



▶ **1) ANALYSIS PHASE:**
DETERMINE CURRENT STATE OF PREPAREDNESS, DEFINE COURSES OF ACTION



▶ **2) DEVELOPMENT PHASE:**
DEVELOP A STEP BY STEP COMPREHENSIVE PLAN AND INTEGRATE IT THROUGHOUT THE ORGANIZATION



▶ **3) MAINTENANCE PHASE:**
VALIDATE THE PLAN AND IMPLEMENT A PROGRAM TO ENSURE ALL DETAILS ARE KEPT UP TO DATE

Business Continuity Management Services

By *E-ternity*

E-ternity Services Overview

‘Plan to Survive’ not ‘Survive to Plan’

E-ternity's Business Continuity Management Services offering allows customers the opportunity to gain assistance in developing comprehensive programs that will protect their business from a variety of potential threats. The Business Continuity Consulting team at *E-ternity* has vast experience in a number of different environments, and can assist customers in their quest to insulate their business in any situation.

E-ternity's six step Business Continuity Management Services methodology is a comprehensive framework that explains the principles of Business Continuity Planning.

The methodology considers protection of mission critical business process, resources, and services.

It focuses on key resources such as IT systems, physical infrastructure, production equipment, products, facilities, work areas, standards and guidelines from reputable organizations such as the Business Continuity Institute International and Disaster Recovery Information Exchange.

E-ternity's Methodology consists of 6 Steps:

1. Analysis

The Analysis Step identifies the impact of external and internal factors on the business' ability to perform critical business functions in times of a severe business disruption.

2. Continuity Strategy Development

A Continuity Strategy is a high level process that incorporates the existing and potential business environment to identify optimal recovery options.

3. Planning

The step by step documented recovery effort is captured in a Business Continuity Plan and/or Disaster Recovery Plan.

4. Integration

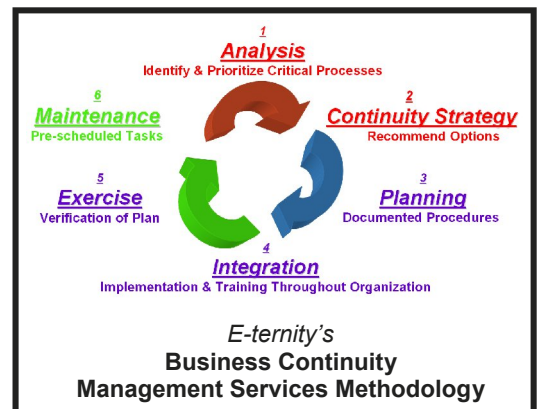
During this step, *E-ternity* will ensure that all key personnel are trained.

5. Exercise

The purpose of the exercise/test is to validate the accuracy of the Plan and to incorporate any necessary modifications.

6. Maintenance

The Maintenance step involves an established program with pre-scheduled tasks to ensure relevancy of the Plan at all times.



E-ternity has furthered simplified this methodology into three easy phases:

The Analysis Phase, the Development Phase, and the Maintenance Phase.





Analysis Phase

In the Analysis Phase, E-ternity will determine the current state of preparedness, and offer guidance on potential courses of action.

First of all, *E-ternity's* team will improve the awareness of all key stakeholders in the organization so that all parties are in agreement with the objectives of the Business Continuity Management Program. *E-ternity's* One and Three Day Workshops on Business Continuity will familiarize key personnel with the pertinent processes and methodologies for Business Continuity and Disaster Recovery Planning.

Next, *E-ternity* will perform an array of services including Gap Analyses, Risk Analyses, and Business Impact Analyses.

Gap Analysis: The process of determining the differences between the current situation and the desired situation.

Risk Analysis: The process of identifying the risks to an organization, assessing the critical functions necessary for an organization to continue business operations, defining the controls in place to reduce organization exposure and evaluating the cost for such controls. Risk analysis often involves an evaluation of the probabilities of a particular event.

Business Impact Analysis: A process designed to identify critical business functions and workflow, determine the qualitative and quantitative impacts of a disruption, and to prioritize and establish Recovery Time and Recovery Point Objectives.



Development Phase

In the Development Phase, E-ternity develops a complete Business Continuity (BCP) and/or Disaster Recovery Plan (DRP), a customized program to integrate the policies and procedures into the corporate culture, and training sessions to ensure the all employees are comfortable with the procedures.

The goals of the BCP/DRP are to:

- Minimize the duration of a serious disruption to business operations
- Ensure that critical IT systems can achieve pre-defined Recovery Time Objectives and Recovery Point Objectives
- Identify weaknesses and implement a disaster prevention program
- Facilitate effective co-ordination of recovery tasks
- Reduce the complexity of the recovery effort
- Provide step by step documentation which provides clear communication of protocols to all parties involved

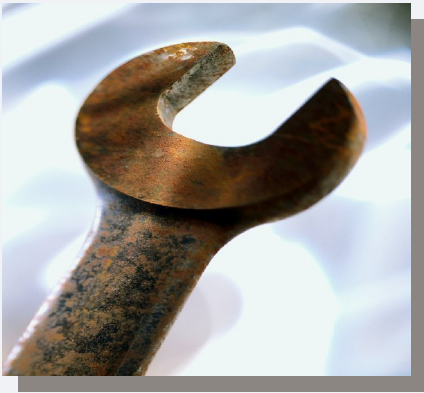
First of all, *E-ternity's* consulting team will help customers develop comprehensive plans based on previously established objectives.

Next, *E-ternity* will assist with the implementation and integration of these plans throughout the corporate environment. This process involves building relationships between all key stakeholders so they understand their role within the BCP & DRP programs, and establishing plan distribution and control procedures.

Then Plans must be validated through an exercise or test. The actions involved include:

- Defining the scope for the exercise
- Identifying staff resources
- Defining assumptions
- Developing exercise sequence check list
- Describing detailed activities and criteria
- Identifying interdependencies (business units and processes-both internal and external)
- Identifying major exposures during the exercise
- Verifying production environment has not change due to exercise activities
- Presenting exercise evaluation report to senior management

Finally, *E-ternity* will ensure that all key personnel are trained on the procedures so that everyone is confident in their role in the event of a crisis.



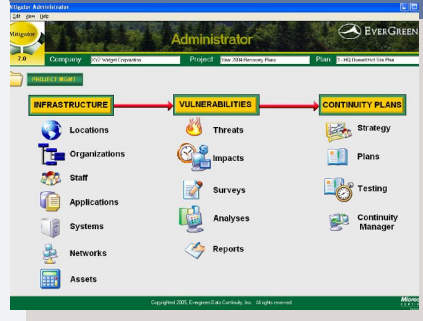
Maintenance Phase

In the *Maintenance Phase*, *E-ternity* offers its customers a program to keep the Plans up to date and communicated to all key personnel.

E-ternity will implement a Maintenance Program with regularly scheduled tasks that include:

- Re-assessing continuity tolerances/timelines
- Reviewing the Plan's documentation control procedures
- Reviewing interdependencies (business units processes-both internal and outsourced)
- Delivering reports to senior management detailing areas of concern
- Reviewing technical scripts
- Re-assessing critical staff and business unit contact information
- Regular testing

Finally, at time of incident *E-ternity* will provide one day of emergency professional services to our maintenance program subscribers *at no charge*.



EverGreen Mitigator™

EverGreen Data Continuity, Inc. provides the industry's most complete Operational and Business Continuity Planning software – Mitigator™. Mitigator™ provides a full set of features for risk assessment, recovery strategies, and continuity plan development in a single, integrated package. The product is used to assess financial, technology, and operational risks, as well as develop and manage business continuance and emergency response plans.

The benefits of EverGreen's Mitigator™ include:

- Central Repository for all Data
- Customized User Portal
- Asset Management
- Realtime Incident Management
- Automated Integration of Plans
- Easy Reporting

And Mitigator™'s Software as a Service (SaaS) program allows customers to experience all of the benefits of Mitigator™ in a hosted, fixed term monthly model.

For more information, please visit www.evergreen-data.com.



E-ternity PlanningCentre

E-ternity has done what no other BCP/DRP Services organization has done before: *packaged all three of these phases together along with the EverGreen Mitigator™ SaaS solution, in one fixed rate, fixed term affordable monthly payment program.*

No upfront fees. No loose ends. Just smooth sailing.

It's E-ternity PlanningCentre

Let *E-ternity's* Business Continuity Management Services team help your organization find the perfect intersection between your acceptable risk and your available budget. More information about *E-ternity* can be found at www.e-ternity.ca.



plan. protect. communicate

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