

Could you handle a major crisis at your Company?



A fire, flood or security leak at your business would not only mean a serious interruption of service for your customers but could also pose a significant financial threat to the company through loss of underlying business and legislation. **Our packages represent unbeatable value for money**

Services

Plan Health Check/Capability Review - A review of existing Business Continuity or Disaster Recovery plans and their underlying strategies to determine an organisation's preparedness and recovery capability.

Business Impact Analysis (BIA) - An assessment of a business detailing the impact that would be felt if it were unable to operate normally due to a major incident. Expressed in both quantitative (financial) and qualitative (reputation) terms, the BIA is used to determine and justify a Business Continuity Planning strategy.

Emergency Response Planning - The means by which the evacuation, escalation and notification part of a company's response to an incident is managed. The 'front-end' of a Business Continuity Plan.

Recovery Strategy Development - An examination of external and internal recovery solutions appropriate to the company's recovery requirements. The determination of cost-effective solutions to meet a company's Recovery Time Objectives (RTOs) and recovery needs. Usually follows and is driven by the Business Impact Analysis.

Exercising and Testing - The execution of Recovery Plans in a "safe" environment, to assess the plans' effectiveness, identify weaknesses and improvements, and exercise Recovery Team members. Can take many forms and may be full or partial, pre-arranged or unannounced. Options include structured walkthroughs, callout tests, technical (e.g. IT) recovery and business function recovery exercises.

Training and Awareness Programmes - These can take many forms but are designed to ensure that all staff are kept informed (in varying degrees of detail) about the company's Business Continuity Plans and have the skills necessary to carry them out. Must fit in with the culture of an organisation and may include newsletters, broadcasts, seminars, briefings, 'road shows', courses, etc.

Crisis Management - The process of managing an incident that escalates beyond day-to-day operational failure. Assistance with the recovery process and management of external and internal teams at the time of a disaster.

Business Continuity Exercise Workshops:

Workshop Structure

We will prepare for and facilitate the exercises, each of which will be run as an interactive workshop. The participants will be presented with a disaster scenario and be asked to role play their responses as if the incident were real.

A number of incident updates will be provided throughout the exercise, which will be run using a combination of "real time" and "accelerated time".

Participants will be debriefed at the end of the exercise and a report will be produced detailing relevant observations and recommendations.

Our Responsibilities

Pre-exercise Planning

Detailed planning and preparation;
Production of customised exercise documentation, including timetable, scenario and incident updates;
Conduct a pre-exercise controllers' briefing.

Facilitation of the Exercises

Facilitate and "referee" the exercises;
Encourage interaction and identification of issues;
Monitor activities;
Debrief participants;
Record events, actions, decisions and issues arising.

Post-exercise Activities

Summary report including observations and recommendations.

Costs

The cost will depend on the nature and number of exercises required.

To take advantage of this and other offers - please contact ParkinsonHowe on 0161 484 0070. Alternatively visit www.parkinsonhowe.co.uk for further information on this and other service offerings.