

# WHAT TO DO WITH YOUR BIA RESULTS?

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## SESSION DESCRIPTION

### **What to do with your BIA results?**

- Does your management team question the usefulness of the BIA?
- Have you conducted a BIA questionnaire and done little with the results?
- Are you stuck in autopilot when it comes to doing the same BIA over and over again?

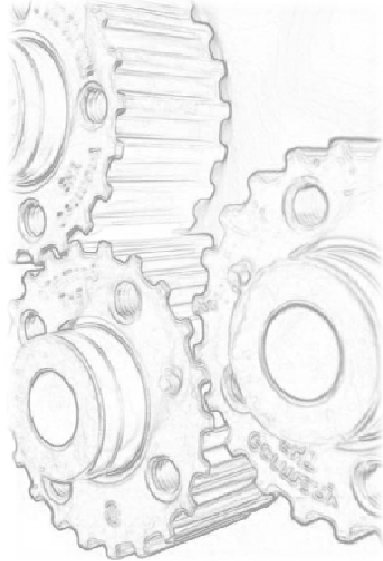
If so, please join us to look at how leading business continuity programs utilize the BIA as the catalyst to drive business continuity decision-making and value.

We will re-examine every aspect of the BIA, from scope to summarized results, and provide a blueprint to connect executives to the business continuity program and increase your level of support.

Please stop by booth **58** for your copy of How to Deploy BS 25999, which will be referenced throughout this session.



## GET MORE FROM YOUR BIA!



### Agenda

- Determining the Scope of Your BIA
- Gathering Data
- Analyzing BIA Data
- Outcomes

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## START WITH EXECUTIVE EXPECTATIONS

- Understand key elements of the business strategy
- Identify the level of acceptable risk
- Discuss past experiences with business interruptions – what was tolerable then?
- Establish Maximum Tolerable Period of Disruption (MTPOD) for key products and services



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## MAXIMUM TOLERABLE PERIOD OF DISRUPTION

- Introduced in BS 25999
  - Enables a top down approach to recovery times
  - Key: Critical Products and Services
  - MTPOD is not about organizational structure (departments)
- Examples
  - MTPOD for Bicycle Assembly: 3 Weeks
  - MTPOD for Responding to Customer Inquiries: 24 Hrs

**MTPOD = Executive & Customer Expectations**

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## MAP PRODUCTS AND SERVICES TO CRITICAL PROCESSES (ACTIVITIES)



- Which processes support critical products and services?
- Processes may involve one or more department
- Mapped processes become the scope of your BIA effort

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## GATHERING DATA

- What to Gather?
  - **Impact of downtime over time**
    - Financial
    - Reputational
    - Regulatory
  - Example for Bicycle Assembly
    - Bad: An interruption to this process would halt bicycle production.
    - Good: An interruption to this process for 1-3 days would result in minor impact, since the shipping group maintains 2 days inventory to ship from. Beyond 3 days, regular orders would be delayed; however, most distributors maintain approximately 3 weeks of inventory and retails maintain 1 week of inventory. As a result, beyond 4 weeks of interruption, lost sale could be expected in the range of \$500k per day.

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## GATHERING DATA - WHAT TO GATHER?

- Critical Dependencies
  - Applications
  - Suppliers
  - Records
  - Facilities
  - Personnel
- Risk Assessment?
  - Understand the threats to and vulnerabilities of its critical activities and supporting resources, including those provided by suppliers and outsource partners.
    - Loss of technology
    - Loss of facility
    - Loss of key personnel
    - Loss of key suppliers

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## GATHERING DATA

- How to Gather?

- Establish a data gathering plan
  - What you are going to gather
  - How you are going to document it
- Surveys
  - For detailed information
  - When owners just need to validate and update



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## GATHERING DATA

- How to Gather?

- Interviews
  - Allow the conversation to flow naturally and the process owner to describe their process in their language
  - Document each process in a way that it can be later put into a report – and document ASAP
  - Understand open/closed ended questions



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## ANALYZING BIA DATA

- You're not done!
- Summarize
  - Processes by Recovery Time
  - Applications by Recovery Time and Data Loss tolerance
  - Critical Facilities
  - Critical Personnel
- Review the summary details with key players
  - Normalize the requirements for similar processes

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## BIA OUTCOMES



- Presentation and Report for Executives and Program Participants
- Clarity on requirements to drive recovery strategy discussions

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## SUMMARY

- Questions & Discussion
- Get More From Your BIA!
- Keys
  - Involve Executives Early
  - Do the work to get good data
  - Present Results Logically
  - Connect to other parts of the business continuity lifecycle



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