

Business Continuity Plan

The Background

Whenever the spotlight is turned on cyber security, the focus is usually on defence – how to stop criminals in their tracks and keep sensitive data safe and secure. Few organisations think about recovery in the event of an attack, or create a risk profile so that recovery time is controlled and efficient. At Fifth Step, we can help you develop a Business Continuity Plan (BCP) that will offer you complete peace of mind.

The Challenge

Our client was a rapidly growing organisation with operations in Bermuda, the UK, USA and Zurich. Its technological footprint was complex and growing exponentially, as was its need to provide a global and regional service. A BCP was in place but this was inefficient and complicated, so the client decided to create one that was relevant to its needs and abilities, and demonstrated compliance with the regulations in its operational territories.

Our Recommendations

Fifth Step recommended that the client reuse any relevant information from the original BCP, but not replicate its form or proposition. We would undertake new interviews and audits where necessary, and validate all key information to provide assurance of the new plan.

Our Solution

We used our standard approach to the creation of the client's BCP – this was in line with our ISO accreditation and followed a well-defined framework, notably with regard to the need to execute a Business Impact Analysis (BIA). We began by conducting scripted interviews with business heads to identify the structure of the business operation, including the organisation's technical services and infrastructure, the business processes and stakeholder groups. We mapped this information to an impact matrix based on the client's service availability requirements and commitment to its customers, partners and vendors. The aim was to discover how the organisation did business, and to prioritise its systems and resources. The culmination of this work was a desktop disaster recovery exercise, and lessons learned were added to the BCP.

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The Outcome

The client now had a BCP that was relevant and usable, one that could develop and grow with the organisation. And most importantly, it was embedded in the organisation's normal risk management processes.

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The Benefits

The new BCP was scalable, and additional service areas and business functions could be added at a later date. Future Mergers and Acquisitions could also be integrated into the plan because the client owned the BIA and the ability to update it. Fifth Step provided significant cost savings through its approach, and the client now has a regulatory-compliant plan.

The Future

A successful future for any company is dependent on its ability to ensure continuance of its services for customers, staff and third parties. Fifth Step's approach to the creation of a successful BCP is based on a well-executed BIA, and is not only comprehensive and scalable, but highly flexible.