

# Build the foundation for an effective Business Continuity Plan.

## Business Continuity services from Bell

Every enterprise faces potential disruption to their business lifecycle, whether from man-made disasters, labour disputes, system malfunctions or natural disasters. The possible effects of these interruptions can differ dramatically depending on the type of operation, business priorities and customer requirements.

To ensure you are making the right decisions to meet your BCP requirements, a crucial first step is to complete a comprehensive Business Impact Analysis (BIA). This process is essential to identifying your critical lines of business and developing the appropriate roadmap to meet compliance requirements.

By focusing your efforts on your critical functions, prioritizing your recovery efforts and identifying recovery time objectives, you can minimize the cost of managing your BCP, while obtaining optimum value for your money.

### Solution

We work with you to identify your business continuity priorities and provide you with a vendor-agnostic approach to risk management. We use a consultative and collaborative approach to guide your team through the BCP process. Our experts follow the industry-standard methodology outlined by the Disaster Recovery Institute (DRI) as well as the Treasury Board operational standard for BCP.

Starting with the BIA process, we will help you establish a clear understanding of your cross-organizational recovery priorities and interdependencies. The information gained through a BIA enables you, with the assistance of Bell, to develop a roadmap to meet your needs. It also helps you get to where you want to be by providing a foundation for an effective BCP program.



### The MAF and your business continuity planning

The Government of Canada's Management Accountability Framework (MAF) affects many aspects of a department's day-to-day operations.

MAF requires departments to have Business Continuity Planning (BCP) programs that cover their critical business functions.

To ensure MAF compliance, organizations must first put the processes in place to identify the main risks and recovery priorities as they relate to their critical business functions\*.

Implementing a solid risk management program enables departments to:

- Make informed decisions about critical functions
- Prioritize recovery efforts
- Identify recovery time objectives in order to minimize BCP costs and maximize the value of their investment

\*MAF Round VI, Section 19, Stewardship, line of evidence 19.3

## Features

Once you have determined your state of readiness/maturity, we then lay out the elements needed for your BCP such as:

- BCP governance and policy – Ensures that BCP requirements are an integral part of your operation
- Gap analysis and recovery strategy development – Identifies gaps that may exist in your present organization in meeting the continuity requirements, and helps develop a continuity/recovery strategy
- Continuity/recovery infrastructure and assets costing – Provides infrastructure recovery costing services to allow proper budgeting for your BCP program
- BCP documentation – Assists you in developing detailed plans to allow for continuous operation of your priority business functions
- BCP training and testing – Trains your BCP teams on the implementation of the plans and facilitates actual live tests or table-top-exercises
- Plan maintenance – Updates your organization's BCP program and provides new BCP information on a planned or as required basis, and offers annual testing and training
- Implementation – Installs your BCP recovery assets in combination with the above activities to provide a turn-key solution

## Benefits

Implementing a comprehensive continuity program will enable you to identify the effectiveness of corporate risk management, confirm the level of engagement of senior executives, and ensure risk assessment and recovery strategies are well communicated and current to provide continuous delivery of key programs.

## Why Bell?

Bell is a Canadian leader in converging information, communication and technologies (ICT) strategies to help enterprises improve business performance, speed time-to-market, and realize peace of mind. The foundation of our world-class ICT infrastructure is a high-powered reliable network backed by a multi-disciplinary team of experts. Our highly-skilled

professionals offer diverse expertise in business process assessment, as well as solution design and deployment across a wide range of industries. Bell solutions and services can be customized to meet industry-specific needs and the business demands of today and the future.

### Is your organization ready for the next incident? See how you score on 6 key indicators.

The following assessment is a good initial check to determine the extent to which your organization will be able to ensure continued operations when the next threat or disaster occurs.

The more 'yes' answers you can provide, the higher your state of readiness.

Once you have completed the assessment, the Bell team of experts can help you establish a BCP roadmap to full MAF compliance.

#### BCP readiness assessment questions

- |   | Yes                      | No                       |
|---|--------------------------|--------------------------|
| 1. Have you conducted an in-depth assessment to identify the level of maturity of your existing business continuity plan (BCP)? Does the assessment also identify which business functions are critical to your organization? | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Have you identified the impacts and risks associated with the different types and levels of threats and disasters that could impact your organization and the publics/clients you serve?                                   | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Have you developed and executed strategies to meet the recovery and continuity requirements of key business functions?   | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. Have you supported the implementation of those strategies with adequate resources – both funding and assets – to comply with requirements?   | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. Have you supported your continuity plans with adequate training for all personnel that could be involved in an incident?   | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. Have you performed live tests of your continuity plans and procedures?   | <input type="checkbox"/> | <input type="checkbox"/> |
| 7. Based on your testing of your BCP program, have you updated the program?   | <input type="checkbox"/> | <input type="checkbox"/> |

For more information contact your Bell representative or visit [bell.ca/enterprise](http://bell.ca/enterprise)

