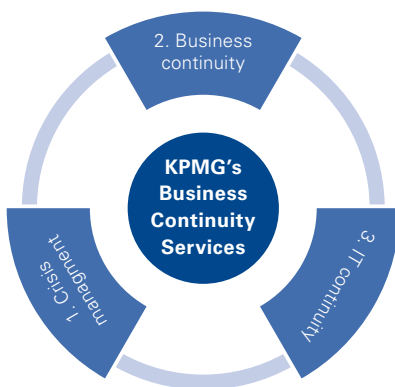




# Business Continuity

ADVISORY

Project Organisations are facing increased risks of business disruption from local and global security threats or other disruptive events. They have a responsibility to protect staff and shareholder value 'at time of disaster' by having effective crisis management, business continuity and technology recovery solutions.



The ability to effectively manage the business during a major operational disruption is now a key concern of any successful organisation. With organisations becoming ever more dependant on technology and reputational damage occurring in an increasingly short time-span, our clients appreciate the need for business and technical specialists who can help them design and execute plans accordingly.

## The hot topic

- "Enterprises that do not have a business continuity management (BCM) programme are on a course toward disaster. Those that have done BCM planning, however, are confident in their ability to adapt and survive, whatever incident or situation occurs."

*Source: 'A Business Continuity Management Program is Critical' - Gartner, 16 July 2005, Roberta Witty*

- The preparation of crisis management plans and procedures including communication plans and decision/response mechanisms for dealing with emergency and incident alerts.

## Business continuity

We focus on helping clients to minimise the effects of an incident, re-establish operations and deliver key business services in the aftermath of a disruptive event. Our services include:

- Risk analysis, business impact and requirements analysis.
- Strategy, governance and policy.
- Design, build, implement and testing of business continuity procedures including workspace recovery design and sourcing, software selection, plan development and lifecycle management.
- Awareness, training, healthchecks and reviews.

## What we do

### Crisis management

We focus on the policies and practices for dealing with a major operational disruption, from a human, media and business perspective including:

- The design, facilitation and reporting of business-led scenario-based crisis exercises. These exercises may be run for a single organisations and/or many organisations participating simultaneously.

## IT continuity

Our IT continuity capability incorporates the development of plans, policies and practices for managing IT systems, processes, organisations and partners in preparation for and in the event of a disruption. Our services include:

- Critical systems identification, requirements and dependency analysis.
- Resilience/recovery strategic options.
- Disaster recovery procedures and related ITIL based processes.
- Resilience/recovery technical design, build and test.
- Full scope disaster recovery testing.

## Potential benefits

- Improved ability to protect an organisation's reputation at a time of disaster and meet customer and regulatory demands.
- More resilient business operations, generating enhanced long-term market value.
- Proven business continuity capability through rigorous testing.
- Reduced cost of recovery through better preparation and readiness.

## Case study

KPMG are trusted by some of the world's leading financial sector organisations to deliver 'next generation' business continuity procedures. As an example, in 2005, KPMG were engaged to design, run and report on the largest ever simulated crisis exercise for the financial sector in the UK, involving 80 leading organisations, the tripartite authorities (The Bank of England, HM Treasury and the Financial Service Authority) and representatives from civil authorities (police, local authorities, transport authorities). The exercise took five months to design and plan, with 3000 people involved on the day and simulated media, Web news and financial information channels.

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