

Business Continuity Management and You

What is BCM about?

Business Continuity Management (BCM) is the process of planning to ensure that our organisation has a relatively quick and painless return to 'business as usual' in the event of a major crisis or business interruption, regardless of the cause of the incident.

In summary, BCM is about:

- Reducing risk
- Responding effectively
- Initial recovery
- Restoring normality

Why is BCM so important?

Research has shown that:

- 90% of businesses that lose their data in an emergency close within two years.
- 80% of businesses suffering a major incident close within 18 months if they have no effective BCM plan
- 58% of UK businesses were disrupted in some way by the events of 11 September 2001, with one in eight companies being seriously affected

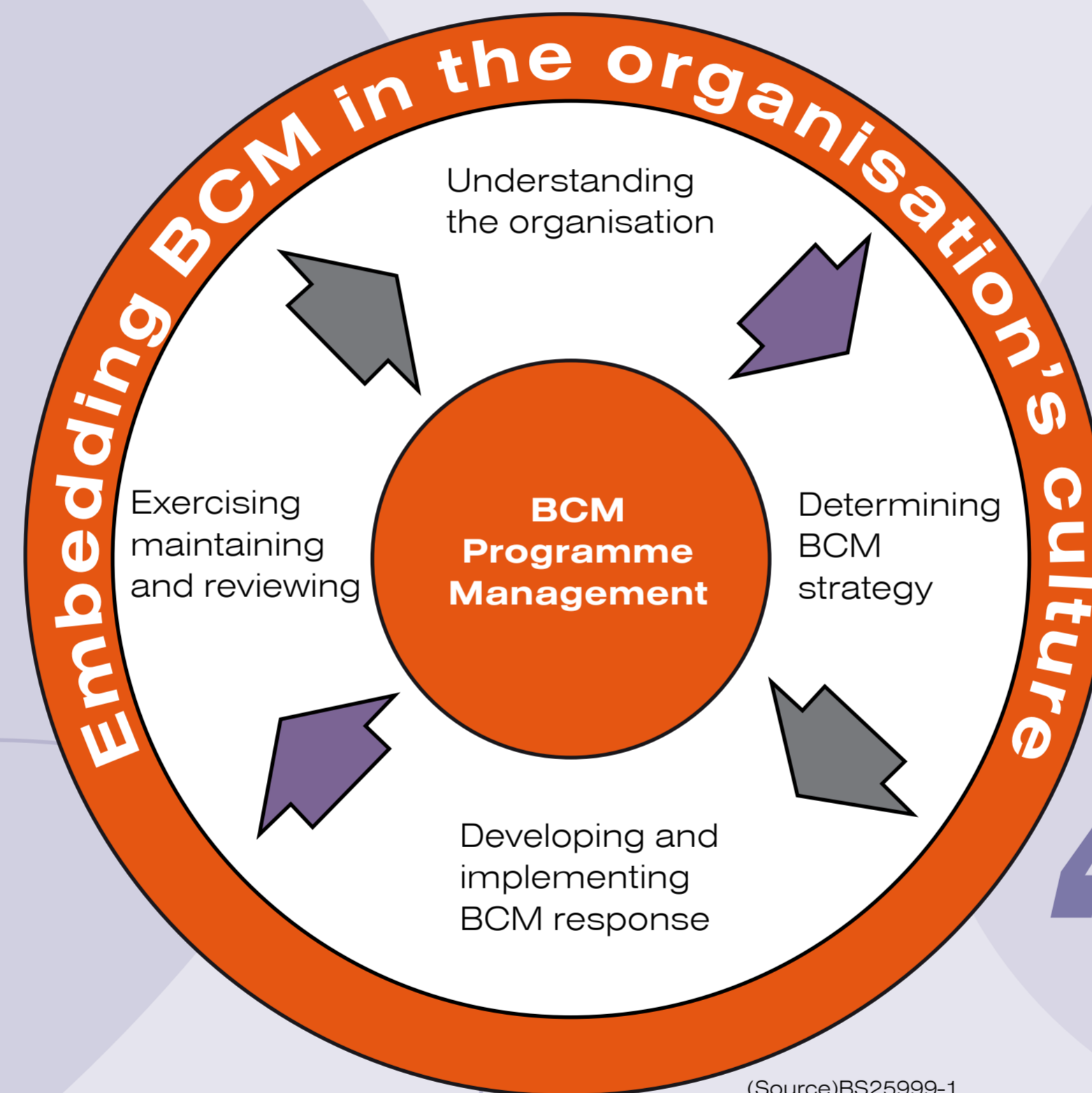
It therefore makes sense for us to plan and reduce our risk.

Effective BCM planning helps you to:

- Protect your business, service and reputation
- Solve disruptions in advance
- Increase the knowledge and skills of your staff
- Respond effectively to a business interruption.

How to get started

There are many ways in which BCM can be approached but the BCM cycle is the most effective system.



Understanding the Organisation

- Know your key interactions and processes
- Understand your critical functions and activities
- Identify your key resources (e.g. staff, data, etc)

Determining the BCM Strategy

- Identify the risks to your business (e.g. flooding, data loss, infrastructure loss)
- Determine how likely it is that this risk could happen to your organisation
- Understand the impact that such a risk could have on your business
- Use these assessments to prioritise your treatment of risks (e.g. high likelihood and /or high impact).

Developing and implementing a BCM response

For each risk identified decide whether to accept the risk (and do nothing), reduce the risk (by taking some mitigating action), or remove the risk (e.g. by ceasing an activity or changing process).

Develop your BC Plan

Create an 'Action Plan' for an emergency or business interruption to include:

- Identification of mission critical activities
- Roles and responsibilities
- Clear instructions and checklists

Exercising, maintaining and reviewing

- Create and develop an exercise programme to test your plans
- Review your plans and amend as necessary
- Rehearse staff to improve their understanding of the plans and their role
- Maintain your plans and review at least annually, subsequent to testing or following a business interruption.

Find out more by visiting the Council website
www.swindon.gov.uk/businesscontinuity