



Our Business in Keeping You in Business

RESILIENCE, RISK AND RECOVERY SOLUTIONS

# through Recovery Coordination Services

*ICT Service Continuity testing is crucial and yet extremely onerous and resource-intensive! Did you know that your experience can feel like a walk in the park? As Africa's leading provider of Business Continuity services, ContinuitySA can alleviate your pressure by providing a Recovery Coordinator to ensure that testing is conducted according to industry standards and best practice guidelines to ensure the best level of recovery possible!*

It is a known fact that technical professionals rarely possess sufficient expertise or experience to effectively manage and execute Disaster Recovery testing. Do you have peace of mind that your next recovery test will run smoothly and meet business and auditor expectations? You need the services of a Recovery Coordinator.

## Recovery Coordination

Recovery Coordination Services from ContinuitySA are designed to ensure that organisations are able to effectively coordinate their ICT or full business recovery testing. Professional facilitation of the testing process is performed by qualified and experienced BCM practitioners based on best practices, and thereby freeing up critical time for IT management to focus on business activities.

Recovery Coordination assists with the management of your recovery testing throughout the process and includes planning, technical and contractor resource coordination, test management, review assessment and post-mortem reporting.

Our Recovery Coordination service methodology has been refined over many years and aligns with international best practice. It incorporates the requirements from the Good Practice Guidelines set by the Business Continuity Institute, and is aligned to ISO 27031, ISO 27002, ISO 22301, ISO 22313, ISO 31 000, COBIT and PAS 77.

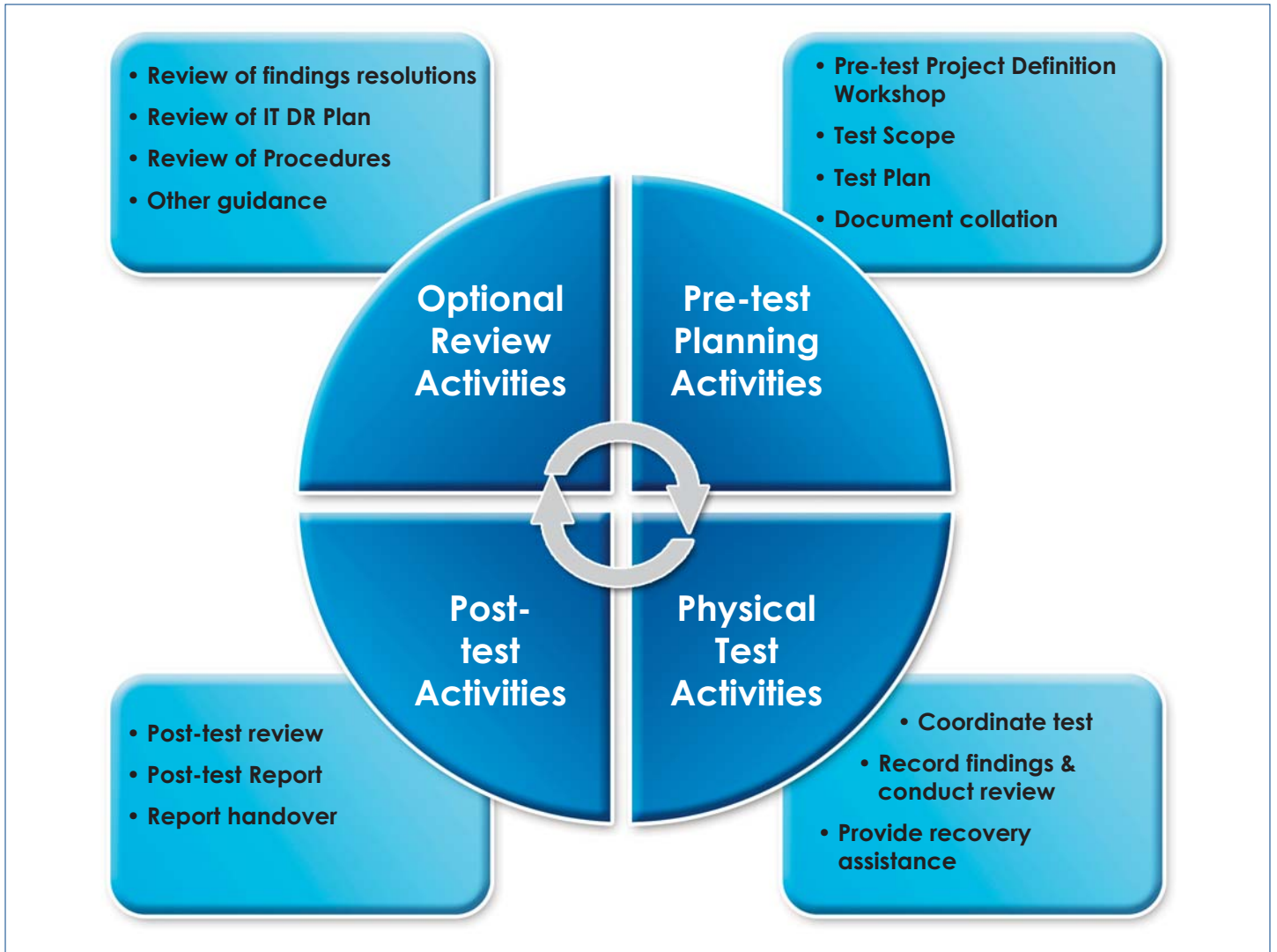
This service offering can be performed at your own Disaster Recovery site or at your service provider's site.

## How is this service provided?

A ContinuitySA Recovery Coordinator is your single point of contact that will book and lead the pre-test and preparatory meetings where aspects such as the test objectives, 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, develop a test scope, test plan, and oversee communication of all decisions and escalations to all team members.

During the testing exercise the Recovery Coordinator will manage and coordinate all agreed upon logistics and technical activities, endeavouring to ensure the recovery is achieved within the RTO, the recovery process is aligned to best practices, and the sequence of events and observations are documented. A review of the entire recovery exercise can be provided, producing an accurate reflection on the maturity of the test for management review.

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. A post-test review report will be produced and distributed to stakeholders. During the entire process minutes and updates will be produced by ContinuitySA for all the stakeholders.



## The ContinuitySA difference

- Measurement against international standards and best practice by qualified, objective and experienced BCM Recovery Coordinators.
- Increased level of compliance to Auditors requirements.
- ContinuitySA assists in careful and prudent 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.
- Identification of opportunities for ICT improvement for greater resilience.
- Cost justification for improvements, including assistance with cost-benefit analysis for your ICT environment.
- Advice on improvement of ICT Service Continuity capability, and increased level of BCM maturity.
- Recommendations on improvements to be made to Recovery Plans, Recovery Procedures and processes, Technical Verification documents and UAT documents.
- Project management and coordination of entire exercise, enabling IT and management to focus on what is important.
- Greatly improved delivery of successful testing and auditor satisfaction.
- Increased confidence in IT department by business.
- Aid in the development of the Testing Scope and Test Plan, including objectives, constraints, assumptions, success criteria, resources, timelines and the development of the Post Test Report.
- Alignment of Test Scope and Plans to business and IT objectives.
- Enhanced Disaster Recovery skills development.
- Promotion of BCM within your organisation.