



# Business Continuity and Disaster Recovery Planning- Key considerations for organisations

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COO Sentinel Africa

Thursday, 27<sup>th</sup> August 2020

# Agenda



BCP definition  
and benefits



COVID-19  
resumption and  
restoration of  
business



Risk  
management  
and relationship  
to BCP



Building your  
resilience



# Famous Quotes



**LET OUR ADVANCE  
WORRYING BECOME  
ADVANCE THINKING  
AND PLANNING**  
-WINSTON CHURCHILL-

# Decoding the economics of COVID19



# The New Normal



# Resilience definition



## A MODERN DEFINITION OF **RESILIENCE:**



**“ADVANCING**

**DESPITE**

**ADVERSITY”**

GOAL-ORIENTATION,  
WORK TOWARDS  
YOUR **VISION**

BE **PROACTIVE** -  
DON'T WAIT FOR  
ADVERSITY

BOTH LARGE AND  
SMALL EVERYDAY  
CHALLENGES

# Business Continuity definition



## What is Business Continuity?

‘Capability of an organization to continue the **delivery of products and services** within **acceptable timeframes at predefined capacity** during a disruption.’

*ISO 22301:2019, Clause 3.3*

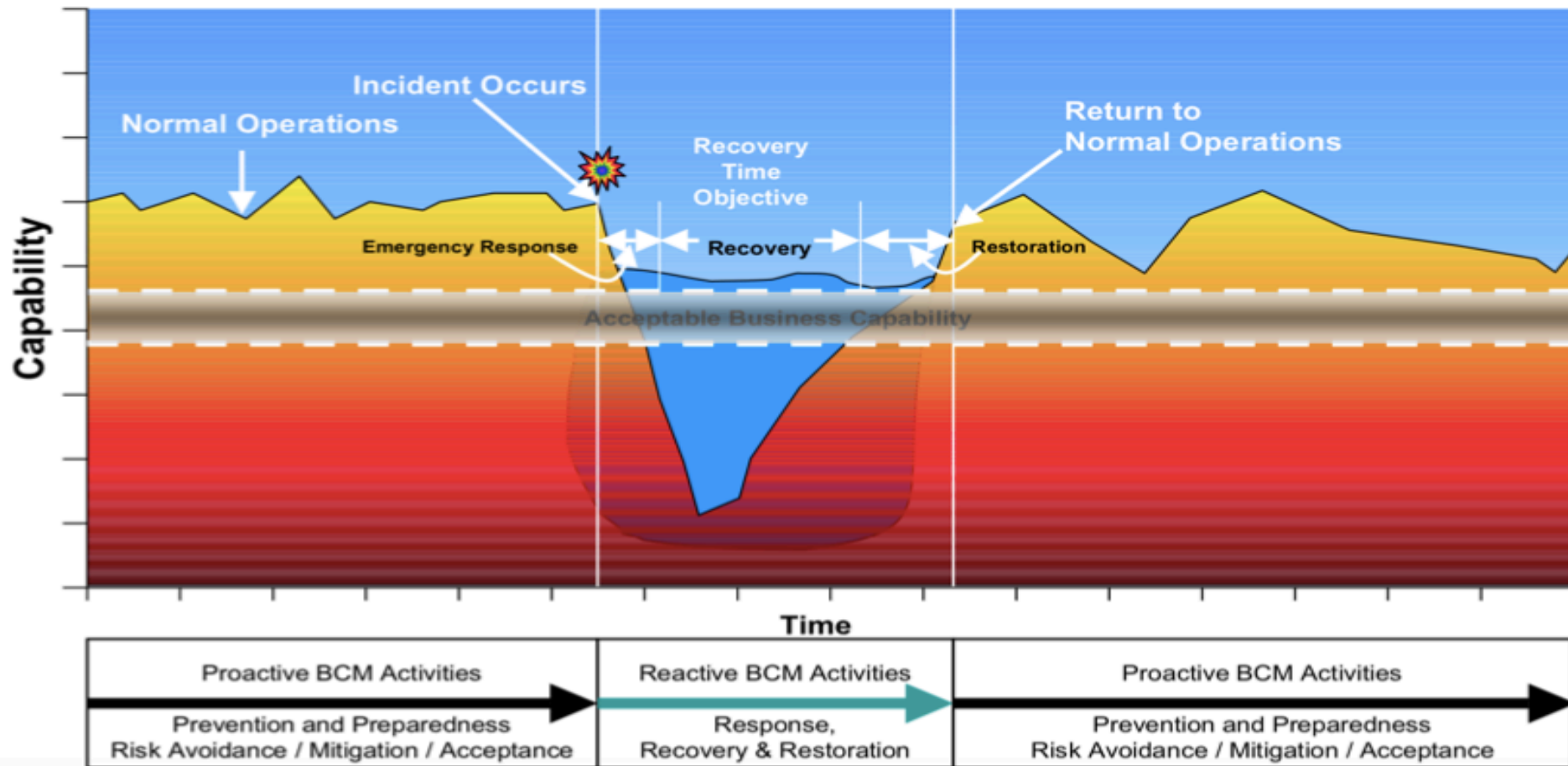
Involves;

- A culture of **building resilience against disruptions** to business operations.
- Ability to restart **critical operations** in a **timely manner** after a disruption.





# Organization Resilience





# Business Continuity Life Cycle



# Business Continuity Policy



## Policy

- Overall Commitment Statement
- Answers the question why

## Objectives

- Details what you aspire to achieve

## Roles Responsibilities and Authorities

- Answers the question who will do what

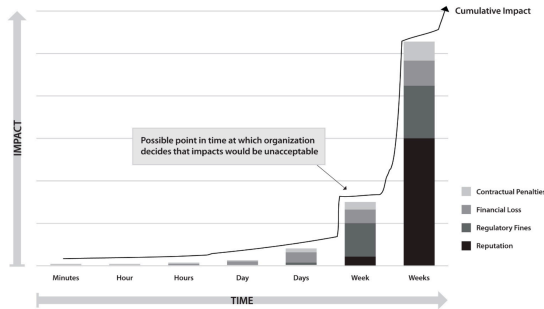
## Scope

- Boundaries of the Business Continuity Plan

# Business Impact Assessment



# Business Impact Assessment



❖ impact over time in case of unavailability of the critical activities.

❖ Identify and analyze the critical activities of the organization.



## Headlight

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## Steering wheel

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## Control panel

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## Seats

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## Car glass

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## Doors

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## Engine

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## Starter

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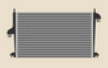
## Battery

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## Spark plug

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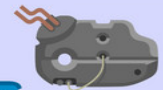
## Radiator

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## Transmission

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## Fuel tank

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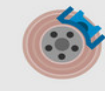
## Exhaust

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## Car wheel

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## Brake

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## Shock absorber

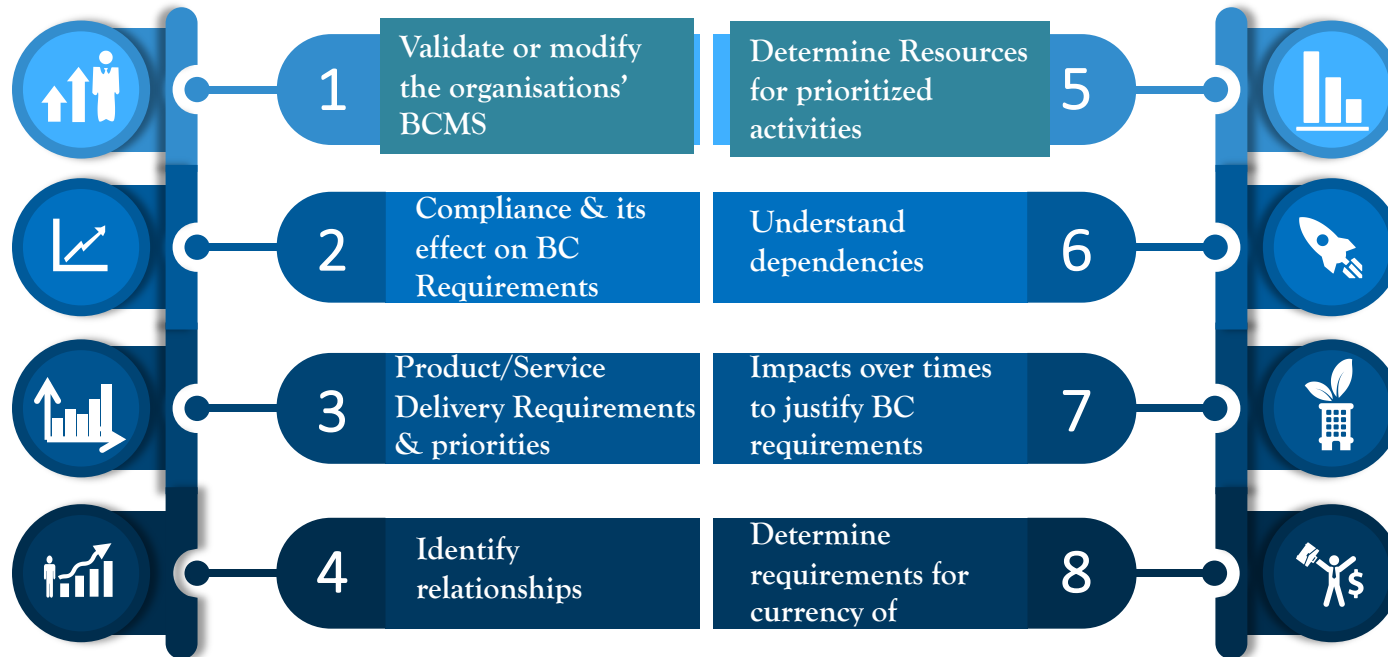
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## Chassis

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# Business Impact Assessment outputs



# Risk Assessment

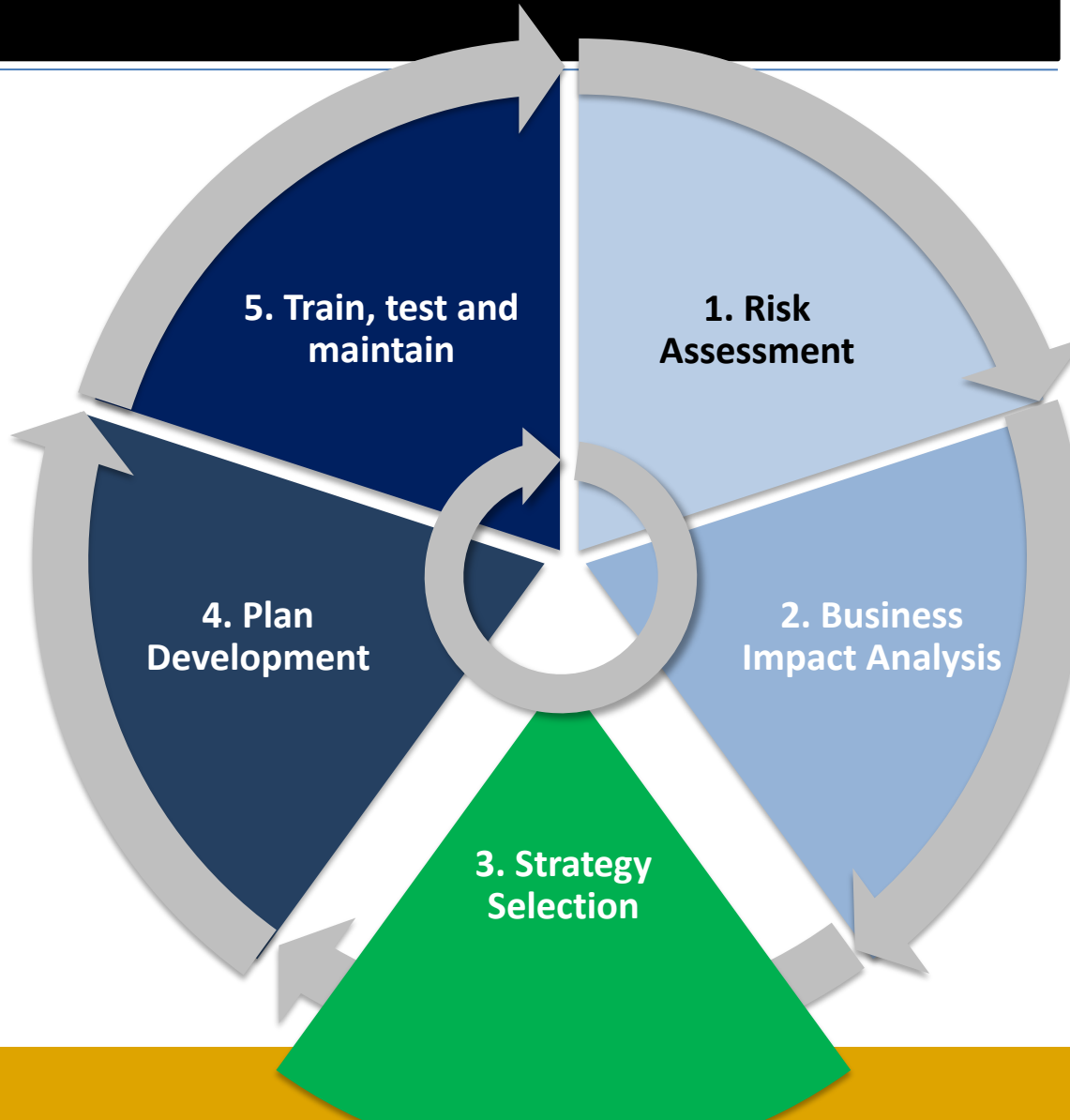


# Business Continuity Risk Assessment

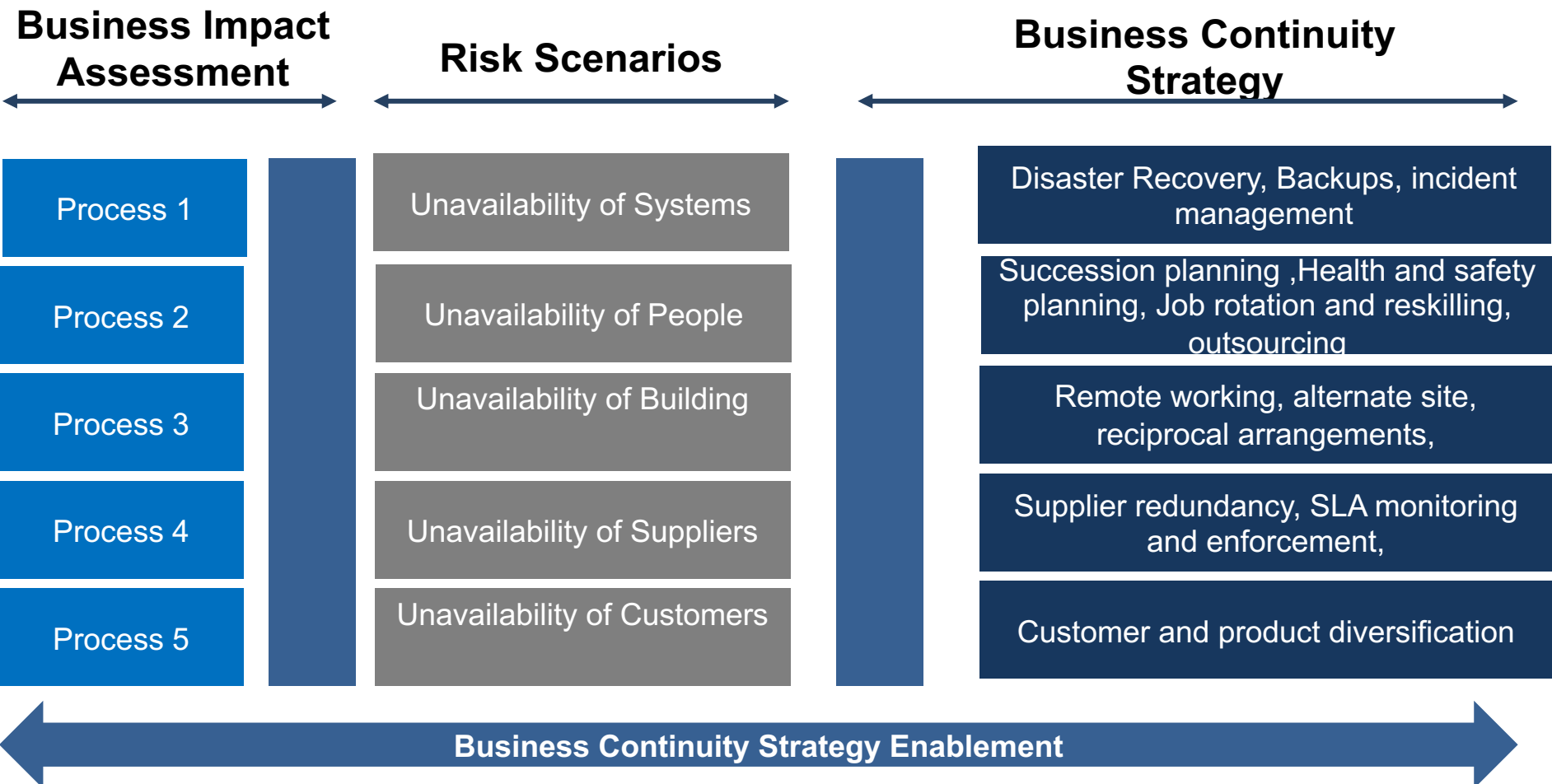




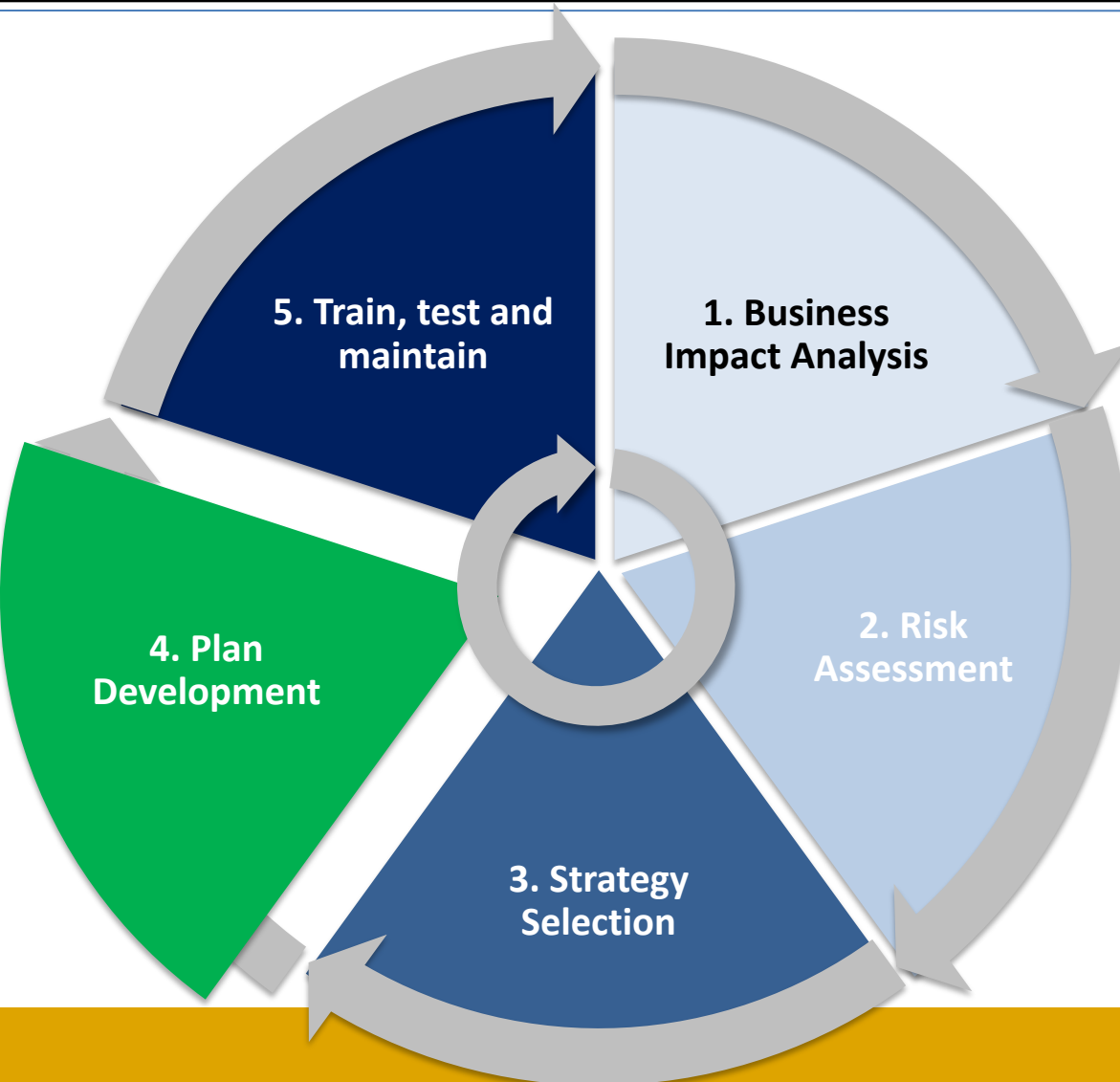
# Strategy Selection



# Strategy Selection

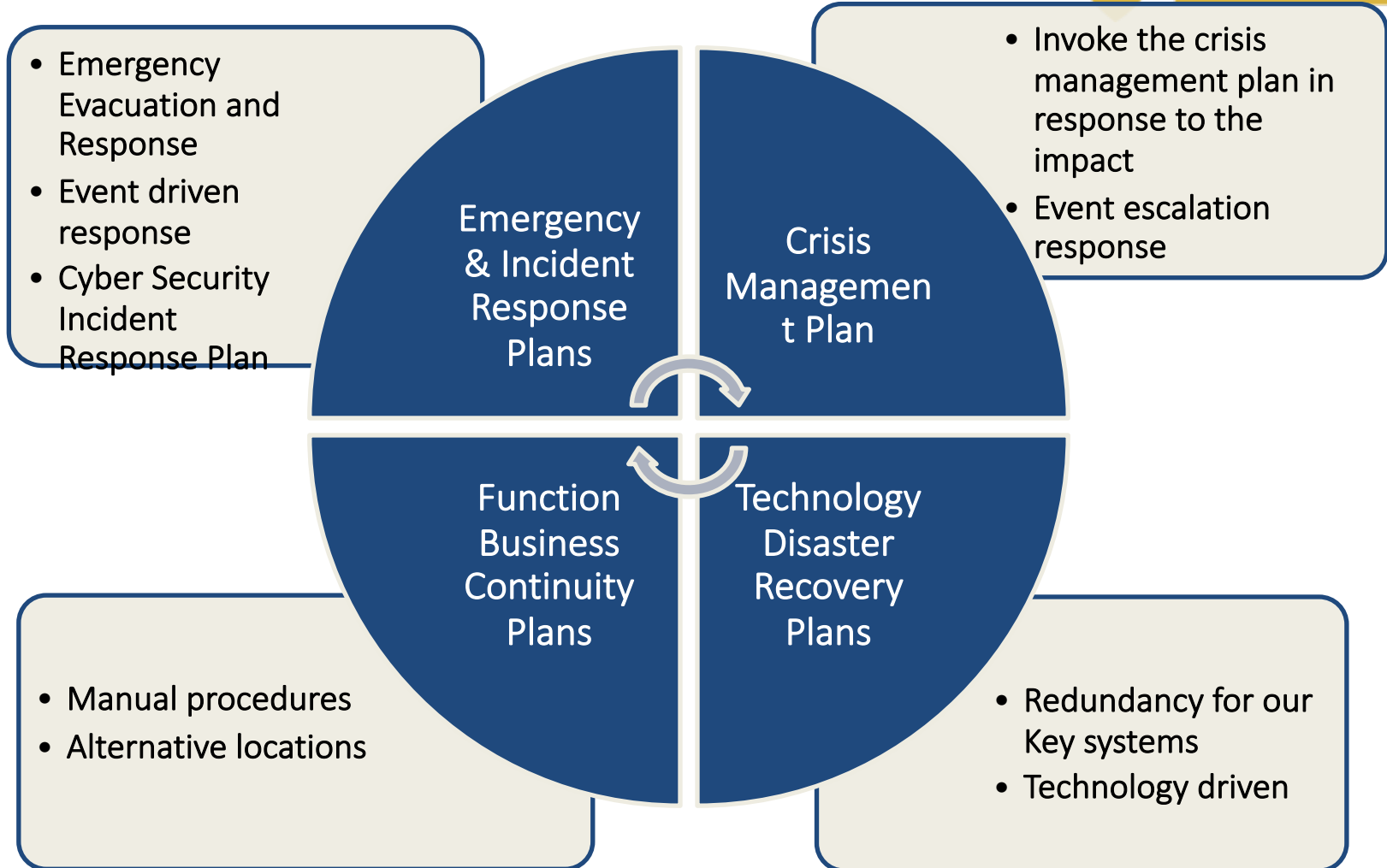


# Plan Development

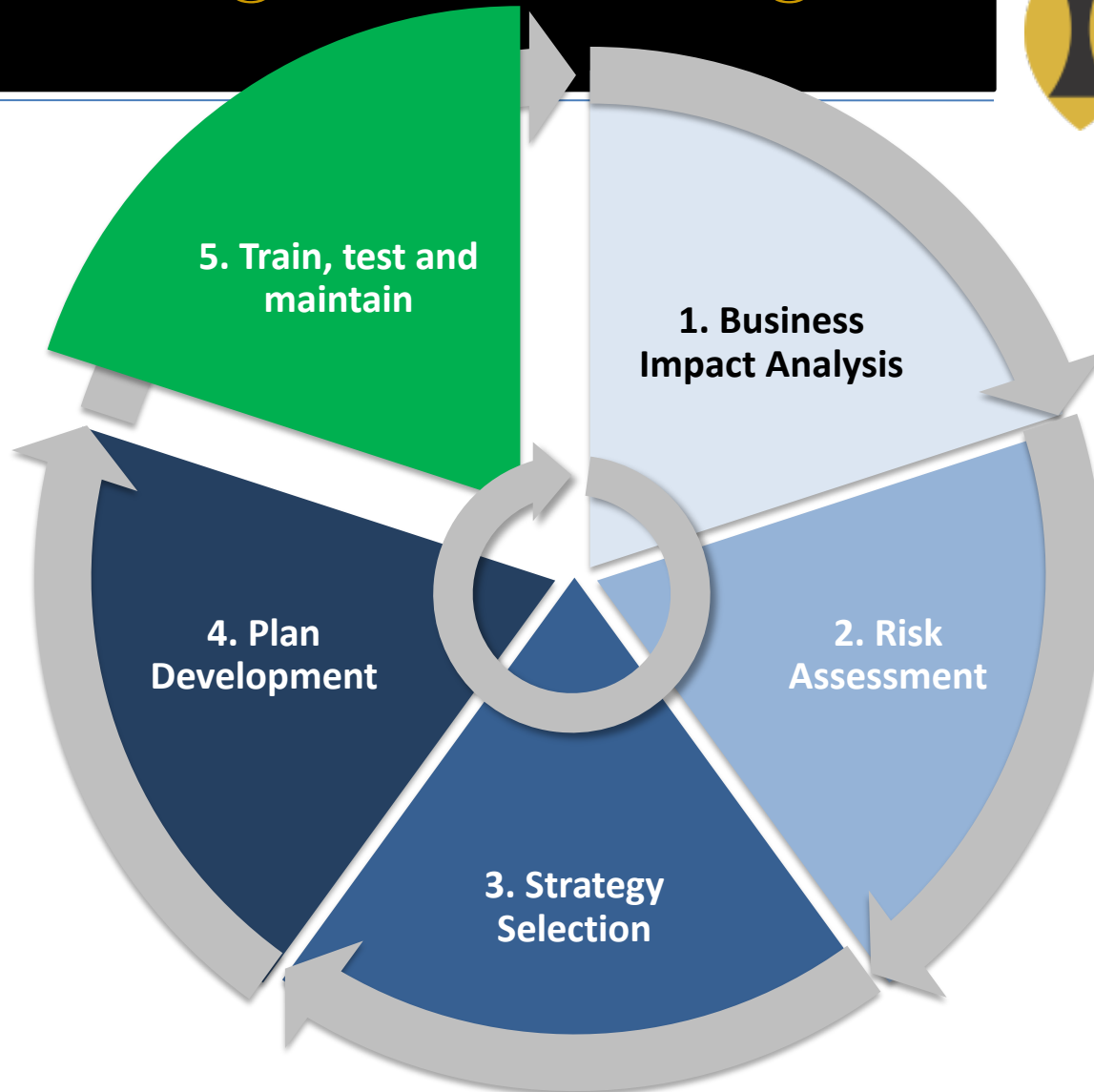


- ❖ Execute the strategies that have been identified.

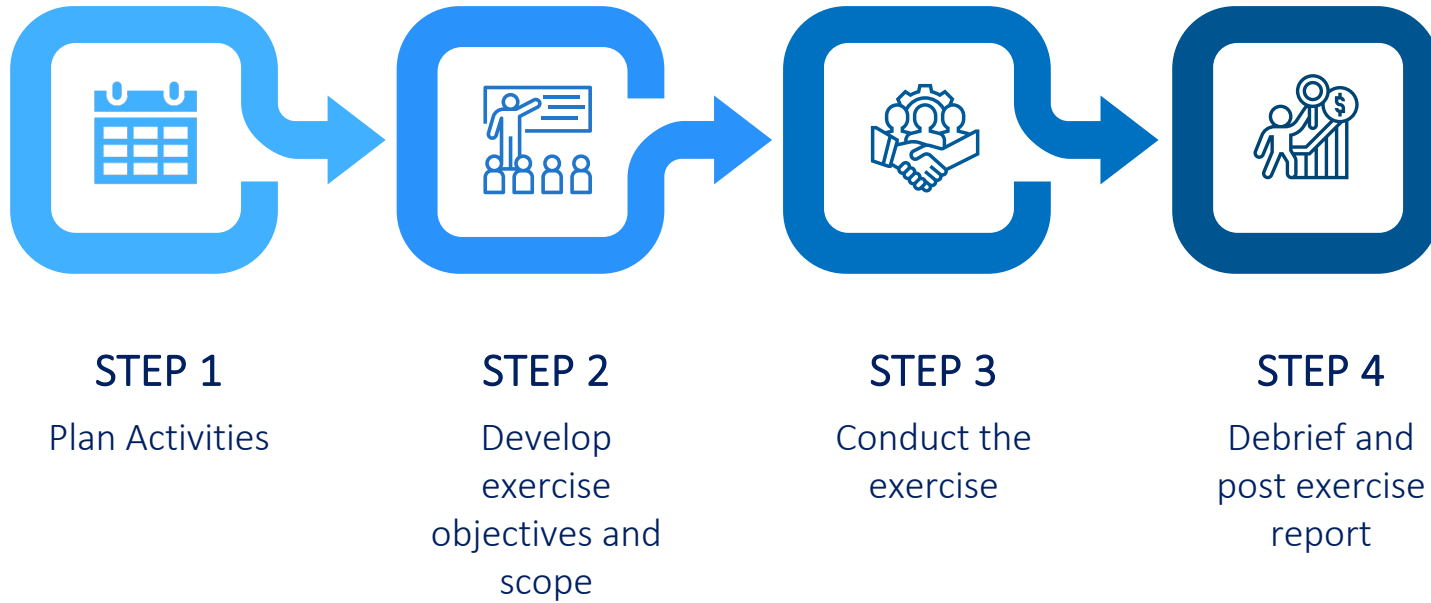
# Plan Development



# Exercising and Testing



# Exercising and Testing



# Exercising and Testing Measurement



Time

Actual execution of predetermined tasks versus planned

Amount

Amount of work performed versus planned

Number

Quantity of transactions performed with success versus planned

Precision

Precision of the data input at the standby facility compared to normal vs planned

Lessons Learnt

Identification of mistakes and omissions

Recommendations

What needs to be implemented to improve the disaster recovery plan



# Key Focus areas for Your Restoration Planning



1. Employees



2. Work Area



3. Business Development  
/Customer



4. Finance and Stress Testing



5. IT /Tech



6. Supply Chain

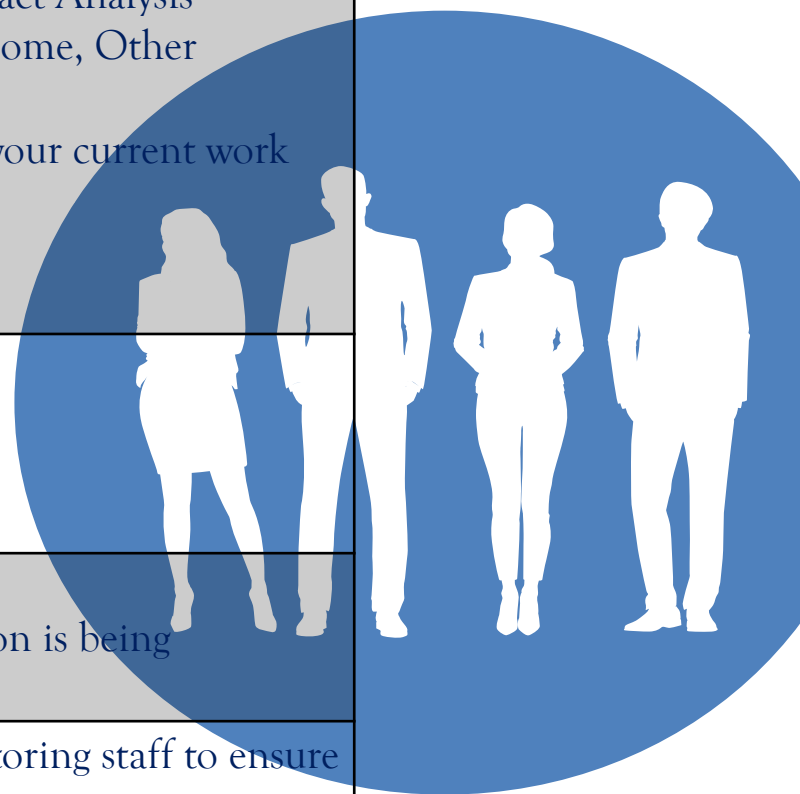


Lovethispic.com

# Employees



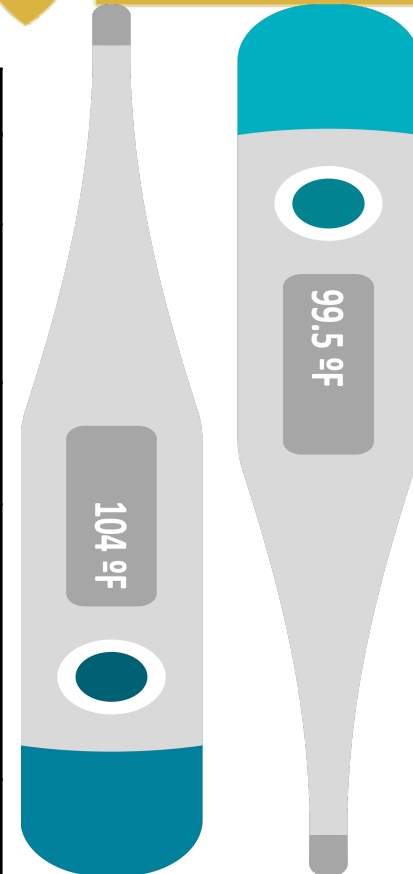
Issue	How to React
1. Employee resource planning	<p>Review and Re-examine your Business Impact Analysis</p> <p>Review and examine work area specifics (Home, Other Branches, Head Office)</p> <p>Review and analyse the need to review to your current work arrangements (Shift working etc)</p> <p>Succession Planning</p> <p>Redundancy planning</p>
2. Employee Welfare and Support	<p>Analyse transportation needs</p> <p>Analyse staff mental-health needs</p> <p>Family responsibility</p> <p>Travel policies</p>
3. Communication	<p>Control the communication</p> <p>Ensure only trusted and verified information is being circulated to staff</p>
5. Productivity	<p>Support managers in redefining and monitoring staff to ensure productivity</p> <p>Do more with less</p>



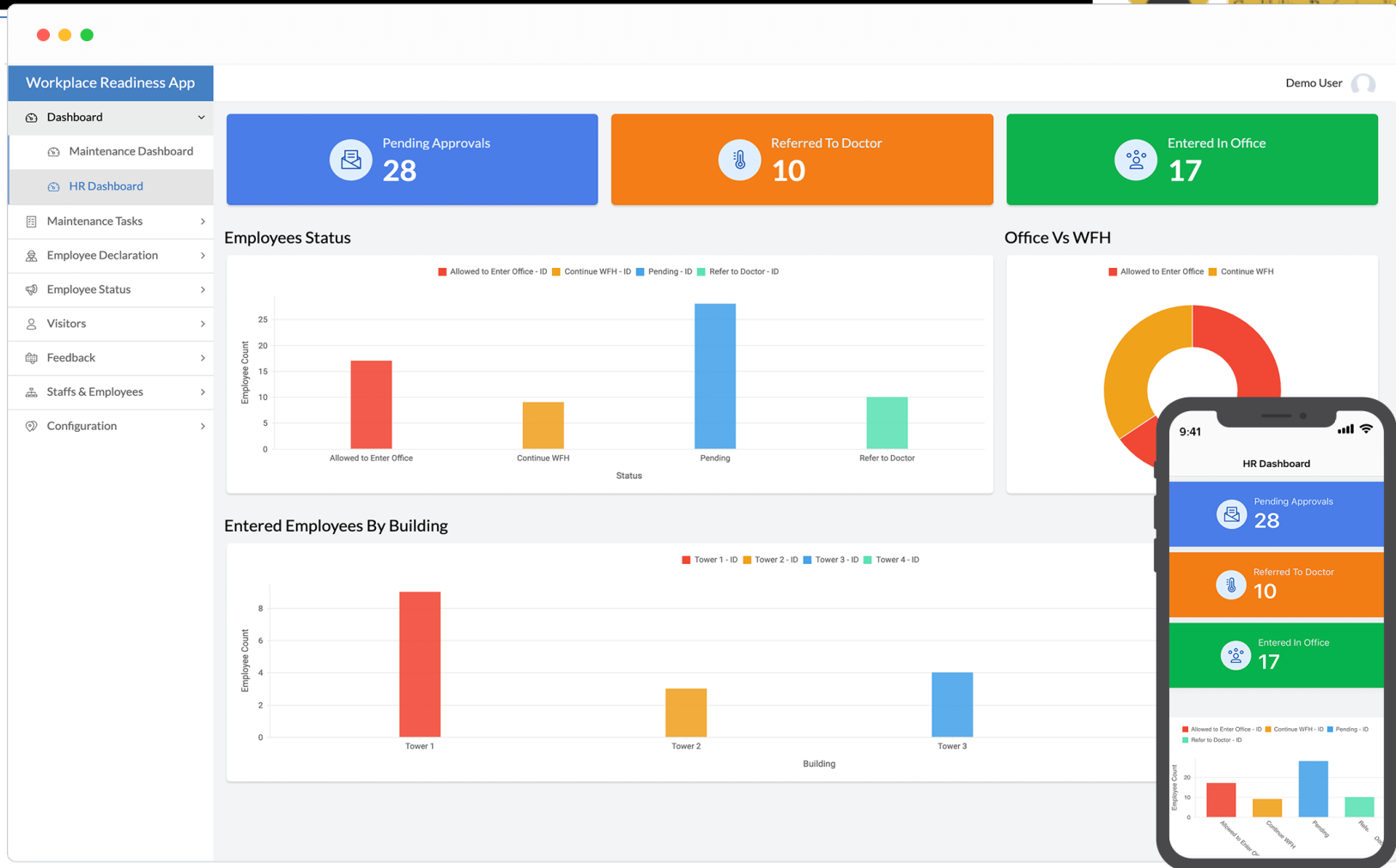
# Health and Safety



Issue	How to React
1. Sanitation	Enhance sanitation measures
2. Health and Safety	Screening and detection procedures Work area social distance needs
3. Awareness	Communicate enhanced sanitation measures Communicate reporting requirements
4. Incident Management	How to handle suspected sick cases at the workplace Contact tracing at the workplace Liaising with authorities for testing Tracking recovery and back to work procedures Fumigation procedures
5. Stigma	Manging stigma for COVID patients Reintegration to the workplace



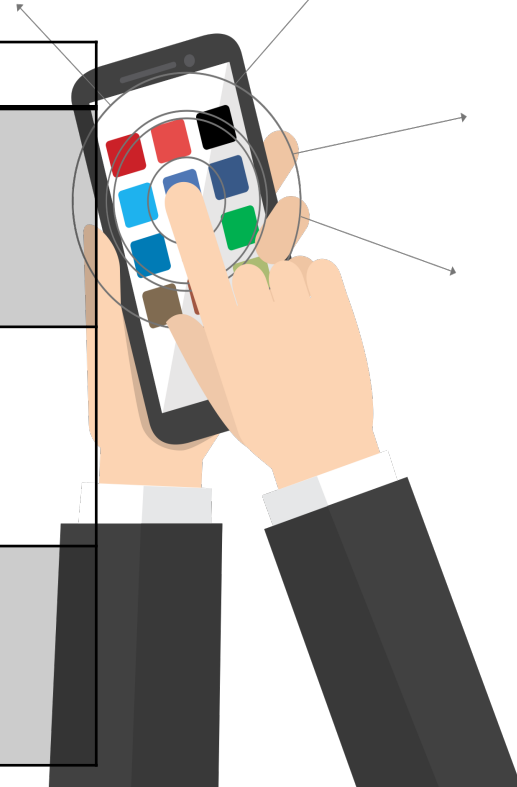
# Zoho Back to Work



# Customer



Issue	How to React
1. Immediate customer needs	Analyse immediate needs Communicate new ways of working Re-assure Keep customer close
2. Medium to long term stabilization	Analyse longer term or changing needs Re-evaluate strategy Innovate to survive Minimum viable products
3. Communication and awareness	Communicate to customers on new products and ways of working Collect and analyse customer feedback Re-work and improve



# Customers



## HUMAN RESOURCE IN BUSINESS CONTINUITY EXCELLENCE



ONLINE INSTRUCTOR  
LED TRAINING



Ksh. 2000

Target Audience, HR Managers, HR Officers, Admin  
Officers, Persons interested in Business Continuity

**Register Now:**

For more information:  
[training@sentinelafrica.co.ke](mailto:training@sentinelafrica.co.ke)  
WhatsApp: +254 715484888



Paybill: 600100  
Acc. No. 0100004443308

\*\* A certificate of attendance will be provided



**Sentinel Africa**  
Risk Management Consultants



**11<sup>th</sup>-12<sup>th</sup>  
August**

**2:00pm-5:00pm  
EAT**

# Finance stress testing



Issue	How to React
1. Statutory Obligations	Review and analyse statutory obligations Cash-flow planning
2. Stress Test and Liquidity Analysis	Identify scenarios Analyse variables that will affect cost or revenue Model cash flow, Profit and Loss, balance sheet Analyse possible breach of covenants Identify trigger based moves to stabilise organisation
3. Budgeting	Review budgets for cost reduction, cost optimization Analyse budget for new requirements brought on by Crisis Planning





# Finance and stress testing



# IT/Tech



Issue	How to React
1. Working Tools	Laptops (Consider BYOD) Printing and binding ETR/Tax machines
2. Cybersecurity	Bandwidth Requirements Training and awareness Remote working basics Confidentiality of information
3. Business Continuity	Backups of data Disaster recovery tests Redundant ISPs
4. Enhanced Monitoring	Security incident management Suspicious activity monitoring Dashboard and Management reports
5. IT and Digital strategy	Document an IT strategy



# IT/Tech



# Supply Chain



Issue	How to React
1. Critical Suppliers	Analyse your critical suppliers (tier 1,2,3) Supplier Inventory levels Effect of the crisis on critical supplier Communication and assurances
2. Immediate Stabilization	Inventory review Stock planning Ration critical parts Deferment of obligations Support supplier restart Evaluate alternatives
3. Long Term Stabilization	Analyse and onboard alternatives Solve for cash Drive resilience



# Supply Chain



# Supply Chain



## Six strategies for supply chain resilience



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# Key Takeaway and next steps



**“ There are  
opportunities even  
in the most difficult  
moments**

Wangari Maathai





# Thank You



Stella Makona Simiyu, Chief Operating  
Officer

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