Facilities Management and Business Continuity

10 May 2017

Introductions

- Business Continuity Institute
  - BCI SADC Chapter
- The Caridon Group

The BCI

About the BCI

The Business Continuity Institute (BCI) is the world's leading institute for business continuity.

Established in 1994, the BCI has established itself as the leading membership and certifying organization for Business Continuity (BC) professionals worldwide.

Our Purpose:

To promote a more resilient world

Our Vision:

To be the Professional Body of choice for resilience professionals

Our Values:

- Membership Focused – where our members are at the heart of EVERYTHING we do
- Quality Led – consistently delivering a high value, independent service
- Global Reach – building a worldwide community of influential thought leaders

Subscribe to BCI Communications
Sign up here

Don't miss...

- Get BCI Certified
- Join as an Individual
- Join as an Organization
- Visit the BCI Shop
- Latest BCI News
- BCI Careers Centre
- Find a Training Course

bci Business Continuity Institute

SADC CHAPTER

safma
People. Infrastructure. The bottom line.

The Caridon Group

- Consulting Group of select experienced Professionals
- Business Systems Consulting and support
  - Management Systems Implementation
- Training
  - PECB, BCI, Bespoke, in-house
- Systems Reviews & Assessments
- Management Systems Audit & Certification

What is ISO?

- Network of International Standardization bodies from over 160 countries

- The final results of ISO works are published as International Standards

- Over 21000 standards published since 1947

Some ISO Standards

- ISO 9000 — Quality
- ISO 20000 — Service Management
- ISO 22301 — Business Continuity
- ISO 27001,2,3,4,5... — Information Security
- ISO 21500 — Project management
- ISO 28000 — Supply Chain Security
- ISO 29100 — Information Privacy
- ISO 37001 — Anti Bribery
- ISO 38500 — IT Governance

Certifiable ISO Standards

Primary standards against which an organization can be certified

ISO 9001 Quality

ISO 14001 Environment

OHSAS 18001 Health and Safety at work

ISO 20000 IT Service

ISO 37001 Anti-Bribery

ISO 22000 Food Safety

ISO 22301 Business continuity

ISO 27001 Information security

ISO 28000 Supply Chain Security

safma
People. Infrastructure. The bottom line.

What is BCM?

BCM is a business-owned holistic management process that:

- identifies potential threats to an organization and the impacts to business operations those threats, if realized, might cause, and;

- which provides a framework for building organizational resilience with the capability of an effective response that safeguards the interests of its key interested parties, reputation, brand and value-creating activities

Why do we need BCM?

To address risks that threaten continued operation

- Environmental risks
  - Global warming
  - Drought
  - Flooding
  - Earthquake
  - Fire
- Illness – epidemic / pandemic
  - Severe Acute Respiratory Syndrome (SARS)
  - Bird Flu (H5N1 and H7N9)
  - Swine Flu (H1N1)
  - Middle East Respiratory Syndrome (MERS)
- Public disruption
  - Workers / Trade Unions
  - Students
  - …

- Business owners and Managers are responsible for maintaining the organisation's ability to function with little or no interruption
- Companies have a duty to deliver products and/or services
- Companies have moral and social responsibilities
  - protecting the public's confidence in the organisation
  - protecting the public's confidence in the country's economy
- Suppliers need to comply to customer expectations
  - *Customers now assessing suppliers on their BCM capability*
  - *Supply chain interruptions seen as a major threat*

safma
People. Infrastructure. The bottom line.

BC Management Systems (BCMS)

ISO Definition of a Management System

A set of interrelated or interacting elements of an organization to establish policies and objectives, and processes to achieve those objectives

NOTE 1

– A management system can address a single discipline or several disciplines

NOTE 2

– The system elements include the organization's structure, roles and responsibilities, planning, operation, etc.
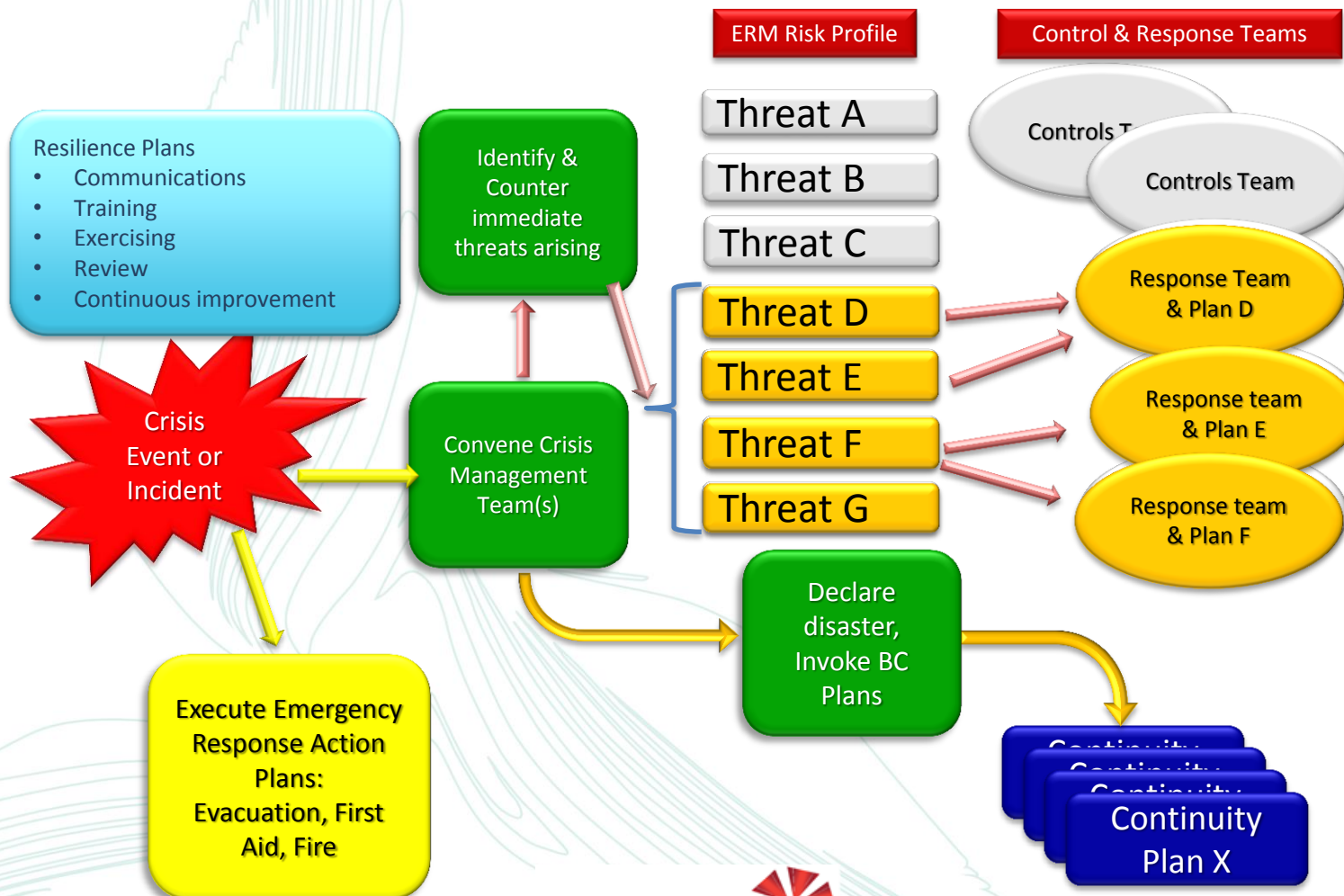
NOTE 3

– The scope of a management system can include the whole of the organization, specific and identified functions of the organization, specific and identified sections of the organization, or one or more functions across a group of organizations
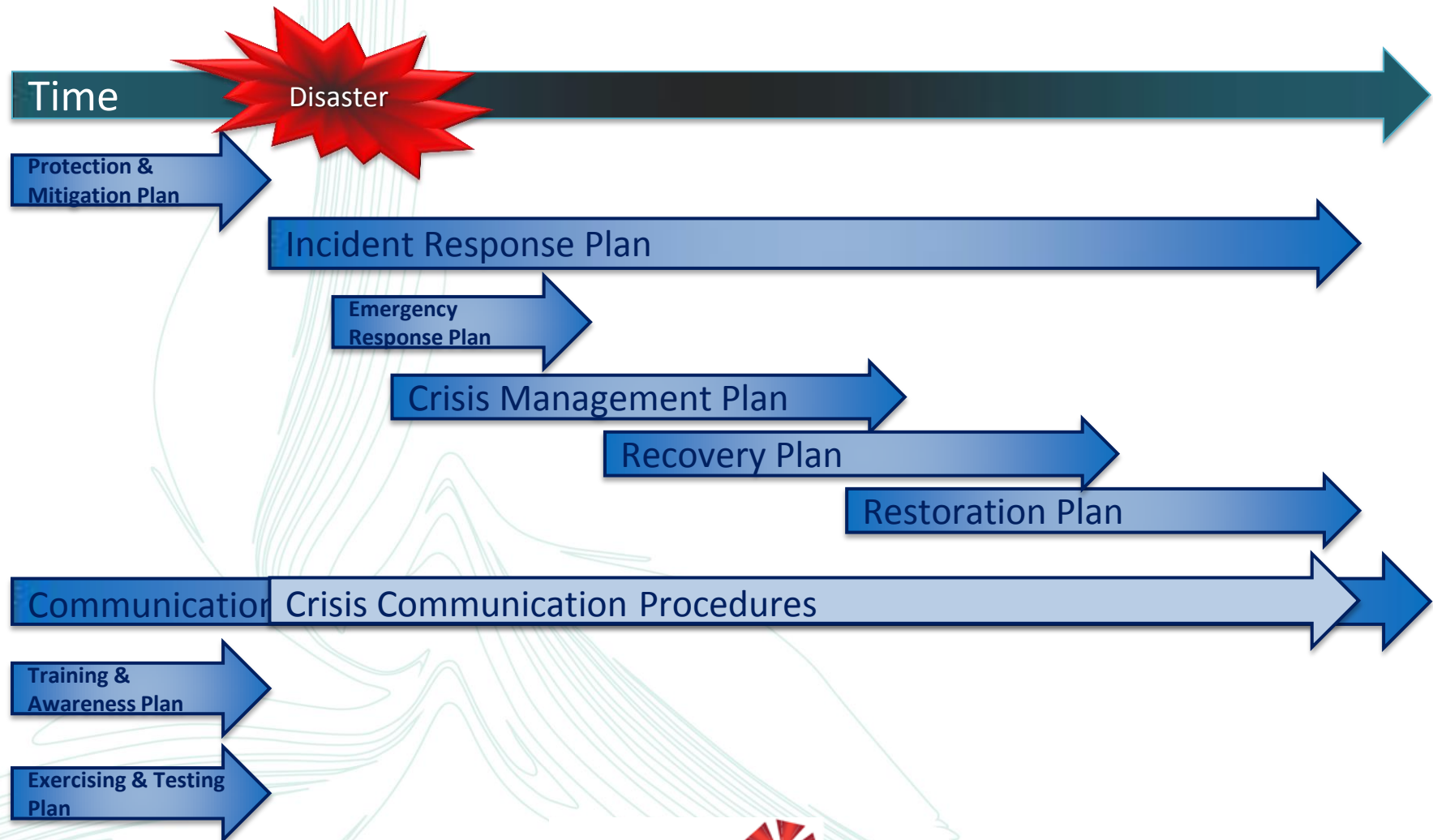
Components

- Policy

- Scope

- Risk Assessment & Business Impact Analysis

- Recovery Strategy

- Recovery and Restoration procedures (plans)

- Administration Procedures

- Continuous Improvement processes

Incident and Crisis Management Process

BC Plans and Procedures

Time   Disaster

Protection & Mitigation Plan

Incident Response Plan

Emergency Response Plan

Crisis Management Plan

Recovery Plan

Restoration Plan

Communication   Crisis Communication Procedures

Training & Awareness Plan

Exercising & Testing Plan

'Business' in this context as an "input-process-output" entity to deliver services or goods.

They may be

— Business units

— Departments

— Branches

— Depots

— Divisions

Dependencies can disrupt an 'end-to-end' process or value chain.

Facilities Management and BCM

- Facilities Provide:
    - Services
    - Support
    - Real Estate
    - Maintenance
    - Security
    - Select supplier management
    - …
- Key resources and support to all operating units.

Supply Chain Continuity

Supply Chain

- The linked processes that begins with the acquisition of raw material and extends through the delivery of products or services to the end user across the modes of transport. The supply chain may include suppliers, vendors, manufacturing facilities, logistics providers, internal distribution centres, distributors, wholesalers, and other entities that lead to the end user.

From the BCI
"Dictionary of Business Continuity Terms"

Management is accountable if a *(internal or external)* supplier fails and causes a disruption to the company *—before, during or after an incident.*

Corollary:

Supplier resilience and BCMS should be reviewed and included in service levels.

Facilities Management

Facilities Unit
- Is part of the internal supply chain
- must be resilient
- must have Business Continuity Plan(s) to manage direct incidents
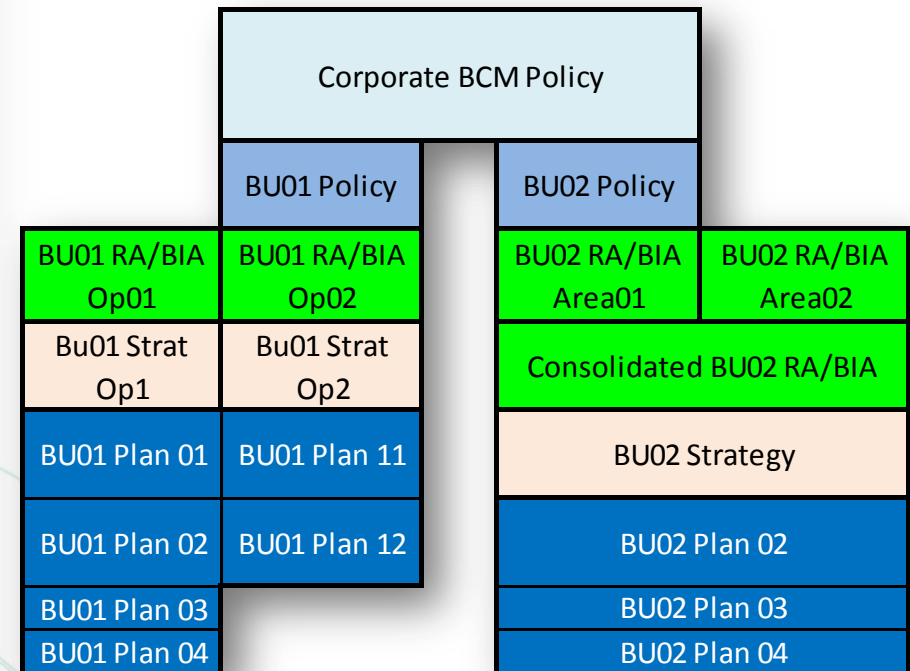
But Business Units
- are accountable for their own BCPs
- must determine their BC Objectives
- must define BC requirements
- must ensure suppliers can respond / deliver
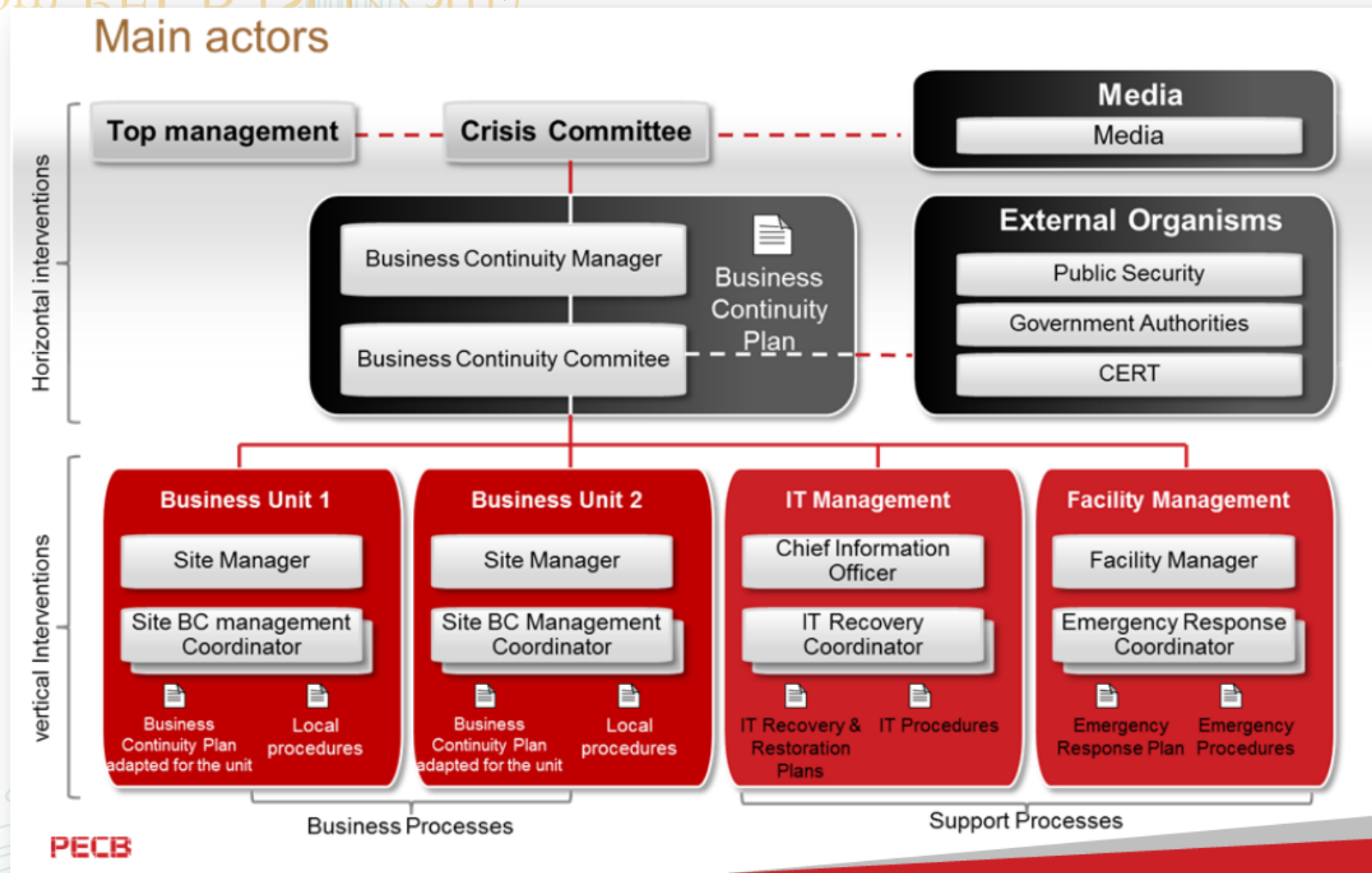
BCM Priorities

Two views:

1. Disruption to the Business Unit directly

2. Disruption to a business unit to which your business unit provides support -i.e. Internal supplier dependency

Illustrative BCMS Structure

Corporate BCM Policy			
BU01 Policy		BU02 Policy	
BU01 RA/BIA Op01	BU01 RA/BIA Op02	BU02 RA/BIA Area01	BU02 RA/BIA Area02
Bu01 Strat Op1	Bu01 Strat Op2	Consolidated BU02 RA/BIA	
BU01 Plan 01	BU01 Plan 11	BU02 Strategy	
BU01 Plan 02	BU01 Plan 12	BU02 Plan 02	
BU01 Plan 03		BU02 Plan 03	
BU01 Plan 04		BU02 Plan 04	

safma
People. Infrastructure. The bottom line.

The BCMS Structure
(from PECB ISO22301)

Summarise

- Business Continuity now 'best practice'
- Globally accepted framework for
  - responding
  - recovering
- Facilities Management as key to BC must
  - be a resilient BU
  - provide specified services /support to internal customers
  - must be included /referred to in all BC Plans

Conclusion

Like IT and HR,

Facilities Management must be included as an integral part of all effective Business Continuity Management Systems.

Thank you

Questions?

Brian Henry

082 651 8897

bjhenry@Caridon.net

Business Continuity Institute

BCI SADC Chapter

www.thebci.org