

**BUSINESS
CONTINUITY AND
DISASTER RECOVERY

PLANNING**

SAMPLE CASE 1: Typhoon 'Haiyan' in 2013



Results for Typhoon “Haiyan”

Crisis:

- Lack of safe drinking water, no shelter, untreated injuries and illnesses, insufficient food, lack of sanitation and personal hygiene items, lack of household supplies like fuel

Effect:

- Millions of people deprived of basic living needs, disrupted business and other revenue and life adding difficulties (health issues and children suffering)

Impact:

- Revenue loss of **lost - P700 M**
- Deaths – **more than 6,000**
- People injured – **more than 27,000**
- Affected – **more than 16 M**
- Homes damaged or destroyed: **1.2 M** – over half of which were completely destroyed

SAMPLE CASE 2: Tacloban airport scaffolding incident



Pope Francis prays for volunteer who died in Tacloban. At the University of Santo Tomas on Sunday, January 18, Pope Francis asks 'Encounter with the Youth' participants to offer a minute of silence and a prayer for the volunteer worker who died when a scaffolding collapsed after the Pope's Mass in Tacloban on Saturday. **GMA News**

Results for Tacloban airport scaffolding incident

Crisis:

- The incident happened after the mass when the woman and her group passed by the altar where the Pope relayed his homily. Because of the strong winds brought about by tropical storm “Amang,” the scaffold fell and hit the woman’s head, fracturing her skull.

Effect:

- A church volunteer died after she was hit by scaffolding.

Impact:

- Death – 1

Disaster

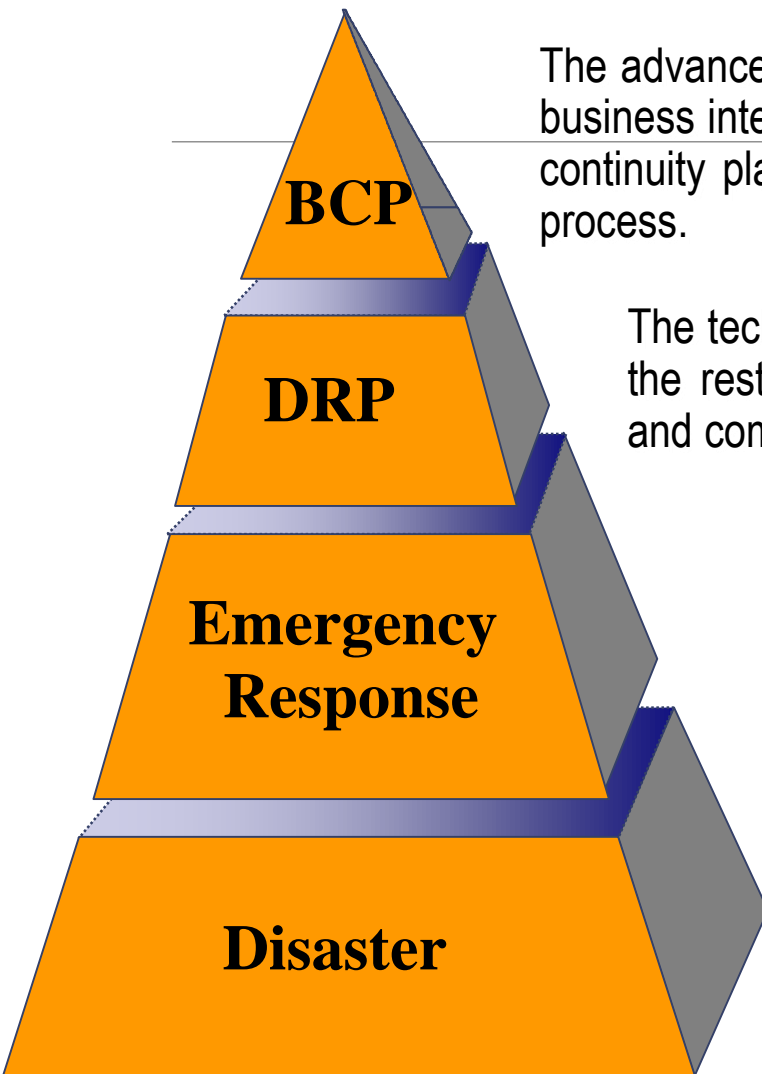
A Disaster is...

Any unplanned interruption of critical business processes for an unacceptable period of time.



BC AND DR – IN CONTEXT

BCP/DRP – in context



The advance preparations necessary to identify the impact of potential business interruptions; formulate recovery strategies; develop business continuity plans; and administer a training, exercise and maintenance process.

The technology aspects of a business continuity plan. Its focus is the restoration, at an alternate location, of data center services and computer processing capabilities.

An organization's coordinated response to a disaster in an effective and timely manner. The goal is to avoid or minimize injury to personnel and or damage to company assets.

An event, anticipated or unanticipated, that seriously disrupts normal business operations and prevents the company from delivering essential services for a period of time.

Business Continuity Management

The objective of

Business Continuity Management [BCM] is ensure the uninterrupted availability of all key business resources required to support essential (or critical) business activities.



Business Continuity is defined as the:

Capability of the organization

Holistic management process that identifies potential threats

Framework for building organizational resilience

Capability of an effective response

To continue delivery of products or services at acceptable predefined levels following a disruptive incident.



Disaster Recovery

Disaster recovery (DR) is the process, policies and procedures that are related to preparing for recovery or continuation of technology infrastructure which are vital to an organization after a natural or human-induced disaster.



Top 10 Business Continuity and Disaster Recovery Trends



1. Managed DR become industry standard



2. Social media drive disaster-related communication



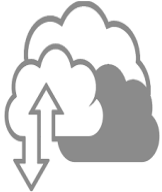
3. Geographic separation for DR, re-enter the conversation



4. Electronic Vaulting replace tape backup



5. Role BC & DR professional is changing for the better



6. Cloud-to-cloud continuity with Software-as-a-Service (SaaS)



7. Disruptions considered norm



8. Disruptions are becoming more predictable



9. Rise in malicious cyber attacks



10. Increase in the number of natural disasters

BC Objectives & Plans to Achieve Them

Be consistent with policy

Take account of the minimum level of products and services acceptable to achieve its objectives

Be measurable

Take into account requirements

Be monitored and updated as appropriate

The organization shall retain documented information on the BC objectives

5 golden questions to be answered – BC and Goals

What are the **key business objectives** of the organization ?

What are the outputs/deliverables i.e. **products/services** of the business objectives ?

When are the business objectives achieved ?

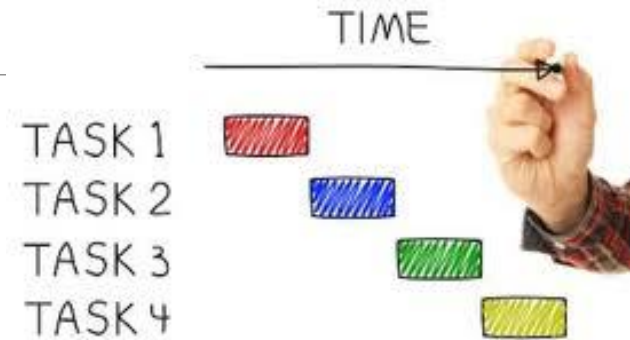
Who is involved [internally and externally] in achievement of business objectives ?

How are the business objectives to be achieved?

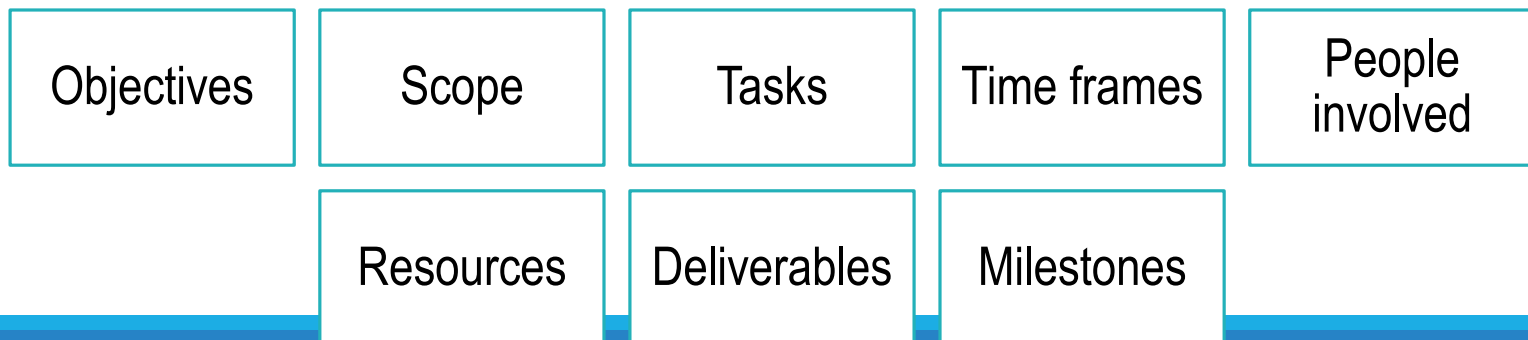


Successful Project Management

1. Management commitment
2. Establish project framework
3. Well written project that include a reporting structure
4. Define goals & objectives, as well as project risks
5. Determine necessary resources
6. Determine timeframe



The implementation of a BCM Program consists of many projects that need to be managed. Most project management methods include the following:



BCM Program Management

Develop and approve a BCM program;

Determine the key approaches to each stage of the BCM Lifecycle;

Undertake or manage the appropriate activities within the organization;

Maintain the BCM program documentation;

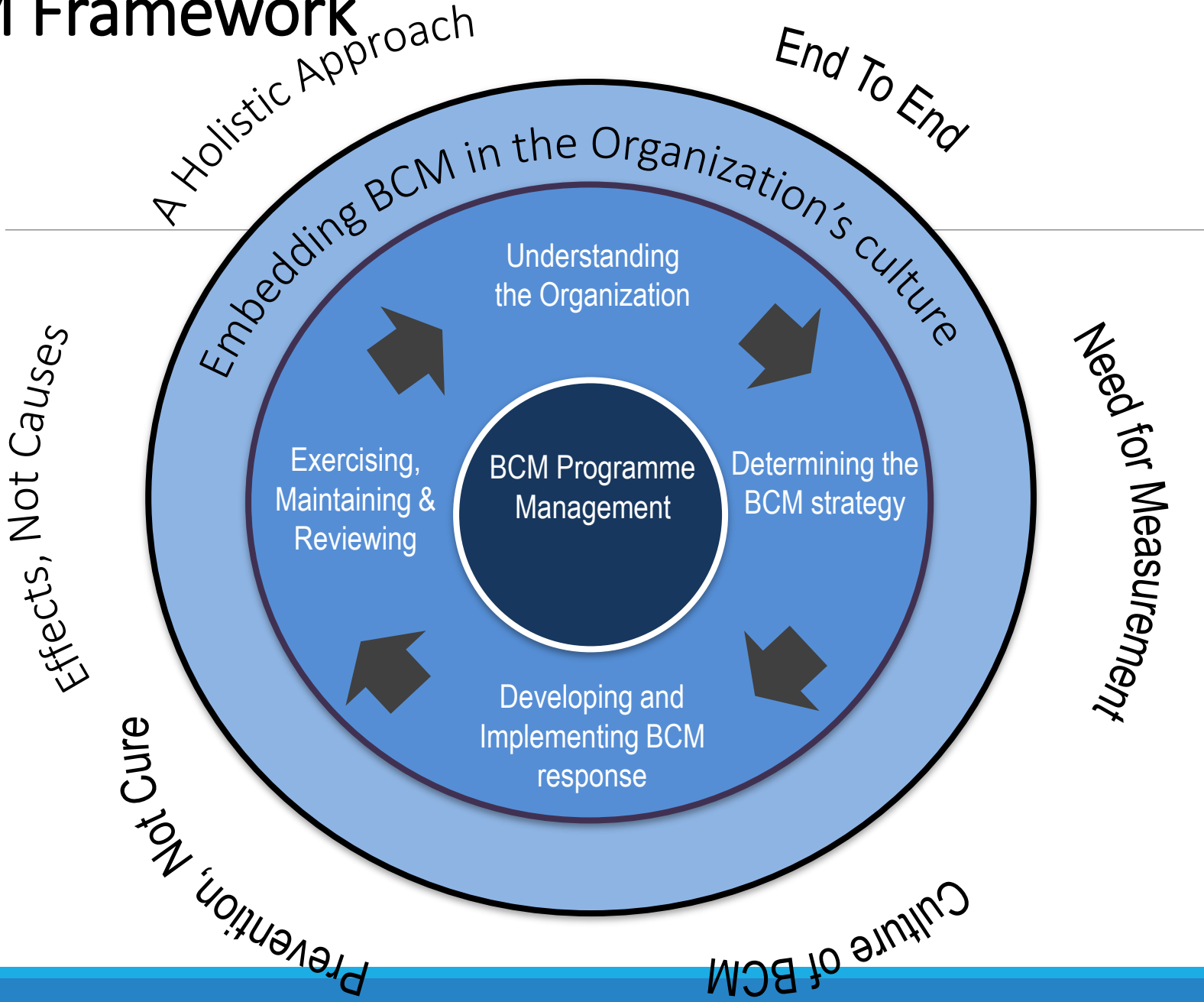
Manage the BCM program budget;

Promote BC across the organization and externally where appropriate;

Ascertain the level of resilience required by legislation and regulation within the relevant sector; and

Report to senior management on a regular basis highlighting where there are identified issues.

BCM Framework



THANK YOU!

