



Recovery Coordination and Review Services



Recovery Coordination Services from ContinuitySA are designed to ensure that companies are able to effectively coordinate their ICT or full business recoveries with professional facilitation of the testing process by qualified BCM practitioners based on best practices. Required information and associated documentation is collected and collated in order to define the testing scope, plans and objectives. The entire testing process is carefully monitored in order to determine whether the defined recovery objectives have been met.

Recovery Review is an additional part of the offering, whereby assistance is both given in ascertaining whether testing is in line with best practice and in giving recommendations for future improvement. The main standard utilised in this regard is the British Standards Institute's BS25999. This provides the executive with peace of mind regarding their corporate governance responsibilities.

It is imperative that the review procedure is carried out by a party external to the organisation to allow for requisite objectivity. Both Recovery Coordination and Review can be implemented for full Business Recovery Testing, rather than just for ICT Recovery Testing.

Need professional assistance with your Disaster Recovery testing? Ensure testing is conducted according to industry standards and best practice guidelines to ensure the best level of recovery possible!

Introduction

Recovery Coordination assists with the management of your recovery testing throughout the process and includes planning, test management and postmortem reporting. Our Review Consultants perform an independent assessment and are involved with the pre-planning phase on a high-level basis, specifically to add value to the project management function and the quality control of documentation.

During the test the Review Consultant will monitor the process followed, particularly whether Technical Recovery Plans exist and are referred to, identification of problems encountered, solutions employed in rectifying such issues, and comments and feedback from all staff involved in the testing process. The more detail obtained by the Review Consultant, the more useful it will be to provide the client with practical and appropriate recommendations regarding improvements to be implemented based on international best practices.

In most instances the success of the entire ICT recovery cannot be proven in one exercise, and a progressive testing regime might therefore be appropriate to build towards a complete simulation of an incident.

ContinuitySA is able to provide an extensive level of service encompassing the entire end-to-end testing process, as well as providing assistance at specific levels of exercises, from desktop recovery testing to comprehensive ICT recovery strategy development.

How is this service provided?

A ContinuitySA Recovery Coordinator will book and lead the pre-test and preparatory meetings where the roles and responsibilities, scope and timeline of the recovery will be agreed by all stakeholders. The Recovery Coordinator will oversee the collection, collation and qualification of the required information, as well as communication of decisions and escalations to all team members. Should the Recovery Review also be requested, the Review Consultant will assist in the preparatory stage, and be present for the entire end-to-end test.

Following the recovery a post-test meeting will be convened with all the stakeholders to review the sequence of events and the success or failure of the test objectives. During the entire process minutes, updates and reports will be produced by ContinuitySA for all the stakeholders.

Recovery Coordination and Review offers you:

- Measurement against international standards and best practice by qualified BCM practitioners with a wide range of experience.
- Objective Recovery Coordinators and Review Consultants.
- Identification of opportunities for ICT improvement.
- Advice on improvement of continuity capability.
- Cost justification for improvements, including assistance with cost-benefit analysis for your ICT environment.
- ContinuitySA assists in careful planning in order to minimise the risk of an incident occurring as a direct result of the testing exercise.
- Advice on the risks associated with testing in order to ensure that the organisation is not exposed to unacceptable levels of risk. This includes making informed decisions on both the appropriate level of exercise and the timing thereof, e.g. during a less critical business cycle during the month, keeping users informed of test timing, parameters and implications.
- Aid in the development of the Testing Scope and Test Plan, including objectives, constraints, assumptions, success criteria, resources, and the development of the Test Plan.
- Alignment of Test Scope and Test Plan to business and technical objectives.
- Recommendations on improvements to be made to Recovery Plans.

Recovery Coordination and BS25999

BS25999 is the International standard for Business Continuity Management. Fulfilling the Recovery Coordination and Review and its assessment recommendations plays a crucial role in preparing an organisation for certification to this particular standard.

Contact ContinuitySA To discuss your Recovery Coordination and Review service requirements, please contact: Jorgen Nielsen on jorgen.nielsen@continuitysa.co.za or Wayne Reed on wayne.reed@continuitysa.co.za
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