

## Business Continuity Software – Questionnaire

Review the key elements of Business Continuity Management (BCM) below and consider which of them would:

1. Get **No** benefit from the use of any type of software
2. Benefit from the use of **Generic** software such as MS Office, (specify software)
3. Benefit from the use of **Specialist** business continuity software, where:
 

PDMT = Plan Development, Maintenance & Testing	IMIT = Incident Management & Interactive Testing
DGAP = Data Gathering, Analysis & Presentation	ACON = Automated Call Out & Notification
RADM = Risk Analysis & Dependency Modelling	
4. Benefit from **Other** ways of tackling the element, where:
 

W = Workshop	P = Presentation	R = Research
M = Meeting	T = Training	
B = Brochure	I = Intranet or Internet	

1. Roles & Responsibilities	No	Generic	Special	Other
1.1 Establish need for business continuity				
1.2 Communicate need for business continuity				
1.3 Establish responsibility at senior executive level				
1.4 Draw up budget appropriate to the size & type of organisation				
1.5 Ensure BCM objectives are defined & understood				

2. Threat Identification & Control	No	Generic	Special	Other
2.1 Identify threats & vulnerabilities				
2.2 Identify controls & safeguards				
2.3 Assess effectiveness of controls & safeguards				
2.4 Use appropriate risk assessment techniques				
2.5 Implement effective backup & restoration procedures				

3. Business Impact Analysis	No	Generic	Special	Other
3.1 Determine business criticality & requirements				
3.2 Identify stakeholders & interested parties				
3.3 Identify business & support functions				
3.4 Assess potential business impact				
3.5 Determine criticality of business & support functions				
3.6 Determine recovery timeframes for all critical functions				
3.7 Identify minimum resource requirements				
3.8 Determine recovery timeframes for key resources				

4. Continuity Strategy & Approach	No	Generic	Special	Other
4.1 Identify potential business continuity solutions				
4.2 Assess suitability of solutions				
4.3 Prepare cost benefit analysis of each solution				
4.4 Present solutions senior management				
4.5 Select appropriate solutions				
4.6 Determine strategies for salvage & restoration				
4.7 Understand contractual agreements for outsourced services				
4.8 Ensure that continuity solutions are enterprise-wide				
4.9 Cover all critical business units				
4.10 Cover voice & data communications				

<b>5. Documented Plans &amp; Procedures</b>	<b>No</b>	<b>Generic</b>	<b>Special</b>	<b>Other</b>
5.1 Identify components of immediate response plan				
5.2 Develop incident response procedures				
5.3 Develop command & control procedures				
5.4 Establish adequate public relations programme				
5.5 Develop integrated communications plan				
5.6 Involve emergency services adequately				
5.7 Involve insurers adequately				
5.8 Involve salvage & restoration specialists adequately				
5.9 Determine plan development requirements				
5.10 Define format & structure of plans				
5.11 Generate ownership of individual plans				
5.12 Provide basis for the accurate maintenance of plans				
5.13 Include adequate explanations & overview of key activities				
5.14 Define damage assessment & salvage procedures				
5.15 Define administrative procedures				
5.16 Define building & facilities procedures				
5.17 Define HR & personnel procedures				
5.18 Define IT recovery procedures				
5.19 Define voice & data communication recovery procedures				
5.20 Define business unit recovery procedures				
5.21 Review outsourcer's recovery procedures				
5.22 Implement the plan				
5.23 Establish plan distribution & control procedures				

<b>6. Training, Rehearsals &amp; Maintenance</b>	<b>No</b>	<b>Generic</b>	<b>Special</b>	<b>Other</b>
6.1 Define training objectives				
6.2 Establish training & education programme				
6.3 Provide specialist training				
6.4 Develop awareness programme				
6.5 Establish effective programme of plan testing				
6.6 Prepare, conduct & manage tests				
6.7 Implement feedback from tests				
6.8 Define plan maintenance procedures				
6.9 Keep the plan up-to-date				
6.10 Define change control procedures				
6.11 Implement change control				
6.12 Implement plan status reporting				
6.13 Establish plan distribution & control procedures				
6.14 Define plan audit procedures				
6.15 Audit the plan				
6.16 Audit plan control procedures				