



# Concorde Informatics Ltd.

## Business Continuity

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INFORMATICS



“putting I.T. together”

*Business Continuity  
from Concorde*

### Key Features

- **ITIL Methodology**
- **Experienced Strategic Consultants**
- **Based on the needs of your business**
- **Data Security & Storage expertise**
- **Infrastructure Management expertise**
- **Security Threat Analysis**
- **Comprehensive Reporting**
- **Network Analysis**

[www.concordeinf.com](http://www.concordeinf.com)

### The Challenge

#### What Will You Do If.....

Your main server crashed and the backup failed? Equipment or utilities failed long-term? A natural disaster struck, destroying information and physical assets? Malicious software or spyware destroyed your data? You experienced application failure or database corruption? Someone hacked your firewall, crashing your system and stealing classified data? These are just a few of the common “disasters” that can threaten the future of your business.

Statistics from Gartner Group indicate that of all organisations suffering a serious incident for which they were unprepared, 80% went out of business within 18 months. A 2006 DTI survey reported, “Roughly one third of all UK businesses had a security incident that involved loss of data (excluding viruses). A quarter had accidental system failures, of which more than half (55%) had more than one such incident. 61% of companies took more than a day to recover from their system failure”

#### So how much would system downtime cost your business?

An APC report in 2005 asked this question of organisations of all sizes and roughly one quarter said it would cost a minimum of £5,000 per hour.

Cost Per Hour of system downtime	Percentage of respondents
Up to £1,000	23%
£1,000 - £5,000	16%
£5,000 - £10,000	11%
£10,000 - £20,000	7%
£20,000 - £50,000	3%
Above £50,000	3%
Not sure (don't know how to calculate)	25%

### The Solution

Any business that wants to stay in business needs a Business Continuity Plan. A Business Continuity Plan (BCP) is essentially based on a security risk assessment and management review. From an IT perspective this usually means ensuring that the critical infrastructure and information



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is accessible. A BCP incorporates not only disasters but any risk that could impact the continuity of the organisation's operations or service. The production of an effective BCP incorporates a number of steps or processes, encompassing the following:

**Concorde** has a strong background in business continuity planning with experienced strategic consultants operating to ITIL standards and methodology. The company's proven expertise in data storage, infrastructure management and I.T. security are crucial to the production of a realistic plan based on the needs of your business. The production of an effective BCP incorporates a number of steps or processes, encompassing the following activities:

- ***Analysing the business.***
- ***Analysing the I.T. Infrastructure.***
- ***Assessment of the risks to the business.***
- ***Develop a strategy to manage those risks.***
- ***Develop a plan.***
- ***Management of the BCP (including rehearsals, maintenance and audits).***



*Business Continuity Planning - it's not just about disasters*

### **The benefits of a BCP**

A clear and concise BCP will benefit any organisation by:

- ***Formalising the objectives of the organisation from a security perspective, thus reducing the potential of "weaknesses".***
- ***Gaining commitment and accountability from senior management.***
- ***Definition of security awareness / education, particularly in relation to users' security responsibilities and behaviour.***
- ***Providing confidence and reassurance to customers and stakeholders that security is important and is being addressed appropriately.***
- ***Relating to supporting processes and procedures including, e.g. detailed security management procedures, security incident procedures and reporting schemes.***

### **Conclusion**

Too often Business Continuity planning can start out as heavy and onerous. **Concorde** aim to use a little common sense to whittle the job down to practical terms that can be implemented, budgeted and executed. The goal is to never have to use a Business Continuity Plan—other than verify that it works—but to have just enough resilience and resource to keep things going without hurting the operation of the business



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