

Continuity Cover

fast, effective business continuity planning for small and medium businesses

Continuity Cover Services

Teed Business Continuity has developed 3 different business continuity planning packages to meet the size and budget of small and medium businesses. The whole process can be sandwiched into one day or spread over 3 or 4 days on site.

The **Starter** pack is ideal for very small businesses where key individuals gather for facilitated mini workshops to discuss critical activities and recovery strategies in a round table type forum. A great way of achieving results quickly and effectively.

Our **Mid** range pack is suited to the slightly larger business with a defined structure and where one-to-one analysis and planning discussions are more beneficial. The **Mid** pack also includes a gap analysis which helps identify where the current recovery capability does not meet the required recovery timescales.

The **Full** package builds upon elements offered in both the **Starter** and **Mid** packs, but also includes testing and validating the plan with a desktop exercise upon completion of the project. This often acts a conduit for gaining that all important buy-in from management, together with an understanding of roles and responsibilities for managing business continuity disruptions.

Whichever package you go for, each provides you with a business continuity plan and a **Continuity Cover** certificate stating that the current state of business continuity preparedness within the organisation has been independently verified. This is a useful document to show to anyone requesting evidence of your business continuity planning.

A quick summary of **Continuity Cover** services is shown below and each element is explained in more detail on the following pages.

No.	Continuity Cover Services	Packages		
		Starter	Mid	Full
1	Fast Track BC Planning Workshop	✓	-	-
2	High Level Business Continuity Plan	✓	-	-
3	Incident Management Structure Defined	✓	✓	✓
4	Business Continuity Recommendations Report	✓	✓	✓
5	Continuity Cover Certificate	✓	✓	✓
6	One to One Interviews (instead of Workshop)	-	✓	✓
7	Detailed Business Continuity Plan including incident management, business recovery & resource recovery tasks	-	✓	✓
8	Gap Analysis	-	✓	✓
9	Desktop Scenario Exercise	-	-	✓
10	Business Continuity Preparedness Rating	-	-	✓
	<i>Deliverables prepared by consultant off site</i>	✓	✓	✓
	<i>Number of consultant days spent on site</i>	1	3	4

If you are unsure which of the packages would best suit your needs, please ask one of Teed's consultants who will be happy to have a discussion to assess your requirements and advise on the most appropriate level of service.

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Detailed Explanation of Packages & Services

1. **Fast Track BC Planning Workshop (Starter)**

- The fast track method is designed around getting the key people in a room for one day, during which they are taken through the business continuity planning and thought process
- Often best for smaller organisations, the participants must have sufficient knowledge and authority to make decisions on the order of priority of each business or service area and the level of acceptable risk exposure to the organisation.

2. **High Level Business Continuity Plan (Starter)**

- A Business Continuity Plan is created stating the incident management actions required to contain the adverse situation and keep negative impacts within acceptable levels, including dealing with employees and communication with stakeholders
- The Plan also notes the resource recovery requirements, priorities and timescales of the organisation and the critical activities which need to continue in order to minimise negative business impacts.

3. **Incident Management Structure (All Packages)**

- A clear structure, together with roles and responsibilities, is defined for escalating and responding to adverse situations thus ensuring that an efficient, timely and effective response can be invoked to deal with potentially disruptive events.

4. **Business Continuity Recommendations Report (All Packages)**

- A recommendations report is produced detailing the actions required to take the organisation's business continuity preparedness to the next level of competence
- The report provides a road map for the organisation to use when driving forward any necessary improvements to its business continuity capability.

5. **Continuity Cover Certificate (All Packages)**

- A **Continuity Cover** Certificate, valid for 1 year, is issued stating clearly the independently verified current state of business continuity preparedness within the organisation
- This Certificate can be used to verify the state of preparedness for stakeholders.

6. **Business Impact Analysis One to One Interviews (Mid & Full)**

- For larger or more complex businesses, one to one business impact analysis (BIA) interviews with business area leaders are often the most appropriate approach
- The BIAs identify the impacts of disruption on the ability to continue with critical activities
- The focus on defined business continuity aims, set in the context of a worst case scenario, and supported by experienced facilitators, ensures that requirements remain commercially focused on key business objectives.

7. **Detailed Business Continuity Plan (Mid & Full)**

- As per the Starter package, but the Plan also details the specific actions required to recover resources, continue critical activities following an incident and manage the recovery of each area of the business in an effective and prioritised manner.

8. **Gap Analysis (Mid & Full)**

- The Gap Analysis identifies where the post incident activity levels or recovery timescales following a serious incident cannot be met by the current recovery capability
- For each gap identified, at least one option is recommended to address the gap. Alternatively senior management may choose to accept the current risk exposure.

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9. **Desktop Scenario Exercise (Full)**

- A half day focused scenario exercise is a useful addition to any business continuity programme of activity
- Key members of a defined response team are provided with a scenario depicting a disruptive event, tailored for their business. They are asked to talk through their actions, utilising their response plans to provide guidance on actions and communications
- Facilitators with experience in incident response and management provide challenging interjects, ensuring that participants are continuously challenged
- A post-exercise debrief ensures that everyone has the opportunity to convey their views on the response and, inevitably, many lessons are learned
- The exercise is an excellent opportunity to gain buy-in from people throughout the business – in our experience there is always enthusiasm for business continuity once people have been involved in an exercise
- An exercise outcome report is produced to provide a record of the exercise together with a note of the lessons learned and actions arising.

10. **Business Continuity Preparedness Rating (Full)**

- Teed has developed an effective business continuity scoring methodology that allows organisations to benchmark their current exposure and motivates them to improve their preparedness on an ongoing basis.
- A rating out of 10 is provided for the effectiveness of the planning awareness and capability shown in the 5 key areas of People, Documentation, Solution, Communication and Exposure
- The rating out of a maximum potential score of 50 provides a clear indication of the areas that require focus in the future
- Very useful for showing customers and stakeholders that plans are tried and tested

About Teed Business Continuity

Teed is a specialist provider of business continuity and disaster recovery solutions based in Scotland. We work with organisations of all shapes and sizes and recognise the difficulties faced by small and medium businesses in developing plans and strategies.

We have developed **Continuity Cover** to help fill the gap by providing affordable business continuity planning. A fast track approach minimises the time and input required by the client resulting in a workable business continuity plan. As a small business ourselves, we recognise the importance in keeping costs and time to a minimum.

All **Continuity Cover** services are provided by our experienced consultants who will work with your organisation on exactly the same basis as for larger clients, using the same proven analysis and planning methods. Your business will benefit from the knowledge and facilitation skills gained through the many hundreds of projects Teed has undertaken since opening its doors in 1999. All work is aligned to current business continuity management standards and the Business Continuity Institute's Good Practice Guidelines.

Teed has gained an enviable reputation for providing business continuity and disaster recovery services at the very highest level and we aim to deliver the very best we can for all our clients, whether large or small. A Business Continuity Plan from Teed provides reassurance to clients and stakeholders alike of the quality and credibility of the planning.