



Will your business survive in the event of a disaster?

Most businesses require a Business Continuity plan in the event of a disaster. Few have achieved the ideal of a truly robust plan which they *know* will enable the business to continue seamlessly should the worst occur. As a result, these organisations carry on without an effective plan, in the hope that if a disaster were to strike, they would 'muddle through'.

Experience says this is not the way to run a business!

Some Regulators (notably Finance) **require** companies to demonstrate that a robust plan exists, and to prove this by conducting regular full-blown stress tests. In these circumstances, without adequate Business Continuity plans, Regulators (or customers) will exert pressure, eventually taking more drastic steps which ultimately may result in business closure.

If your organisation lacks such a Business Continuity plan, how can you quickly and effectively:

1. Design a suitable plan
2. Test the plan to the satisfaction of whichever third party requires it
3. Achieve this without taking valuable resource away from 'business as usual' activities?



Case Study:

PSM has significant experience in Business Continuity, and has recently completed a project with a major Banking organisation.

Background:

The Client provides a Retail physical cash function. Recently the Regulator and customers demanded that they demonstrate a Business Continuity capability in the event of a disaster such as fire in the operational hub of the business.

Although the Client had developed an interim Business Continuity plan, close inspection revealed this to be inadequate because of site ownership and technology issues. In addition, the plan had not been stress-tested under volume conditions.

The Client was considering a number of alternative options to address this need, but there was no clear means of selecting the best solution, no compelling business cases to assist with decision-making, nor a plan to execute the chosen option.

The Requirement:

Our initial brief was to construct a business case to help select the option which provided the best solution at minimum cost and disruption, and to maximise additional value to the business. To this end, we were able to guide the Client into the option that achieved the best solution **and** which provided extended capability in the business as a result of:

- Greater flexibility to conduct business on different sites
- The ability to better absorb seasonal peaks and troughs in demand
- The option to increase volume capability in the future via different shift patterns

The second phase of our work was to assist the newly appointed internal Project Manager to develop the project by:

- Building commitment to the chosen option via a series of workshops
- Developing the project plan for the design, implementation and testing of the Business Continuity plan
- Setting up the necessary Project structures, disciplines and activities
- Agreeing the design, based on stakeholder requirements, including specific content and modelling input to the design
- Developing the functional specification for the supporting IT solution
- Implementing the plan, including
 - Building Business Continuity capability
 - Testing systems and networks
 - Testing overall capability to supply customer requirements in sufficient volumes in Business Continuity mode
 - Demonstrating Business Continuity capability to the satisfaction of all stakeholders.

We would be happy to discuss your needs for Business Continuity and to provide initial recommendations for your next steps.

Please call Stephen Herbert on the number below or e-mail Stephen.Herbert@PSMconsulting.co.uk