

Business Update

From Allen G Smith (FBCI) CEO

This has been a tough year for all of us. We seem to be working harder than ever. We experienced more clients testing and even more invocations! We had ten invocations last month – a record for ContinuitySA! We also have employed more staff to keep pace with client demands and to keep up our service levels. We now have a staff complement of 86 people excluding contactors. We have been polishing our methodologies (all based on the latest international standards and good practices of course) and have developed two new offerings.



Continuity 2010

The first is our Continuity2010 offering, which consist of two key elements, the Continuity2010 Portal and the Continuity2010 Board. The Continuity2010 Portal, a subscription based service, is a web based application that will contain all relevant information pertaining to WC 2010 and the potential operational risks the event will have on businesses in general. The Continuity2010 Board, limited to corporate representatives only, will be used as a platform for all potentially impacted businesses to discuss topical issues and risks associated with WC 2010, the scope of which will be determined by the Board at the initial meeting. The Continuity2010 portal was launched on the 11th of November and has received a huge level of interest.

Business Continuity Management Assessment

The second is CM² (Capability Maturity Model) which, for the first time, gives an organisation the ability to measure the effectiveness or the maturity of its BCM program. Up till now, how many CEO's have not known whether they have an effective BCM program or not? How many have been truly confident their organisation will actually survive a serious disaster such as their main office burning down, being flooded, or access being denied for whatever reason? Not many I am sure!

They have had to rely on the opinion of individuals, all with a differing view of BCM. Now they can have it measured independently against international standards! CM² was launched in October and has stirred a huge amount of interest to date.



In this issue

- 1 Business Update From Allen
- 2 In-Company Customised BCM Training Now Available
Breaking News
- 3 Continuity2010
BCM Trends
- 4 ContinuitySA's Invocation Procedure
- 5 Assessing Your Organisation's Business Continuity Capability and Maturity
- 6 ContinuitySA Extends The Benefits Of Good Corporate Governance To Its Supply Chain
- 7 What Our Clients Say
- 8 ContinuitySA Award Winners
- 10 ContinuitySA Builds On Business Growth In Mauritius
- 11 New Battle Box Procedures
UNISA International Banking Conference
From The Editors Desk

Bandwidth

We are also on the brink of the most exciting period in ContinuitySA's history. Affordable bandwidth is here! We will shortly be offering you syndicated bandwidth (but not shared with other clients to ensure true bandwidth value) at a really affordable price. You will be able to mirror to ContinuitySA effectively, do away with backups to tape and transmit them to disc at our secure premises for really fast recoveries, link to the Seacom overseas cable which

terminates in Midrand at Neotel premises next to Growthpoint Park, use the bandwidth for other activities such as VOIP A really exciting offering to take BCM and your organisation into the world of modern voice and data telecommunications for which we have hungered for so long.

I trust your organisation is sensing an improved mood of confidence in the business environment, as we are. It has been a difficult time for all of us throughout the world. In fact, as South Africans, we

have probably been less badly affected than many other countries. We haven't had to cope with various natural disasters which seem to be on the increase in addition to the worst economic crisis any of us have ever experienced.

This, being the last issue of Chronicles for 2009, I would also like to take this opportunity to wish you and yours a safe, relaxing holiday season and a more prosperous and exciting 2010.

ContinuitySA Training

In- Company Customised BCM Training Now Available



Chantal Coetzer
Consultant/Training Facilitator

ContinuitySA's long standing BCM training programmes have received accolades from delegates and the media alike. Over 1500 professionals have received practical knowledge on ContinuitySA's varied training programmes in the past five years.

ContinuitySA can now offer you customised training in your own environment on any of the related BCM topics. The benefit being that it is not only the most cost effective, but you'll receive training that meets your unique requirements. Specific needs are

addressed with you collaboratively; current BCM related issues could be addressed and ironed out with the assistance of an experienced consultant right there and then. The knowledge gained through any of these short courses could be immediately applied in your organisation.

These customised courses vary in length, depth and related topics. They may be designed to address personnel from operational to executive level. A project definition workshop is set-up prior to

commencement where requirements are predetermined and agreed, thereby ensuring that the programme is customised to your requirements.

Examples of topics that may be covered:

- Enterprise risk management
- Operational Risk Management
- BS 25999
- Corporate Governance
- Maturity Measurement
- BCM for IT professionals
- Crisis Management

Breaking News

Our current Two day or Five day Complete Continuity® Programmes have also been provisionally ISETT SETA accredited:

- No: acc/2009/00/885
- NQF level -5 (Business Analysis Support Practice for the two day) – 138 credits
- NQF level 6 – (Business Analysis for the five day) – 149 credits
- Unit Standard 63909

This accreditation has been a major milestone for ContinuitySA as previously only the five-day programme was accredited at a NQF level 3.

Delegates attending our training accredited programmes can benefit in ways such as:

- Companies can claim a % of this levy back if their employees receive training from an accredited provider.
- Employers also score points in terms of the Work Skills Plan that has to be submitted annually.
- Employers are assured that the method of learning is standardised and of a high quality by accredited providers - eliminating fly by nights, as training providers are in addition subject to a quality management system.

For further information contact Chantal Coetzer on chantal.coetzer@continuitysa.co.za





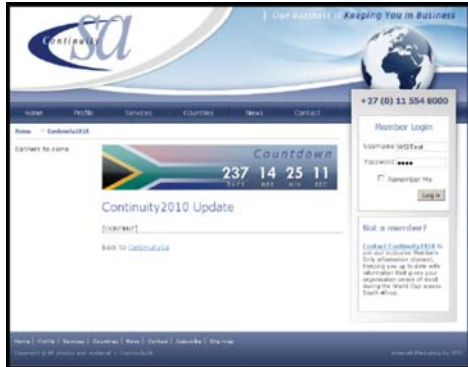
Continuity2010



Chené Maartens
Consultant

Over the past few months it has been both an exciting and a fascinating experience for us to be caught up in the hype around "World Cup 2010".

The Continuity2010 portal, see portal pictures below, has been developed over the past two months and was launched last week. It is now accessible at www.continuitysa.com/continuity2010.



relevant information pertaining to the risks in their areas. An important risk that all parties are mentioning is power – there is a general concern that there is a lack of power for the world cup, transportation as well as the impact the Gautrain is currently having on their businesses and the anticipation of further disruption. Hopefully over the next couple of months this will be addressed by the government and numerous other parties and will no longer feature as a risk for 2010.

The Continuity2010 portal will contain the following information: selected RSS Feeds, access to the latest news highlighting the event and associated risks, associated business risks identified for the host cities as well as high impact area's pertaining to the host cities and much more.

Contact your respective Account Manager for more information on Tel +27 11 655 4000 or e-mail to [Chené Maartens at 2010@Continuitysa.co.za](mailto:Chené.Maartens@Continuitysa.co.za)



Continuity2010 is a project that ContinuitySA is running with which will assess the business risks associated with the World Cup 2010. The Continuity2010 Portal will contain all relevant information pertaining to World Cup and the potential impact this event will have on businesses, communities and South Africa. The purpose of the Continuity2010 portal is to provide organisations with a central point of reference to obtain and retrieve the

Latest BCM Trends



Wayne Reed
General Manager
Research and
Development

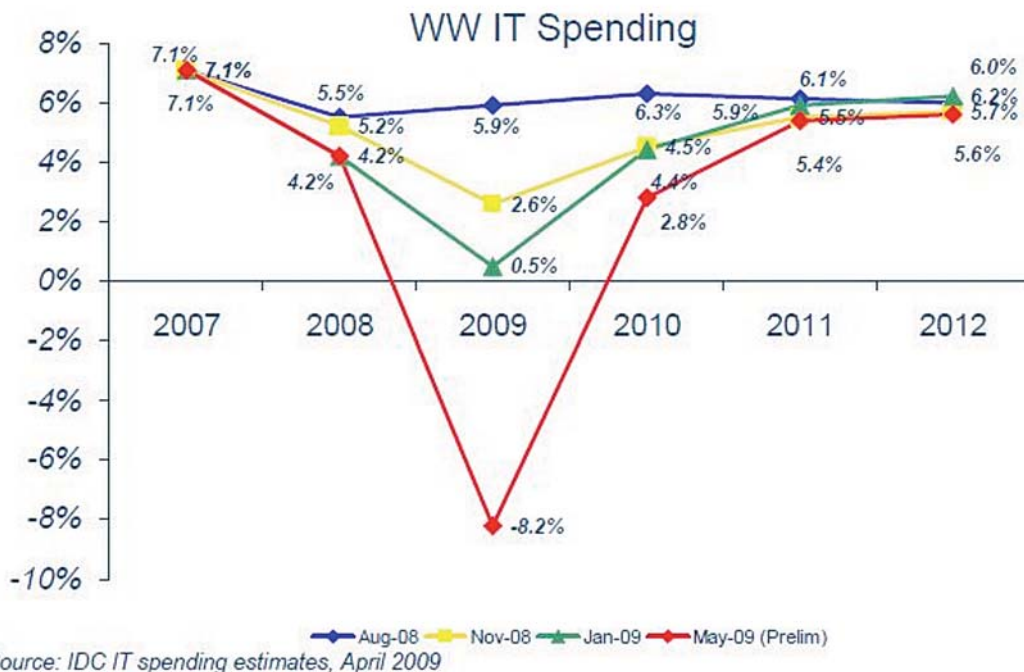
One of the top 10 predictions from IDC research for the ICT industry in 2009 and beyond is that companies will increase their focus on cost reduction, sustainability and innovation in order to support business development. This indicates less investment in new infrastructure projects as depicted in the following graph, and an increased focus on process efficiencies and cost reductions, with innovation seen as a means to achieve it.

Improving the utilisation of existing assets can produce significant cost reductions and is supported by the rapid evolution of virtualisation technology, one of the most exciting innovations in recent years.

The most significant feature of virtual server technology is the isolation of workloads from the underlying hardware, making more efficient use of available hardware resources by hosting multiple virtual servers on a single physical server.



Our Business is Keeping You in Business



This flexibility lends itself to the BCM environment as it facilitates replication and recovery of systems irrespective of the hardware deployed, enabling the recovery of server images at virtually any time or location. While the benefits of virtualization are numerous, the adoption of this technology can also present challenges, including increased complexity, administrative and management overhead.

A further trend seen developing as a result of the exceptional growth in electronic data storage is the adoption by companies of disk

based backup solutions in order to ensure that backups are achieved within the timeframes available to them. The shift to disk based backup solutions is supported by the dramatic reduction in the cost of disk technology, as well as significantly increased reliability when compared to traditional tape backup media. Random access of disk storage versus sequential access of tape media further improves the speed and ease of recovery from disk based backups.

Increasingly competitive high-speed bandwidth offerings also provide companies

with a more compelling and achievable offsite backup strategy that is able to support the Recovery Point Objectives (RPOs) and Recovery Time Objectives (RTOs) defined by the business. ContinuitySA's Bandwidth Services leverage off the ability to syndicate bandwidth infrastructure with multiple clients, delivering secure, uncontested, highly scalable connectivity solutions. The combination of virtualisation, disk based backup, and access to high-speed bandwidth are catalysts for the creation of a highly available and rapidly recoverable IT environment.

ContinuitySA's Invocation Procedure

Easy Steps to follow in the event of an Emergency

1. Call our Emergency number: 0860 INVOKE (468653)
2. Tell the operator you are declaring a DISASTER
3. State your name, contact and alternate contact numbers
4. Record the REFERENCE NUMBER you are given
5. Please wait for ContinuitySA to return your call



Our Business is Keeping You in Business



Assessing your Organisation's *Business Continuity Capability and Maturity*



Millington Gumbo
Senior Consultant

The adoption of Business Continuity Management (BCM) as an essential ingredient of corporate economic sustainability and risk management continues to grow significantly.

BCM which involves planning for unexpected events which can impact critical business resources, in terms of infrastructure, processes and personnel, is fast becoming a strategic imperative for organisations seeking to establish resiliency against all manner of operational disruptions.

As a result, most company executives are exploring means of measuring the effectiveness of their BCM initiatives in terms of determining whether such

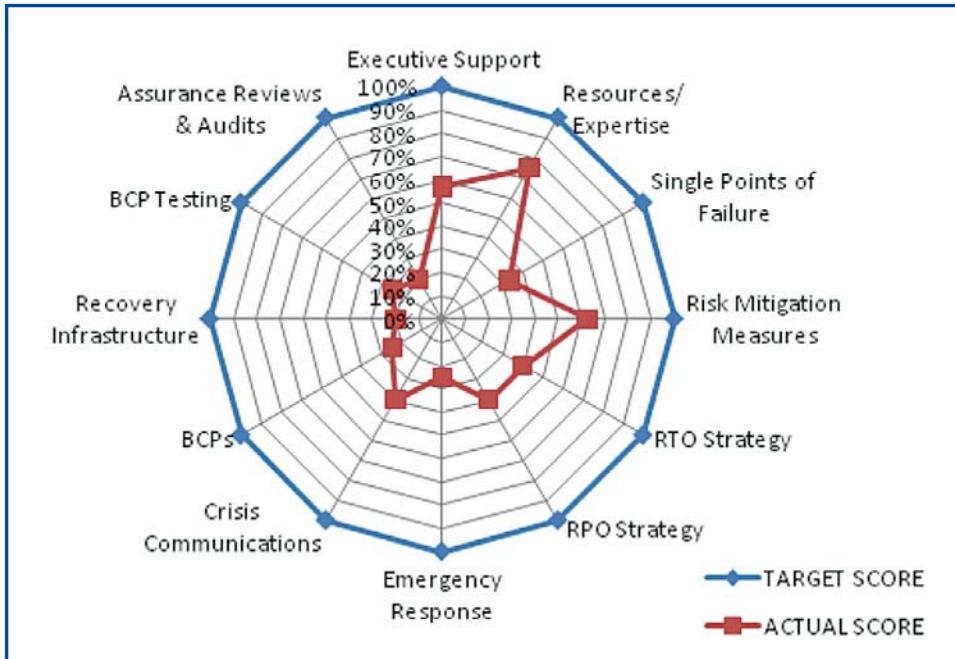
initiatives will in practice, deliver true operational resilience when the unexpected occurs. It is this pressing need to rate BCM effectiveness, as well as sustain the resources required to deliver it, which has led ContinuitySA to develop its BCM Capability and Maturity assessment model, CM².

CM² ranks organisation's BCM capability based on a recoverability scale, segmented into five maturity levels.

In summary, CM² makes a distinction between organisations which can recover their mission critical functions in the aftermath of an operational disruption and those which cannot.

MATURITY LEVEL	MAX SCORE	BRIEF DESCRIPTION
5	95% ≥ 100%	Recoverability is certifiable to BS 2599
4	61% ≥ 94%	Can recover all mission critical functions within agreed RTOs
3	41% ≥ 60%	Can recover some mission critical functions within agreed RTOs
2	21 ≥ 40%	Can recover limited business processes via informal, impromptu and undocumented methods
1	0 ≥ 20%	Cannot recover or survive

The BCM Critical Success Factors in CM²



The rating criteria as well as the critical BCM success factors on which CM² is based are derived from BS 25999, the international BCM standard, as well as ContinuitySA's experience in assisting various clients to recover from show-stopping incidents and disasters.

Effective September 2009, ContinuitySA has launched the CM² BCM Maturity and Capability Assessment service to assist clients put their BCM readiness to the test. Through regular certification assessments, clients subscribing to CM², will be able to maintain a constant pulse-check on their organisation's resilience, and benefit from recommendations to improve their ability to survive and recover from worst case disruptions.

A CM² self assessment service can be accessed on the following link: www.continuitysa.com/calculator. For further information, please e-mail maturity@continuitysa.co.za

ContinuitySA Extends The Benefits Of Good Corporate Governance To Its Supply Chain

In July 2009, ContinuitySA (Pty) Ltd announced its alliance to the Corporate Governance Framework (CGF) Research Institute (Pty) Ltd as a Platinum Patron. As South Africa's leading Business Continuity Management (BCM) service provider, we understand the importance of sound risk management and the role it plays in good corporate governance. Businesses today operate through multi-level and complex systems that comprise of materials, goods, information, money and are most often linked by physical transport, distribution networks, national and international communications and physical infrastructure. Accordingly, the Business Continuity Management (BCM) discipline focuses on three key areas of operational risk namely; people, technology and processes – a disruption to any of these key areas could lead to the organisation's demise.



Derek Taylor
Business Development
Manager

Increase in Business Demands

Today business leaders have a responsibility to protect their organisations by facilitating BCM as part of their long term strategy and sustainability. This said, most business processes extend beyond the boundaries of people, technology and processes and their dependency on suppliers, including their services in the form of either products, information, transport, communications and infrastructure, are crucial to the continuity of a business. Clearly, the supply chain is intricately interwoven where companies have inter or co-dependencies upon each other in order to prosper and be sustainable. The axiom that the 'chain is as strong as the weakest link' rings aloud and a supplier who is susceptible to business interruptions may well become a catalyst for harm within another organisation's supply chain should this not be known or managed.



Good Governance

To this end, as a Platinum Patron of CGF Research Institute, ContinuitySA would like to extend the benefits and newly acquired knowledge we have received from CGF – as it pertains to matters associated with good governance – to our supply chain. The increased measures of governance, seen through the introduction of many new South African laws and business recommendations such as King III, causes ContinuitySA to take additional responsibility to ensure that our company is constantly seeking not only our own self improvement, but also encouraging our suppliers and customers to adopt similar business practices and disciplines. Indeed, it is imperative for ContinuitySA to know that through our collective efforts, our business and our entire supply chain can withstand the scrutiny of good business behaviour, ultimately strengthening our respective organisations.

Power of Partnerships

Through our association with CGF, we have negotiated that all our suppliers and customers who wish to avail themselves of CGF's Body of Knowledge web-based repository of governance, risk and compliance related information, can do so without having to pay the usual entry fees of R90k per company. Their services are used by many blue-chip companies in South Africa, covering monthly governance related reports, executive newsletters and summaries, updates to the law, policy templates, director's induction and training modules, and much more. Their impressive client trail includes ABSA Bank, the JSE, NPA, Goldfields, Harmony, BHP Billiton, Altron Group, IBM, Total SA, Aveng Group, IDC, Mercedes Benz SA and many others. Unlike other companies who would normally pay the entry fees to these services, through your association with ContinuitySA, your company could benefit from these services at a cost of R34k per annum, such where the material can be used across the organisation for general awareness purposes, induction, training of directors and managers, risk assessments, building of company policies and the like. In many

instances, the material is externally peer reviewed by either subject matter experts or consulting houses and is endorsed by notable authorities.

Exercise Your Options

ContinuitySA would like to help our suppliers and customers by providing them a platform through which they can address corporate governance. Our alliance with CGF Research Institute has given us the tools to better understand the importance of good corporate governance within our organisation and we would like our suppliers to benefit from this too.

Significant Savings

We encourage our suppliers to take advantage of CGF's services and the waived entry costs to their Body of Knowledge web-based application. We trust this initiative will come as good news and are certain that these services will greatly assist your company to ensure that it is up to speed on many aspects relating to governance, risk and compliance. The 'health' of your business is important to ContinuitySA and we hope that these services will be of benefit to you, as it has been for ContinuitySA.

Further Information

Should your company be interested to make use of this offer, please contact CGF Research Institute at +27 (11) 476 8264 / 0 / 1 or email; tbooyesen@cgf.co.za or accounts@cgf.co.za **Their websites are www.cgf.co.za or www.corporate-governance.co.za**

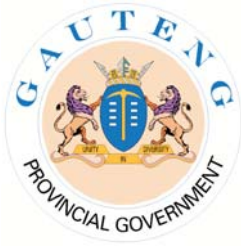
This offer is limited to Proprietary Limited organisations within our organisations supply chain and is subject to the CGF's standard terms and conditions.

What our *Clients* say



As you are aware Silica staff have been spending a lot of time at the CSA premises carrying out business continuity tests. I would like to thank you and your staff for all your assistance, while we have been on-site. I have received a number of compliments, from our staff, about CSA. These compliments in particular relate to the helpfulness and professionalism of the CSA staff and the improved processes and procedures that have been implemented. Once again, thank you and well done.

Regards,
Greg Hodgkinson – Silica Financial Administration Solutions (Pty) Ltd



The Gauteng Department of Local Government established the Gauteng Provincial Disaster Management Centre (PDMC) in 2007. The premises of Continuity SA was selected to house this critical facility due to its outstanding infrastructure and resilience. The centre was used to manage operations during a number of major disasters and events such as the 2008 Xenophobic attacks on foreign nationals, 2009 Soweto floods, 2009 FIFA Confederations Cup and the recent Johannesburg Emergency Services strike. The facilities were at all times well maintained and the assistance received from Continuity SA and its staff over these incidents was exemplary. I have no hesitation in recommending Continuity SA as a service provider in this field

Colin Deiner – Chief Director: Fire and Disaster Management
DEPARTMENT OF LOCAL GOVERNMENT • GAUTENG PROVINCIAL GOVERNMENT

MASSMART
Dedicated to Value

“In engaging ContinuitySA we soon realised that we were able to leverage off of a wealth of experience derived from the very specialist field of Business Continuity Management. This coupled with CSA’s commitment to professionalism and ethical integrity led to our specific continuity project being delivered on schedule and to an impeccable standard akin to international practices.”

Lambros Karropoulos – IT Audit Specialist
MASSMART Holdings Limited



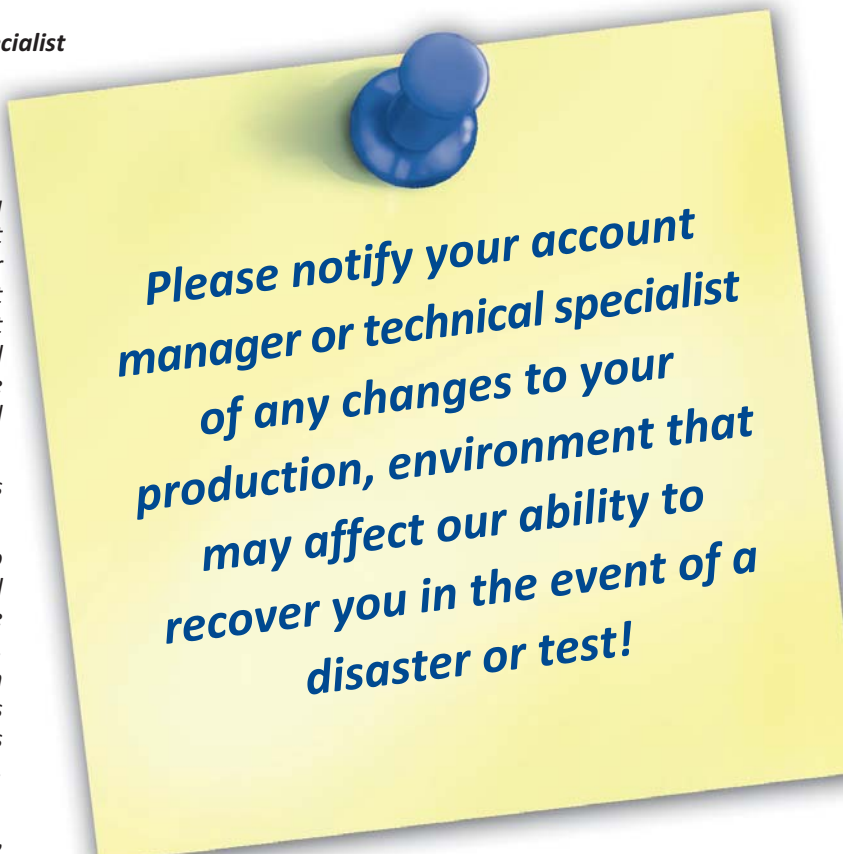
Good day all

Just a mail to say thank you ContinuitySA for a successful DR test with the GEPF account. Thank you for the pre-planning, the focus to the test and your commitment to make it successful. The client is very impressed with the outcome and the professionalism shown from all participants during the test.

Thank you for the Braai on Friday, it is much appreciated by all.

And then a very BIG THANK YOU to Gaylan for his involvement and commitment and going the extra mile to support GijimaAST and GEPF. Without him it would not have been possible to have a successful test. His understanding of the GEPF business did help a lot in saving time.

Regards
Floris de Klerk – Business Continuity,
GijimaAST



Please notify your account manager or technical specialist of any changes to your production, environment that may affect our ability to recover you in the event of a disaster or test!



Our Business is Keeping You in Business

ContinuitySA Award winners

Great fanfare was had on September 2nd at ContinuitySA's shipwreck party to announce this year's award winners in 17 categories. Winners were selected by their peer group within their division or if a companywide award, all employees. Highest number of votes won. The sales awards were won based on actual figures achieved.



Consulting Team



Branch Managers and IT



Finance Team



Solutions Design Team



Sales Team

CERTIFICATE Winners



Most Outstanding Achievement of the Year I-ECNS Licence



Most Outstanding Achievement of the Year Mozambique Branch



Most Outstanding Achievement of the Year Successful 2008 Audit



Most Outstanding Achievement of the Year BEE Rating

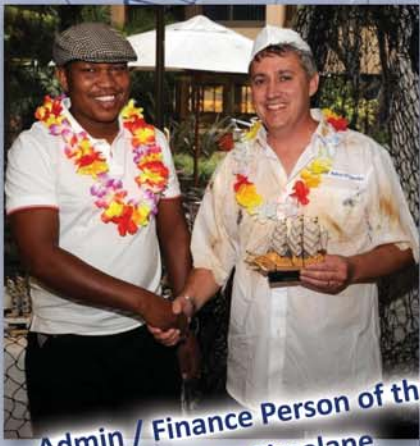


Most Outstanding Achievement of the Year Internal IT Division



Our Business is Keeping You in Business

TROPHY Winners



Admin / Finance Person of the Year
Peter Simelane



Consultant of the Year
Millington Gumbo



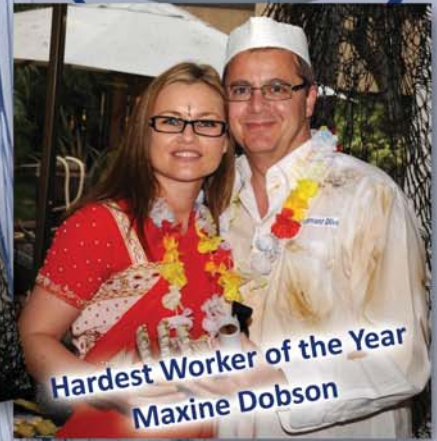
Employee of the year
Sally Dearlove



Sales Person of the Year
Justin Hammann



Division of the Year
Service Delivery



Hardest Worker of the Year
Maxine Dobson



Sales Targets Achieved 2008/9
Julian Marais & Justin Hammann



Manager of the Year
Charmaine Malan



Service Delivery Person of the Year
Janus van Rensburg



Best new Employee
Sean McRae & Innes Le Roux

ContinuitySA builds on business growth in *Mauritius*

As a fast-growing emerging economy, the Mauritian government has been focused on attracting foreign investment for a number of years. The Mauritian Board of Investment recently hosted a conference designed to highlight the opportunities on the island country, at which ContinuitySA was invited to speak in the Data Centre Strategies stream. The focus of ContinuitySA's presentation was the importance of Business Continuity Management on the island.



Ansophie Strydom
General Manager
Business Development

In its efforts to attract business investment, Mauritius has created an IT infrastructure, culminating in its modern, well-equipped and connected Cyber City, located a few kilometres outside the capital, Port Louis. Through this world-beating infrastructure, together with the addition of excellent communications capabilities connecting Mauritius (and the rest of Africa) to the world, Mauritius has become a well-connected offsite location with excellent communications infrastructure.

"It was this fact that prompted ContinuitySA to establish a disaster recovery location on the island," explained Ansophie Strydom, GM of business development at ContinuitySA in her presentation. "The companies investing in Mauritius need to know they are able to continue operations in case of a disaster of any kind. Moreover, many of the firms investing in Mauritius use ContinuitySA's services in Africa and wanted to do the same in their new location."

Another benefit for ContinuitySA in setting up a disaster recovery centre in Mauritius

is the additional bandwidth that will become available to the island in the near future as a result of undersea fibre optic cables connections that have and are being laid at the moment. "The additional bandwidth makes Mauritius a prime offsite backup location for companies looking for a safe, stable and accessible offshore recovery site.

"The conference also highlighted the efforts the Mauritian government has made in making it easy to do business there. Some of the rewards include tax incentives to open a business there, well-educated people, a BPO (business process outsourcing) mindset among its leaders, its infrastructure and the fabulous lifestyle.

Strydom noted that while ContinuitySA is already operating in the country, it is in the process of setting up a new offsite recovery centre away from Port Louis in a joint venture with local partners Mauritius Telecomms and Blanche Birger. "Effective Business Continuity planning necessitates a recovery site that is far from the business's main location," she explains.

"Fortunately Mauritius has a number of good locations available and is willing to collaborate with investors to ensure the country's future prosperity."

People are one of the cornerstones of effective Business Continuity Management, Strydom continued. "Real Business Continuity is more than simply taking care of your IT systems and data. Effective and reliable recovery means ensuring your critical people, technology and business processes have been identified and can be relocated as required to keep crucial operations running."

The backing of the Mauritian leadership is a critical aspect of ContinuitySA's success in the country. The BPO mindset that created Cyber City, for example, also understands that companies do not use offshore companies unless they are assured their service provider is capable of delivering the required service efficiently, reliably and continually. This business focus has transformed the country into a skills and infrastructure-rich business and communications hub of the region.



New, More Secure Battle Box Procedures



Mark Beverley
General Manager
Client Services

ContinuitySA offers a service for clients to store mission critical items such as documentation, software etc, at the recovery sites. The items are stored in secure metal containers called Battle Boxes. This is an extremely important part of any business continuity plan. As part of the Service Excellence campaign within ContinuitySA, we are excited to announce our new Battle Box procedures.

In essence we are standardising all the Battle Boxes to a uniform size and the handing of these units will be governed by a single process. The process will require a higher level of scrutiny and more checks & controls will be implemented to ensure client confidentiality and security. All Battle Boxes will be required to reflect on a client standby contract in schedule 5. The Battle

Boxes will be provided by ContinuitySA and we can unfortunately no longer accept client provided boxes. Numbered seals will be provided for the Battle Boxes for audit purposes.

Should you require this service please contact your ContinuitySA account manager on: +27 11 655 4000



Over 200 risk management and finance professionals, researchers, educators, policymakers and practitioners will be attending this year's International Banking Conference (IBC2009) to be held on luxurious MSC Sinfonia from 27-30 November 2009. The main focus for the conference is on Risk Management Imperatives: A Euro-African Perspective.

Three ContinuitySA staff have been invited by the organisers, UNISA, to speak and will be covering the following;

- Derek Taylor (Business Development Manager) – *The DNA of Euro- African Business.*
- Louise Theunissen (General Manager - Consulting Services) – *The Potential impact of the 2010 World Cup on Corporate South Africa.*
- Millington Gumbo (Senior Consultant) – *BCM Assessing your Operational Resilience.*



From the Editor's desk

It gives me great pleasure serving as the new editor for Client Chronicles as there is such a great deal to report on. I say this as ContinuitySA is growing at such a rapid pace as a result of our latest site developments and new service offerings.

The objective of Client Chronicles is to keep you informed of issues related to Business Continuity Management. It is also imperative that ContinuitySA inform you of new initiatives being undertaken by us, in order to ensure that our service levels and capabilities continue to bring you quality services and solutions as part of our ongoing innovation process.

Should you have any Business Continuity thought pieces or articles that you would like to share with us, your contributions are most welcome and can be sent to me directly to: Kalaivani.Pillay@ContinuitySA.co.za

We hope you enjoy reading your copy of Client Chronicles.

Kalaivani Pillay
Editor – Client Chronicles



Our Business is Keeping You in Business