

Planning for Success

Organizations today face the multifaceted threat of many significant business disruptions (SBD). These disruptions can come in the form of cyber crimes, natural disasters, accidents, terrorists' threats and acts of war. Due to these SBDs, organizations and government agencies need to re-evaluate their business contingency plans to ensure the continuity of operations and employee safety. Now more than ever, straight forward and comprehensive backup procedures are necessary due to:

- Increasing complexity of operational environments
- Dependency on highly sophisticated technologies and information systems
- Employees working remotely and/or teleworking
- Life-threatening impact of downtime in mission - critical environments

The ability to conduct timely and accurate mass communications and mission directives is essential for effective operations, implementation and execution. Automated IT tools and well-developed contingency plans are critical to every organization's ongoing success.

Business Continuity Solution

Intelligent Decisions (ID) has created a comprehensive solution for contingency planning called Communications and Business Continuity (CBC). CBC combines three of the most recognizable methodologies into one essential solution. These three services are key to your organization's functionality during times of need.

- **Business Continuity Planning (BCP)**
- **Continuity of Operations Planning (COOP)**
- **Emergency Notification (EN)**

As your organization grows in people, facilities, equipment and complexity, our solution grows with you. It is highly customizable, scalable and provides your organization with superior training, a wealth of knowledge and a plan that ensures safety, continued operations and business continuity.

Business Continuity Planning (BCP)

Business continuity planning establishes a detailed roadmap that prevents or minimizes business disruptions resulting from attacks on operations or service interruptions. The COOP process revives your company's essential operations while the BCP regains business normality. Because organizations face unique challenges and each have their own priorities, ID's BCP service is fully customizable and scalable. ID will thoroughly assess your business requirements and develop a comprehensive BCP that includes:

- Identification and documentation of critical business processes
- Organized training of business operations recovery teams that focuses on education and other prevention initiatives
- Creation of tested policies and procedures for effective program management

The BCP is implemented at every organizational level to provide guidance and order should a disruption occur, and documentation is specifically developed for satisfying regulatory requirements. Proper communications coupled with collaborative efforts from employees, management, clients and vendors will ensure a solid foundation for long-term success.

BCP ADDRESSES

- Scheduling, testing and training
- Establishing roles, responsibilities and authority
- Communications with vendors, customers and employees
- Planning for all business disruptions
- Recovery of damaged or lost data
- Operating in contingency modes
- Recovery and restoration plans
- Financial reserves
- Vulnerability and risk assessments
- Disaster management assistance
- Business impact and resource gap analysis
- Updating and maintaining the contingency plan



Intelligent Decisions is pleased to partner with Global Risk Advisors on Business Continuity Planning.

Continuity of Operations Planning (COOP)

In the event of an outage or other specific incident, it is vital that a carefully tested plan is ready for immediate implementation to ensure continuity of business operations. The COOP comprises initiatives required to support and maintain essential operations should any facility become uninhabitable or inoperable. ID's COOP addresses technical operations and facility issues in order to prevent business disturbances.

Various organizations and government agencies do have plans set in place, but many of them are flawed due to various issues:

- No comprehensive annual testing
- Unmanageable legacy systems
- Failure to plan for all scenarios
- Insufficient knowledge and resources
- Lack of training and communications
- No restoration plan to resume normal business

Emergency Notification (EN)

Timely and efficient communications are essential for effective contingency planning. Simply put, businesses must have the ability and capacity to notify individuals anytime and anywhere, in the fastest way possible, and provide them with critical information necessary for their safety and resolution awareness. Professionally-developed and tested notification plans, with the appropriate tools for implementation, enhance the overall responsiveness and performance of the organization.

EN solutions from Intelligent Decisions can also be used as business communication tools and provide organizations and government entities with a proven means of communicating across devices at all times.



ID's Emergency Notification Solution:

- Reduces communications time
- Scalable to fit your organization's needs and missions
- Reduces confusion
- Saves money and lives
- Improves mission planning

ISSUES ADDRESSED BY COOP

- Risks due to data loss or loss of service to customers
- Continuity of business operations
- Restoration of business operations

SOLUTIONS ACCOMPLISHED BY COOP IMPLEMENTATION

- Comprehensive alert notifications
- Detailed, step-by-step COOP cutover plans
- Bare metal disaster recovery testing and documentation
- Database recovery testing and documentation
- Identifying a "ready" alternate facility
- Identifying key personnel and preparing for action
- Critical software and hardware availability
- Critical resources being inventoried
- Critical procedures and operations documentation
- Initiating communications with vendors to assist in the business continuity and restoration
- Daily database and system backups
- Backup vaulting and offsite storage
- A hot standby or cold COOP environment
- Frequent synchronization of critical system files and archived data files
- DNS cutover preparation and testing
- Firewall rule creation and maintenance

EN BENEFITS

- Invokes multiple forms of communication– land, cellular phone, pager, e-mail, fax, instant messaging and PDAs (inbound and outbound)
- Notification sent to key personnel via the EN system
- Filters to notify only certain departments/people
- Simultaneously send multiple messages
- Tracks the location and history of all events: who was contacted, for what reason and what message was communicated
- Reporting capabilities
- 24/7/365 readiness
- Immediate message recording or choose from a list of pre-recorded messages