locations worldwide, our 77,000 professionals provide comprehensive, scalable and sustainable IT and business consulting services that are informed globally and delivered locally.

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