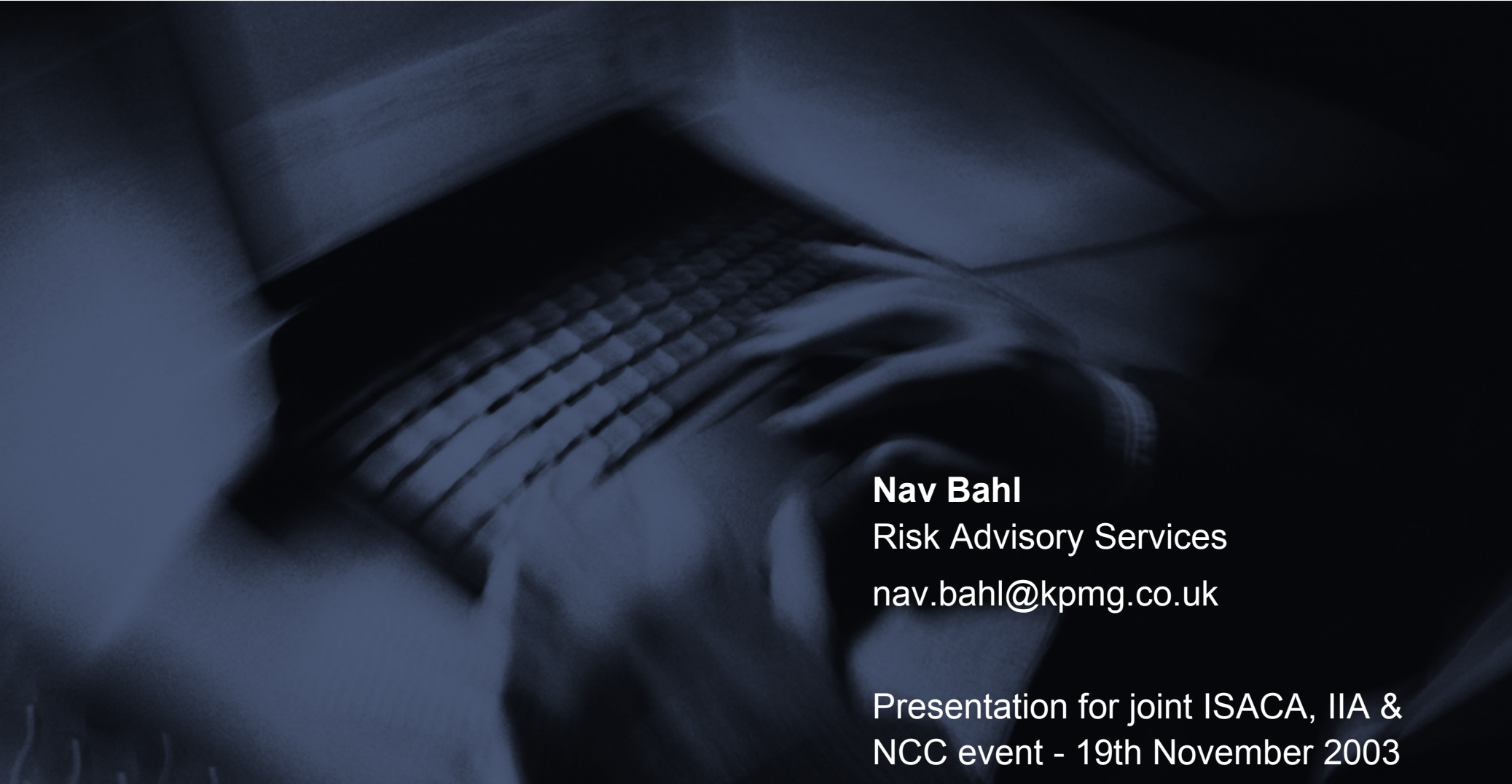


Building business continuity management into your organisation



Nav Bahl
Risk Advisory Services
nav.bahl@kpmg.co.uk

Presentation for joint ISACA, IIA &
NCC event - 19th November 2003

Agenda

- What's changed ?
- Why invest ?
- How much to invest ?
- Choosing a recovery strategy
- Establishing a recovery plan
- Testing
- How to maintain the investment ?
- The benefits ?

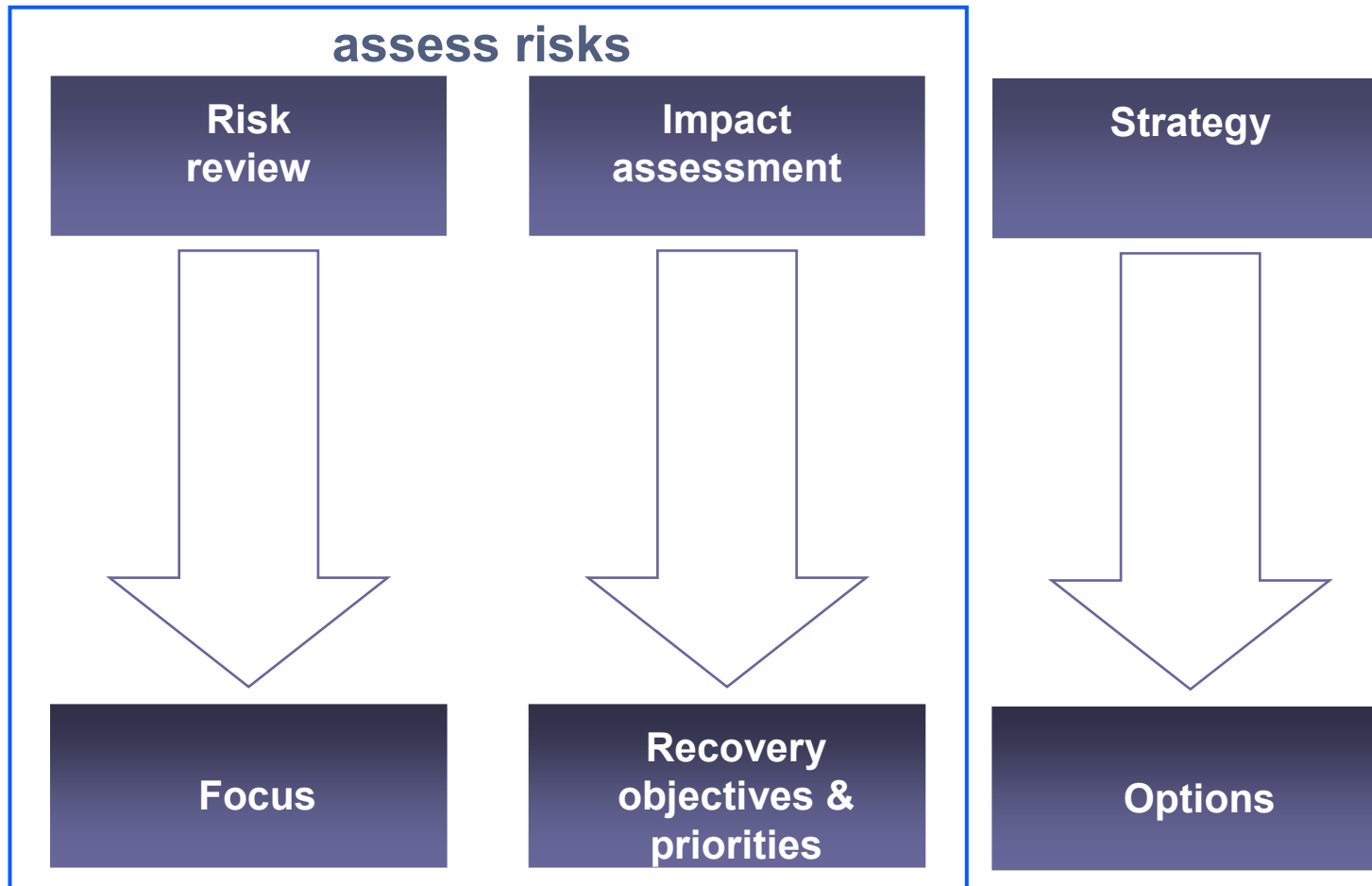
What's changed ?

- ❑ New 'worst case' scenarios
- ❑ Technology dependencies & risks
- ❑ Increased regulatory focus
- ❑ Higher on agenda
- ❑ Customers expectations
- ❑ Process driven

Why invest ?

- Financial loss
- Customer service
- Legal / regulatory
- Brand / reputation

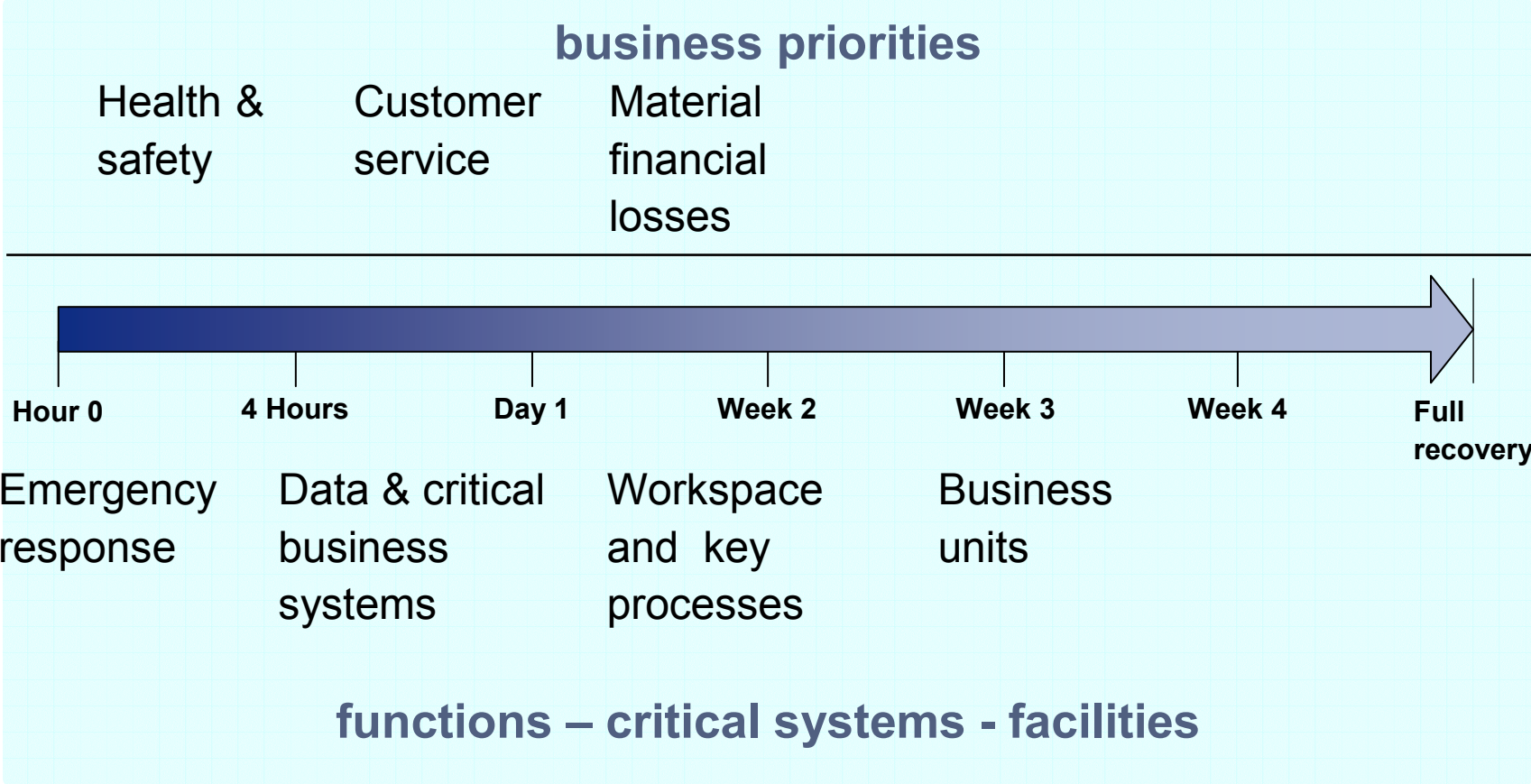
How much to invest ?



Choosing a recovery strategy



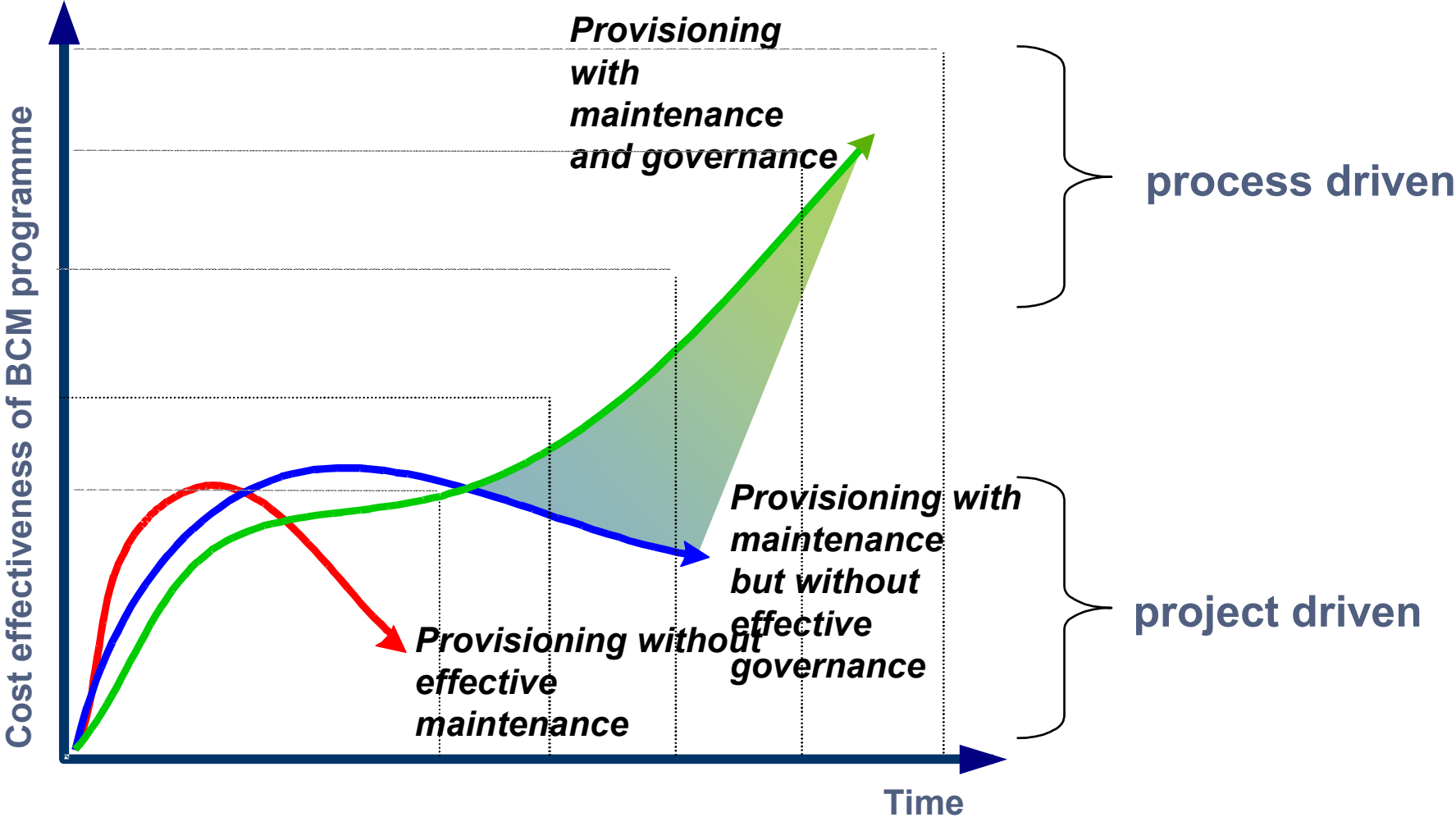
Establishing a recovery plan



Testing

- Emergency Response
- Crisis Management
- Command Centre
- Call Tree
- Desktop Walkthroughs
- Component test
- Functional recovery test
- End-2-end live test !

How to maintain the investment ?



How do I maintain my investment ?



- Life cycle approach
- Business as usual
- Awareness & training

The benefits ?

- Continuous availability
- Contain costs
- Customer retention
- Market position