

Business Continuity Management Services

By *E-ternity*



▶ **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 Checklist

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. Here is a basic checklist applicable to all businesses.

1) Develop a Business Continuity/Disaster Recovery/Pandemic Plan

Establish a disaster-recovery team of employees, assign responsibilities for specific tasks, identify your risks, prioritize critical business functions and how quickly these must be recovered.

2) Identify alternative operational location
Locate satellite or branch offices, alternate IT facilities

3) Backup site

Equip your backup operations site with critical equipment, computer data files and supplies, power generators, computers and software, order forms, contracts, basic first aid, etc.

4) Safeguard your property

Protect your assets i.e. building, equipment, computers, vehicles, company records, etc.

5) Contact information

Do you have current and multiple contact information (e.g., home and cell phone numbers, personal e-mail addresses) for employees, key customers, important vendors, suppliers, business partners, insurance companies?

6) Communications

Emergency toll-free hotlines, internet access, cell phones, BlackBerry(TM), e-mail, etc.

7) Employee preparation

Ensure your employees know company emergency plans, re-location plans, communication procedures, etc.

8) Customer preparation

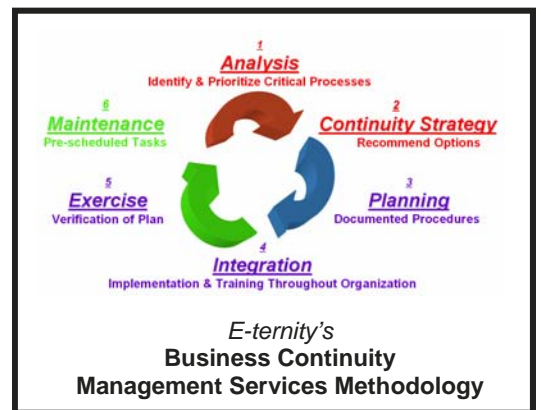
Ensure your key customers know your emergency contact information for sales and service support (publish on your website), your backup business or store locations, what to expect from your company in the event of a prolonged disaster displacement, alternate methods for placing orders, alternate methods for sending invoice payments in the event of mail disruption.

9) Evacuation order

When a mandatory evacuation is issued, be prepared to grab and leave with critical office records and equipment including BCP/DRP, insurance policies and company contracts, company cheques, bank accounts, credit cards, ATM cards, employee payroll and contact information, desktop/laptop computers, etc.

10) Economic Resiliency Management

Keep enough cash on hand to handle immediate needs, use Internet banking services to monitor account activity, manage cash flow, initiate wires, pay bills, issue corporate cards to essential personnel to cover emergency business expenses, reduce dependency on paper checks and postal service to send and receive payments



11) Post-disaster recovery procedures

Assign specific tasks to responsible employees, track progress and effectiveness, document lessons learned and best practices.

Let *E-ternity's* Business Continuity Consulting 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.

