Business Contingency Planning: A Road Map to Protect Company from Unforeseen Threats

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Abstract: - Unforeseen threats never knock the door before their arrival; they just arrived and destroy everything that comes in the path. Establishing a secure business is not just about supply and demand. It is about the prevention and protection measures that you can put in place against cyber-crime, the consequences of an electronic attack, natural disaster, acts of terrorism and other events that would have a negative impact on your organization. In this paper our major focus on creating an effective and globally accepted business contingency plan, which is applicable on almost all type of business and their processes to handle any crises and smooth operation of their critical functions. This paper also focuses on need of BIA and discusses all the key aspect of BIA model for analysing the impact of an unforeseen threat over a business critical function. In this paper we also try to provide a complete overview of existing business contingency and risk assessment model.

Keywords: - BCM (Business Continuity Management), BCP (Business Continuity Plan), BIA (Business Impact Analysis), DRP (Disaster Recovery Plan), Risk Rating, RTP (Risk treatment plan).

I. INTRODUCTION

Consider a scenario of centralized data centre building of an email server which may be demolish due to any one of these scenario, i.e. consequences of an electronic attack, natural disaster, acts of terrorism. In this situation what are the major disruption to a business organization:

- Company will lose all the critical data related to their business.
- Customer’s personal information will be lost permanently.
- Customer’s and users are not able to access their email account or other web services.
- Company loses the confidence of their Bank, Financial Institute and stakeholders.
- Company loses the organizational assets.

Thus business contingency plan play a vital role to reduce the impact of any unforeseen threat and respond quickly to recover the business from disruption to their normal operating routine.

So business contingency ensure that your company can continue doing business even when its normal facilities or place of business is unavailable. A contingency plan is the process of developing advance arrangements and procedure that help any organization to respond to an unforeseen event that could occur by chance or unforeseen threats. It is a framework or preventive action used by an organization to overcome with the negative impact of any failure or disruption in operations.

A business contingency plan may use variety of resource including working procedure, an alternate operational area, a third-party agreement, or shifting resources.

A. Business Contingency planning is important to answer:

- What would you do tomorrow if your building were on fire today?
- What would your market competitors do?
- What would your shareholders and bank do?
- What are the risk rating criteria?
- What is your risk treatment plan?
- What is your expected down time to recover?

B. Some threats usually covered in contingency plan are:

- Crisis Management
- Continuity Plan
- Asset Security
- Mismanagement
- Reorganization

C. Some Standard related to Business Contingency is:

- BS25999
- ISO270025

II. MODEL & METHODOLOGIES

There are various business contingency planning models and methodologies. Most of the models include the following phases of the business contingency planning:

- Understanding Your Business
- Business Contingency Strategies
- Development and Implementation of Contingency Plan and Solutions
- Building and Embedding a Contingency Culture
- Exercising, Maintenance and Audit
This emphasis on the importance of:
- Understand business contingency need and the necessity for establishing policy and objectives for business continuity.
- Implementation and operation of controls for ensuring an organization’s global business continuity risks.
- Monitoring and reviewing the performance of business contingency plan.
- Continual improvement based on business contingency objectives, measurements.

III. RISK ASSESSMENT MODEL

There are various risk models. For creating effective business contingency plan we focus on the following phases of the risk:
- Technical Risk.
- Economical Risk
- Social Risk
- Risk associated with People

Fig. 2. Risk Assessment Model

This emphasis on the importance of:
- Understanding technical risk like IT system break down and Industrial Accident.
- Analysing economical risk such as government crisis and utility failure.
- Understand the impact of social risk such as terrorism, labour strikes, off-site product tampering.
- Monitoring and reviewing the people so that on-site product tampering, malicious acts and organizational failure can be identified on time.

IV. PROPOSED MODEL

In this approach we are proposing a 7-stage model for contingency planning which can focus on all the major area of contingency plan and help organizations to nurture their business growth according to their set goals or objectives.
should recognize the preventive controls that exist in the organization. These controls can save money as well as effort while pursuing BCP strategy.

Different types of preventive controls include:

- Information Security Control
- Environmental Security
- Physical Security
- Disaster Recovery Plans
- Awareness Program

VI. CONCLUSIONS

It is evident that there is growing awareness of Business Contingency Plan and its management in current business environment but the only problem is the lack of understanding about what a Business Contingency Plan program is and what it can imply. Another important thing is that there is lack of resources for implementing business contingency plan program. It is mainly due to inadequate manpower designated for such a key area. People are having misconception regarding a Business Contingency Plan and a DRP. So there is a need to increase awareness and branding in business contingency plan to make it more effective. We must remember that “A journey of a thousand miles begins with a single step” and we probably are already a few miles on the road

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