



BCP for Small Businesses

Presented by

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Agenda

- Types of telecom fraud
- How we combat it
- Results of our efforts



What is a Business Continuity Plan (BCP)

A Document Stating

- **Who** and **What** (Systems, Equipment, Records and Facilities) are required
- **When** they are required
- **Where** to operate your business for an indefinite period



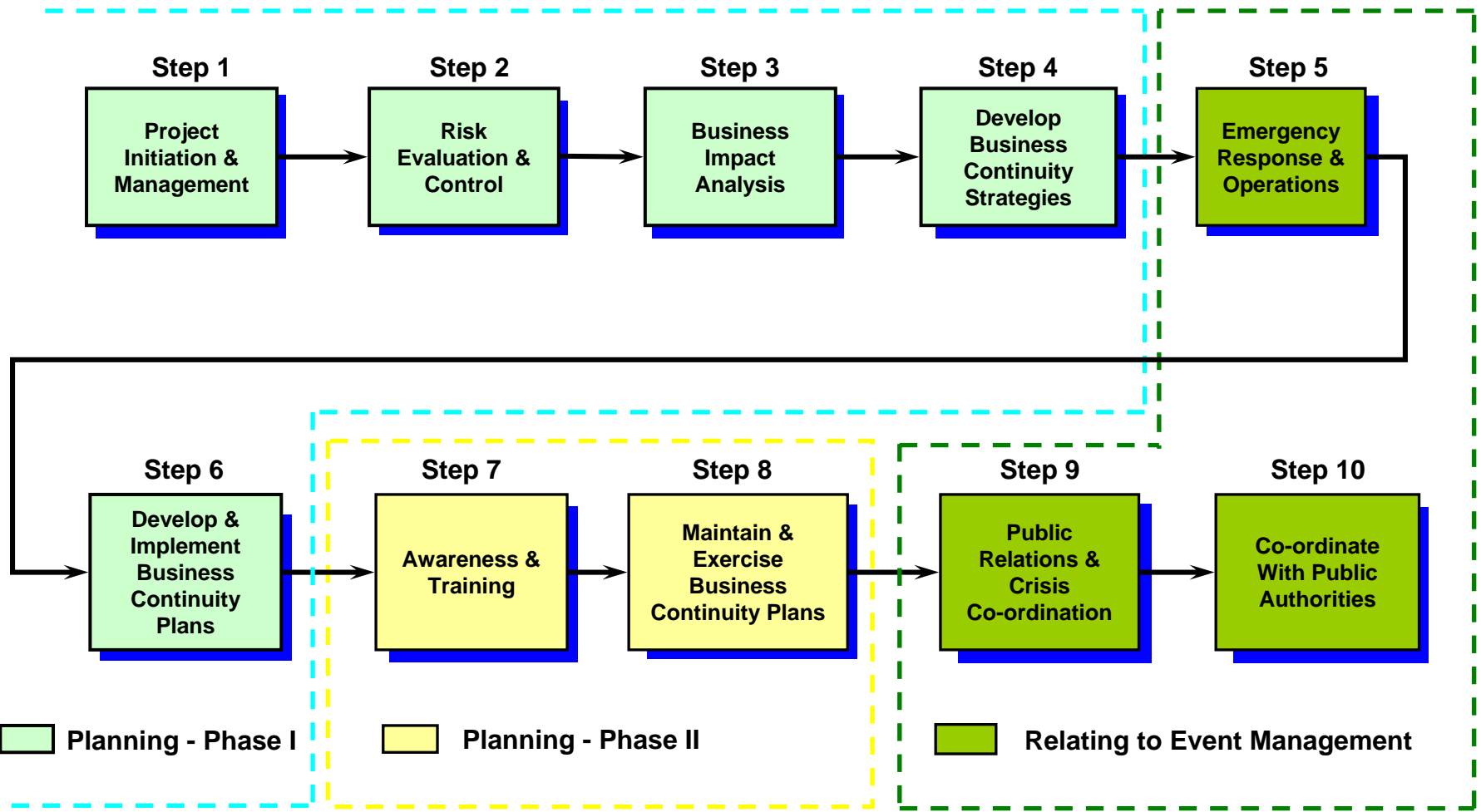
Why Business Continuity Management is Important

A Document Stating

- Customers expect continuity of service in all circumstances
- Shareholders expect management to be fully in control, and to be seen to be in control, of any crisis
- A poorly managed crisis will damage company reputation and lose customers, many of whom will not come back
- It is implicit in good Corporate Governance and demonstrates best practice in business management
- A comprehensive business continuity plan can lower insurance costs



10 Steps of Business Continuity Planning



How to start a Business Continuity Plan?



... identify

- Purpose
- Scope
- Assumptions

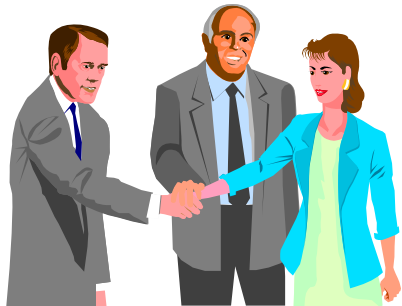
And then ... form the TEAM

What is the **TEAM** going to do?



- Assign Roles & Duties
- Action Items
- Co-ordination
- Time Frames

Process



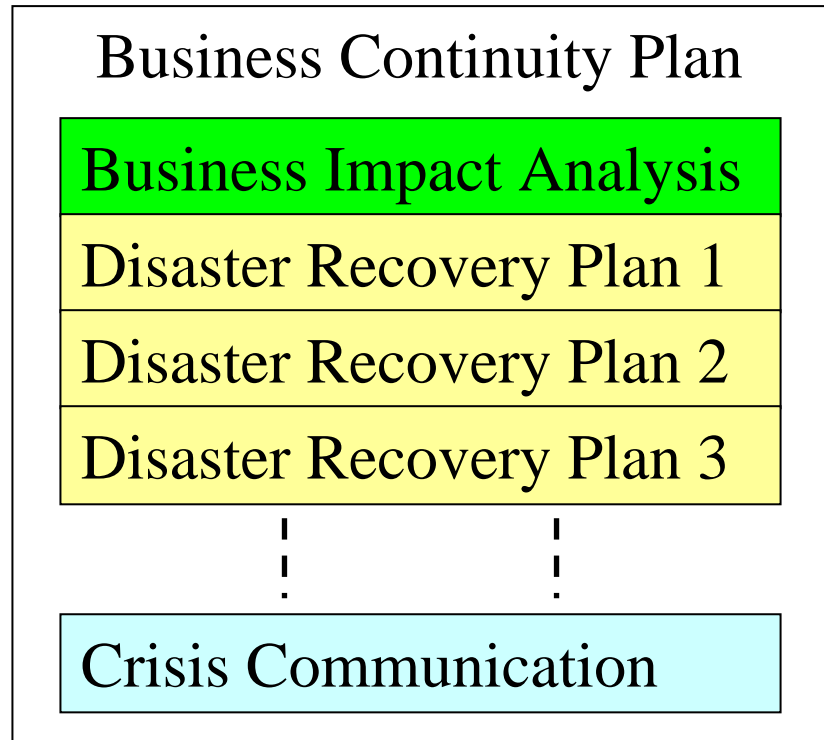
The TEAM is going to perform...

- Risk Assessment
- Business Impact Analysis (BIA)
- Develop DR/Contingency Procedures
- Testing and Maintenance



Difference between BCP and DRP

- BCP - Business Continuity Plan
- DRP - Disaster Recovery Plan Risk Assessment





Structure of the BCP

Introduction
Environment
Business Impact Analysis
Teams & Responsibilities
Recovery Plan for Major Disasters
Testing the BCP Plan
Maintaining the BCP Plan
Crisis Communication Plan



BCP is a Comprehensive Document





Testing the Business Continuity Plan

- In order not to affect normal operations and resources, three types of test are performed:
 - Component Test
 - test individual disaster recovery plans or procedures
 - Call Test
 - perform a call test to ensure all the contact information within the BC plan is up-to-date
 - Walk Through Test
 - perform a table walk through test to ensure all the related parties have sufficient knowledge to activate the BC plan





Business Continuity Plan Maintenance

- To prevent the plan becoming outdated, the plan should be updated/reviewed according to the following schedule:

Review Item	Schedule
Contact Information	Quarterly
Business Impact Analysis	Annually
DR Plan/Procedure	Annually
Testing Requirement	Annually

- In case of major changes to the business environment or hardware/software changes, the plan should be updated immediately





Open Discussion

Infectious Disease Incidents
VS
Business Continuity Plan





Open Discussion

What is most difficult task?



Thank You

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