
Best Practices for Building a Business Continuity Program

Creating value at any stage of maturity by asking the
right questions



Today's Presenters



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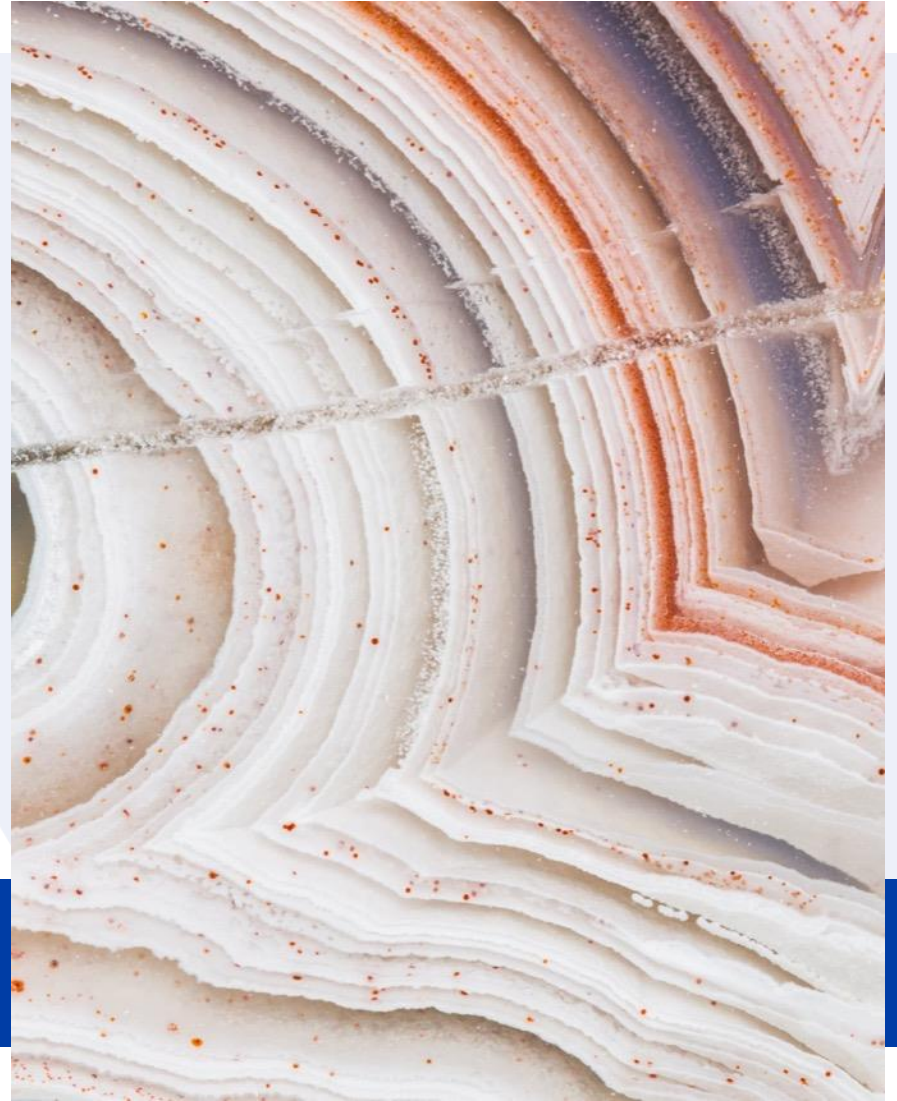


Sean McLaughlin

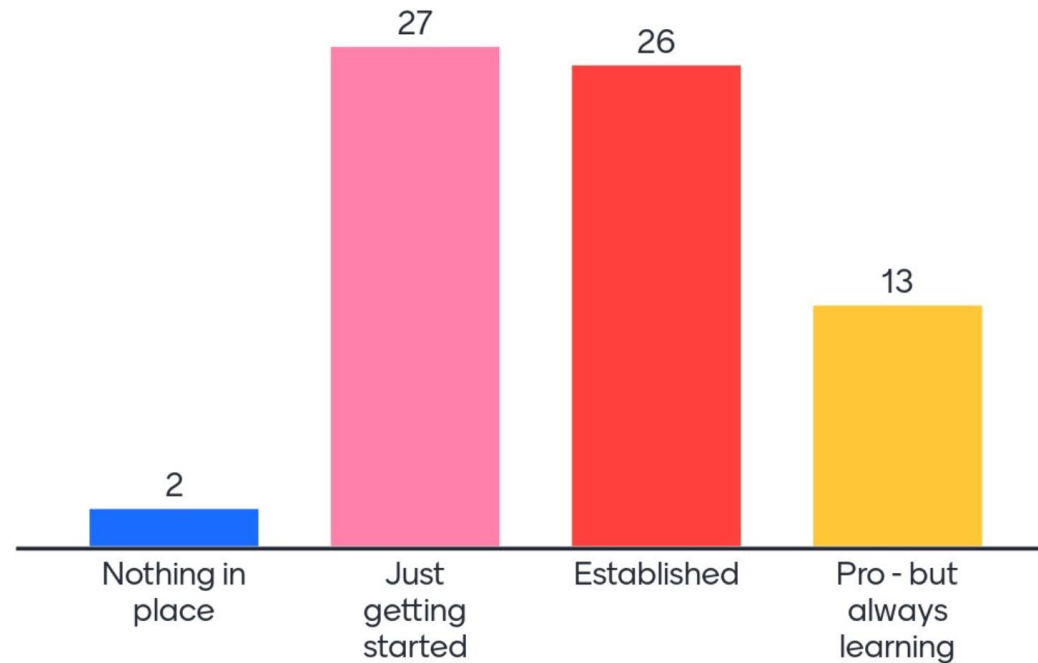
Principal Product Manager

Agenda

1. Define your Governance and BC Policy
2. Build Your BC Culture
3. Get to Work
4. Roadmapping
5. What's Next?
6. Key Takeaways



Where are you on your BC journey?



Define your Governance and BC Policy

What to consider at any stage of your program



What's important to the business?

- Protect people?
- Protect Revenue?
- Reputational?
- Financial stability?
- Compliance/Regulations?
- Certification?



What value are we trying to bring to our organization?

- How does this policy support our business goals?
- How does it help the organization prepare for disruption?
- Do we have a plan for monitoring of data?



How are we defining critical processes?

- What do your processes do?
- What processes are key to keeping your operations running?



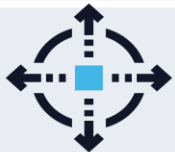
What are we trying to learn by completing our BC activities?

- Where are our gaps?
- What are our single points of failure?
- Where can we mitigate risk?



Who are your key stakeholders?

- Do you have executive sponsorship?
- Who is considered a plan/process owner?
- Who are you doing this for/reporting to?



What is the scope of your program?

- Business Continuity
- Crisis Management
- ITDR
- Vendor Management
- Operational Risk
- Operational Resilience



What's your program development roadmap?

- What are your first year goals?
- Do you have quick wins and long-term achievements?
- What do you hope to achieve by end of year 2, 3, etc?

Build the BC Culture

Resilience by design with the right teams and engagement

Are your Executives bought in?

- Consider how your program goals align with your executive priorities
- Report on metrics that mean something to the business
- Prove out how you're helping the company mitigate risk and thrive



Have you engaged your organization?

- What can you do to ensure active participation?
 - Revisit training and awareness annually
 - Recall the importance of their participation regularly
- Continuity Week activities and rewards
- Celebrate the wins



Are roles and responsibilities clear?

- It's much easier to get your BC Champions, stakeholders, executives, etc. to invest their time and effort if they have a clear understanding of their roles and responsibilities
- They're more likely to sell the importance of resilience to their teams down the line

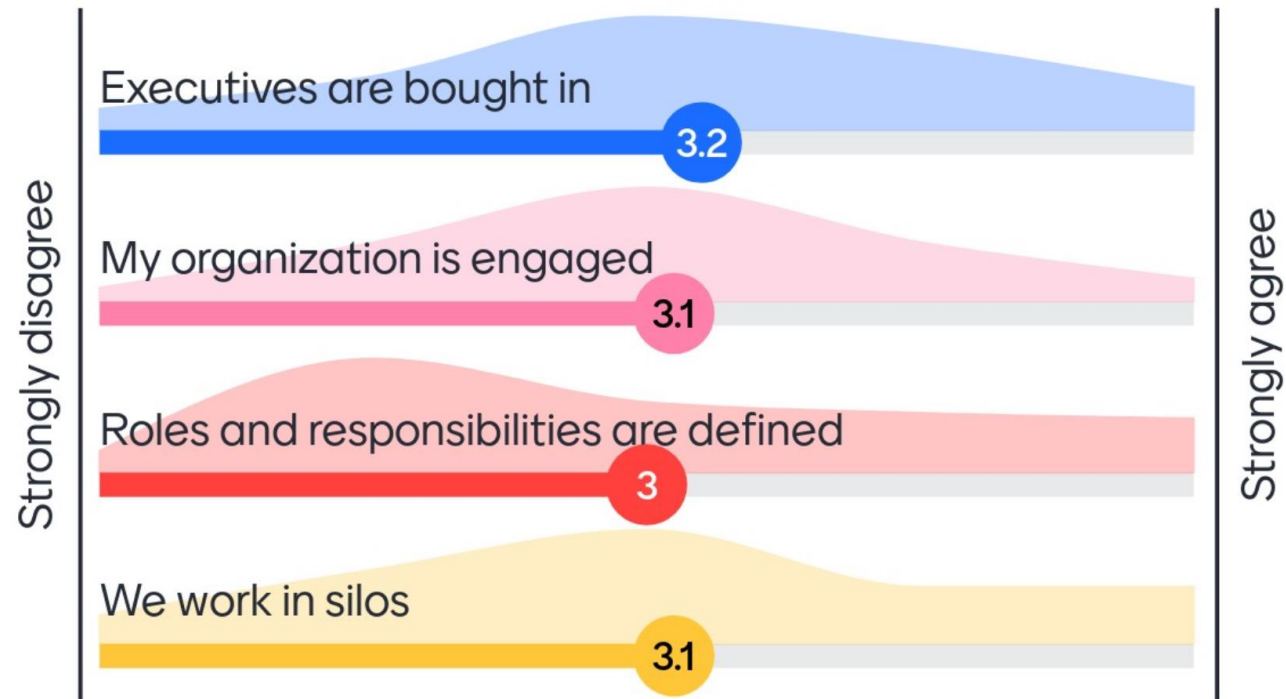


Are you breaking down silos?

- Build relationships with closely related programs that might not be in BC up front (Resilience, Risk, TPRM, HR, etc.)
- Data sharing can provide more efficient and effective practices for all



How Strong is your BC Culture Today?



Get to Work

Complete the activities, but focus on the value it provides to your program



Build your data foundation

What data are you importing?
Are your processes for BIAs and Risk Assessments easy to follow?



Collect recovery strategies during BIA

Don't wait to input your recovery procedures, put them in while your process owners are thinking about their dependencies during the BIA.



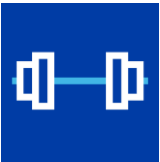
Map your dependencies

Do you understand how processes are connected to the rest of the organization?



Create dynamic, tailored response plans

Time to step away from the large, unusable super plans.
Operationalize your plans and make them actionable.



Exercise

Do your teams know what to do if a plan is activated?
Have tested to ensure you haven't missed anything?



Adjust along the way

Never waste a crisis or a test. Track issues, gaps, and areas for improvement during live incidents and exercises.



Communicate!

Have you incorporated your ENS into your planning and response?
What is your crisis management strategy for kicking off an incident?



Act on lessons learned

What does your after-action reporting look like?
Hold team members responsible for resolving the issues they're assigned.

Roadmap your Success

Determine what needs to be done now, next and later to ensure focus and success



NOW

GOAL

Build a solid information foundation to surface gaps and drive program engagement

OUTCOMES

- Core data sources identified
- Processes identified and Impact Assessments approved
- BC champions identified and trained



NEXT

GOAL

Improve data quality and recovery planning completed for critical processes

OUTCOMES

- Automated data feeds for HR and IT applications
- Process owners identified and set recovery strategies for all critical dependencies
- Exercise/test schedule set



LATER

GOAL

Recovery capability validated through exercises and third-party data gathering

OUTCOMES

- Critical process recovery plans validated
- Crisis management team trained and enabled
- Third party dependencies captured on BIAs

What's Next?

When you're ready to take your program up a level

**Identify your
Critical Services**

Reset your focus. Start thinking
top-down.

Scenario Testing

Let the system go to work for
you.

Incorporate AI

Use innovative, new tech to
give yourself a head start.

**Extend A Formal
Third-Party
Program**

Take another step toward
resilience and embed a full
third-party risk view into your
program.

Q & A

Key Takeaways

Let's recap today's learnings!



Key Considerations for BC

A clear, all-encompassing BC Policy is an integral piece of any successful BC Program. It sets the stage for the value you bring to the company and begins creating buy-in.

- ✓ Why are we doing this now?
.....
- ✓ Are we aligned with the business?
.....
- ✓ Who are the stakeholders?
.....
- ✓ What are we trying to learn?



Creating the Right BC Team

Having buy-in from the executive level all the way down to the individual contributors sets the stage for a culture of resilience at your company. When everyone knows what they're supposed to do and why, less disruption should occur.

- ✓ Are execs bought in?
- ✓ Are you collaborating with tangential departments?
- ✓ Are responsibilities clear?
- ✓ Are you being engaging?



Developing and Testing your Program

With a strong policy and team in place you can now start building a program that provides efficient and proactive organizational resilience.

- ✓ Have you set a strong data foundation?
.....
- ✓ Is your user experience simple?
.....
- ✓ Are you taking time to test?
.....
- ✓ Are you improving as you go?

What changes are you planning on making to your BC Program after this webinar?

Higher level of leadership engagement.	Develop a policy	Focus more on development
Come up with defined disaster scenarios and supporting plans.	I will be reviewing our policies through a new lens.	A comprehensive framework.
Building BC team and organization awareness	Higher engagement with LOB partners	Communicating more often with the users.
Adjust along the way	Engaging more with leadership and the LOB; make the process fun.	Review plans

Thank You

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