



“The future depends on what we are doing in the present.”

M. Gandhi

BCM Arrangements

All organizations whether large or small have aims and objectives such as to grow, to provide services and to acquire other businesses. These aims and objectives are generally met via strategic plans to achieve an organization's short, medium and long term goals. Business Continuity Management (BCM) will ensure that these aims and objectives are not compromised by unexpected disruptions.

Definition of Business Continuity Management:

“A holistic management process that identifies potential impacts that threaten an organization and provides a framework for building resilience with the capability for an effective response that safeguards the interests of its key stakeholders, reputation, brand and value creating activities.”

(The Business Continuity Institute)

Dependencies

In a recent past organizations were fairly introvert for issues like Business Continuity Management. The majority of Plans and Solutions were set up to handle disruptions that occurred within the organization.

Recent BCM standards have now clearly addressed the dependency on third parties, irrespectively whether these third parties are suppliers, business partners, outsourcing partners, customers or stakeholders.

Organizations these days will quickly find themselves impacted by disruptions that may occur with one of the external parties with whom the organization has some kind critical relationship.

Contractual agreements

When your organization is relying on an (outsourcing) partner for the realisation of services or products, it is essential that clear agreements have been made.

In most cases formalised agreements do exist, but very often these are focused on service levels in times of business as usual. Contractual clauses will most often consider major incidents such as fire, explosion, flooding as acts of God and will waive any responsibility for service delivery in such situations.

You should be aware that despite the fact that operational responsibility may have been transferred to your partner,

About Ascore

Ascore is specialized in operational risk management consultancy and staffing. Operational risk management, information security, business continuity and compliance to laws and regulations are major cornerstones of our services.

Ascore assists its customers with the incorporation of operational risk management at all levels and in all areas of their organization, including day-to-day operational decisions. No decision should be taken in any organization without applying proper operational risk management. It can be applied throughout the entire life cycle of any activity or project. In order to minimize risk, it is however preferable to apply operational risk management is applied at the beginning phase of a project or operational activity.

About Ascore Academy

Ascore offers, through the Ascore Academy, an extensive education and awareness program, covering several open classes, events and customized education experiences.

Contact

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On all Ascore services our general terms of delivery apply.

BCM ARRANGEMENTS

your organization's reputation and future is still at stake.

Strategic Assurance

Ascure can provide specialist knowledge and advise in ensuring that Business Continuity Management and Crisis Management are well being taken care off when (outsourcing) contracts and service levels are being negotiated.

Depending on the importance of the outsourced activities, specifications may go as far as requiring the partner becoming BCM certified.

Tactical & operational assurance

Based upon the contractual agreements and service levels, Ascure specialists will ensure that the partner builds BCM Solutions, competencies and capabilities that allow meeting the agreed continuity and recovery objectives.

When mandated to do so by your organization, Ascure will from time to time evaluate and assess your partners BCM System.

This may initially be focused at the plans and documentation, but will soon move towards more operational aspects.

Testing

As soon as the partner has build the appropriate BCM Solutions (in addition of the plans), these Solutions will have to be tested with a frequency and scope that was mutually agreed.

Ascure can ensure that your partner builds a test plan and provides test reports proving that:

- tests are being conducted with a frequency, type and scope as agreed;
- the results prove that the agreed recovery and continuity objectives can be met;
- a process of continual improvement is being followed.

In the progressive build up of scope and complexity of BCM testing, it should be envisaged that at some moment in time both your organization and your partner will conduct joined tests.

Crisis Management

Clear agreements need equally to be made at the level of Crisis Management and communication.

To enable both parties to react and respond in a flexible way to disruptive events, it is of vital essence that no time gets lost with faulty or ineffective communication channels.

Here as well, Ascure can ensure that the partner builds and maintains appropriate communication channels and installs an incident reporting system that provides evidence of response and recovery.

Just like your own BCM System, the BCM System of your partner must be capable to manage change.

Changing BCM requirements, changing technologies, changes in staffing and the like must be addressed in an acceptable manner while preserving and guaranteeing at all times an adequate BCM and CM capability and competence.

Interested in world-class education and training on business continuity, crisis management, disaster recovery or pandemic planning: visit the website of the BCM Academy Belgium (www.bcmacademy.be).

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