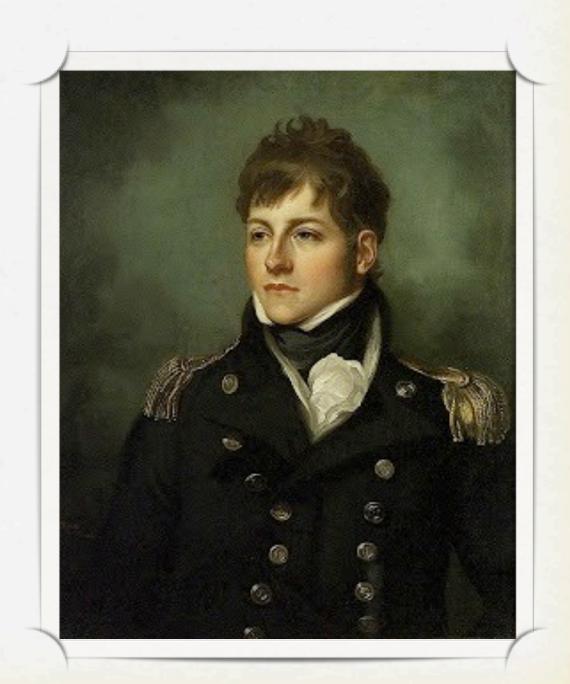@thomlangford

SAILING THE C'S OF DISASTER PLANNING

A guide to ensuring your plans are shipshape
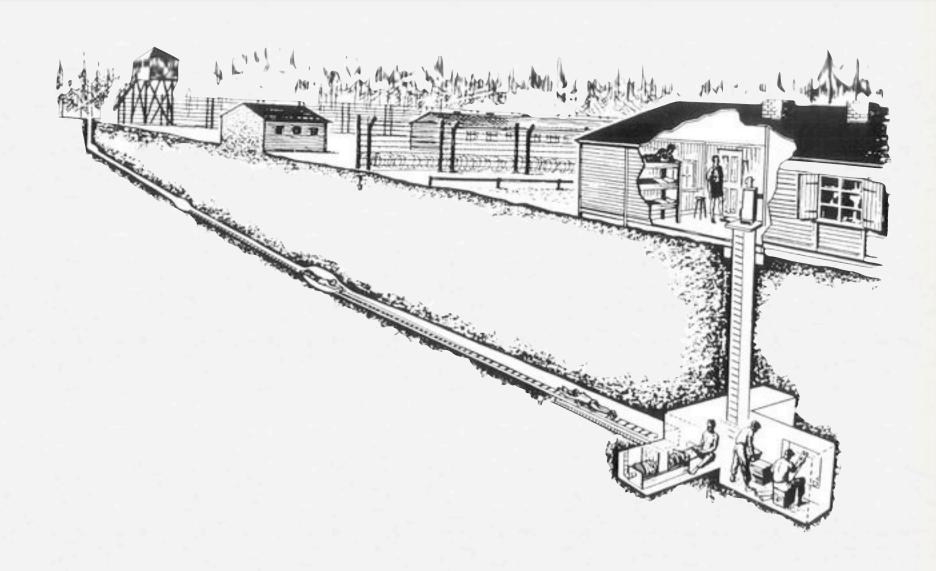
The opinions expressed in this presentation are my own and do not necessarily represent the views of my employer
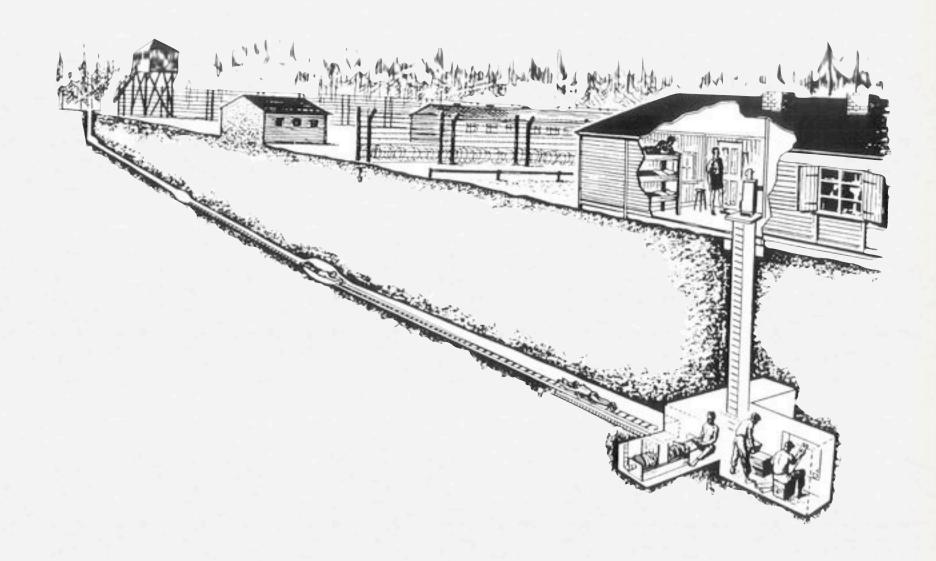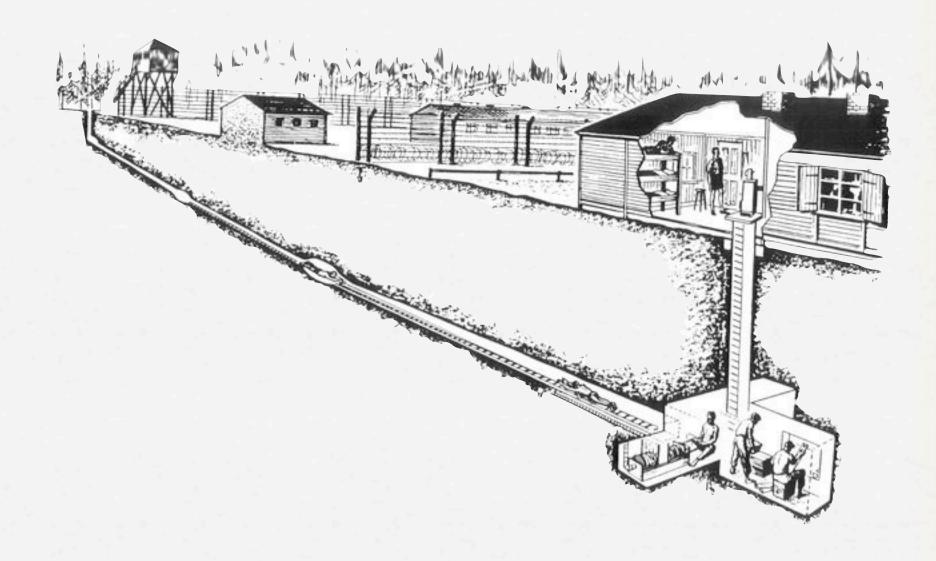
FOR INSTANCE...

FOR INSTANCE...

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FOR INSTANCE...

FOR INSTANCE...

FOR INSTANCE...

2

PARLANCE

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PARLANCE

business resumption planning
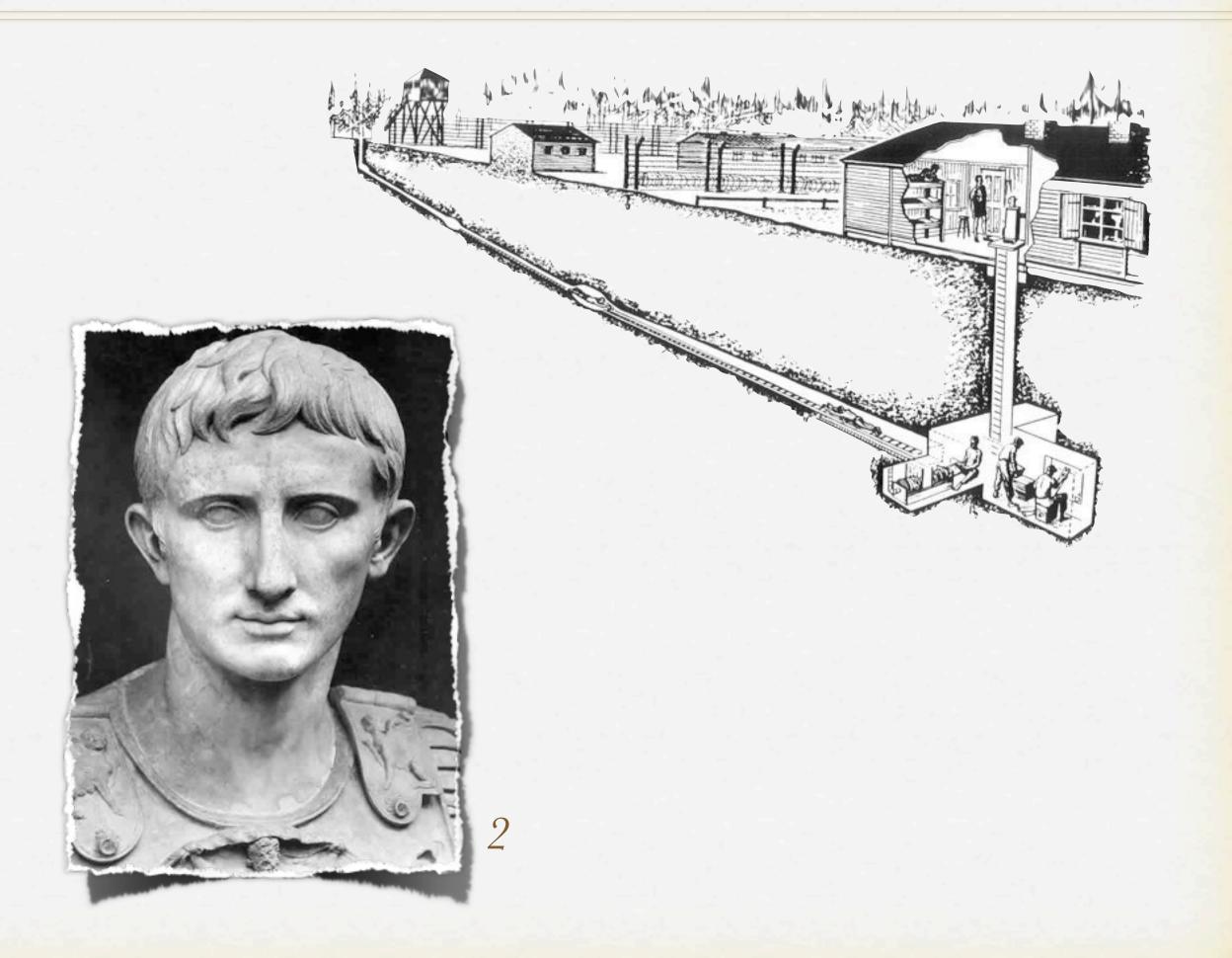
IT risk management

incident management

business continuity management

business continuity

information disaster recovery

business resilience

crisis management

emergency management

disaster preparedness

disaster recovery

disaster planing

MY VIEW

MY VIEW

Facilities

People

Technology

MY VIEW

People

Facilities

Technology

MY VIEW

People

BCP

Facilities

Technology

MY VIEW

People

BCP

Facilities

Technology

MY VIEW

People

BCP

Facilities   *Technology*

(Information) Disaster Recovery

MY VIEW

People

BCP

Facilities   Technology

*(Information)
Disaster
Recovery*

MY VIEW

People

Crisis Management

BCP

Facilities

Technology

(Information) Disaster Recovery

MY VIEW

Crisis Management

People

BCP

Facilities

Technology

(Information) Disaster Recovery

KEY POINTS

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❋ A natural human urge to answer *what if...?*

❋ Understanding *your* definitions of *your* terms

❋ Different industry approaches and standards

❋ Ensuring relevance to your business and your requirements

❋ Communicating the needs effectively to the Board

❋ What is your best argument to support it? ROI?

❋ Why is it contributing to your business?

KEY QUESTION

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How is your disaster planning going to help your business "sell more beer"?

WHAT THIS IS NOT

WHAT THIS IS NOT

THE FIVE C'S

and how to use them

COMMAND

�֍ Who is in charge?

�֍ The most *qualified* or the most *senior*?

�֍ The command role must be *flexible*

✖ Expectations of the role must be *explicitly* called out

✖ Egos need not apply

CONTROL

✳ Understanding the situation

✳ Understanding your people and assets

✳ Understanding your commitments

✳ Your plan is a guideline only

✳ Use all methods at your disposal to obtain situational awareness

COLLABORATE

✳ Different incidents mean different teams

✳ Look outside as well

✳ Consider using non-obvious teams

✳ Call trees can be inefficient

✳ Consider using 3rd party tools

COMMUNICATE

❋ Meet your commitments externally...

❋ ... and internally as well

❋ With other members of your recovery team

❋ Establish a cadence and closure criteria

❋ Practise real time feedback

CHANGE (CHECK)

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✳ Use every opportunity to practise and review

✳ There will *always* be changes

✳ Internal and external factors influence a plan

✳ Share your findings, validate them

✳ Seek *value* from the feedback

INTEGRATION

Standard

INTEGRATION

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Standard

Choose based on industry, experience or applicability

INTEGRATION

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Business alignment

Standard

Choose based on industry, experience or applicability

INTEGRATION

Make sure it fits your business. Use what works, disregard what doesn't

The C's

Business alignment

Standard

Choose based on industry, experience or applicability

INTEGRATION

If the Board understand this

The C's

they will be aligned to this

Business alignment

and this

Standard

UPWARDS
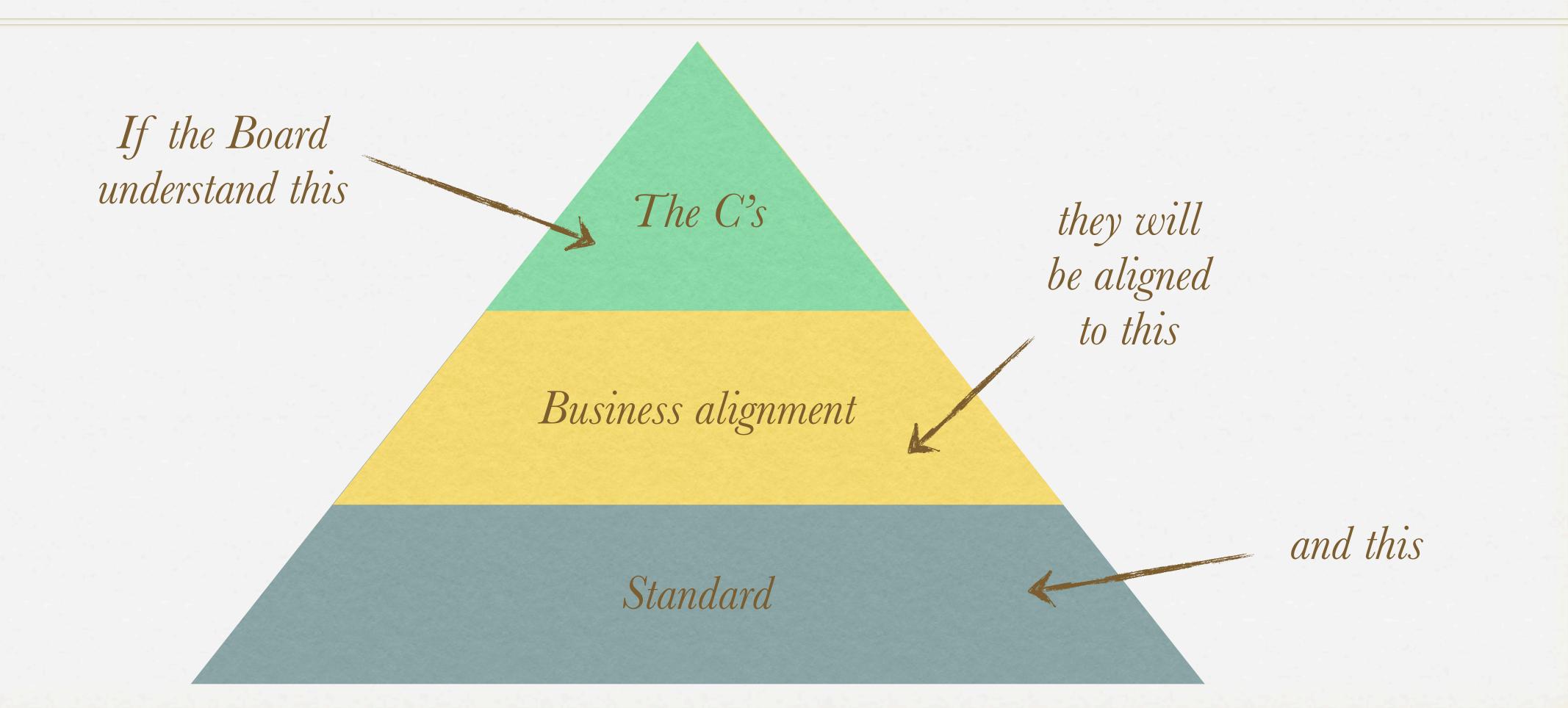
For the Board...

are a way of communicating a complex plan to the board. It could take the form of a presentation, or a scenario, or a formal validation report, but the structure of the C's allows the core capabilities of the disaster plan to be put across in a pragmatic and down to earth manner.

DOWNWARDS

For your teams...

are a way of communicating your expectations to the team memebers involved, in a way that is mnomicaly easy to remeber but also effective in drawing out they key activities they MUST carry out during a disaster

AND ACROSS

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The C's

are a way of ensuring somewhat complex plans are likely to be effective during times of high stress and emotion, without having to test in a more disruptive manner.

TAKE AWAYS

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�des There is no "proper" way to approach this...

�des ...but only if you can prove it works for your organisation

�des Use the C's to help communicate your approach

�des Use the C's to validate the basic concepts of your plan

�des Remain flexible to meet your business goals

TAKE AWAYS

❋ There is no "proper" way to approach this…

❋ …but only if you can prove it works for your organisation

❋ Use the C's to confirm if your approach will work

❋ Test it, in whatever way you can

❋ Remain flexible to meet your business goals

THANK YOU

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