Quick, creative ways to energize your BCM program

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Agenda

1. How do people learn?
2. What are some fun, but effective ways I can train my team?
3. What are some quick tools I can use to facilitate exercises?
4. How can I increase awareness and adoption of my program?
Quick, creative ways to energize your business continuity program
Does making it interesting make a difference?
Here’s what we remember:

• 10% of what we read
• 20% of what we hear
• 30% of what we see
• 50% of what we hear and see
• 70% of what we say and write
• 90% of what we do or interact with
So, keep it engaging
Do your people know what they don’t know?
Name the top threats to BC feared by BC professionals in 2014.

<table>
<thead>
<tr>
<th>IT &amp; telecom outage</th>
<th>Interruption to utility supply</th>
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</thead>
<tbody>
<tr>
<td>Cyber attack</td>
<td>Fire</td>
</tr>
<tr>
<td>Data breach</td>
<td>Security incident</td>
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<tr>
<td>Adverse weather</td>
<td>Health &amp; safety incident</td>
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Name the challenges that BC professionals believe may impede BC progress within their organization

<table>
<thead>
<tr>
<th>Lack of budget</th>
<th>Lack of support from bus. units</th>
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<tbody>
<tr>
<td>Lack of exec. mgmt. support</td>
<td>Lack of time for BC</td>
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<tr>
<td>High levels of org. change</td>
<td></td>
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</tbody>
</table>
| Lack of BC staff | ```
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Name four reasons why you should update your business recovery plans

<table>
<thead>
<tr>
<th>Reason</th>
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<tbody>
<tr>
<td>Annual review</td>
</tr>
<tr>
<td>If operations change (processes)</td>
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<tr>
<td>If there is a change to your structure</td>
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<tr>
<td>If there is a location change</td>
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Involve people in their learning process

- Security
- Emergency management
- IT recovery
- Business recovery
- Crisis management and communications
- Incident management and communications
Involve people in their learning process

- Restore servers and networks per recovery priorities
- Facilitate evacuation or sheltering-in-place
- Monitor the media for potential media impact
- Relocate employees to continue critical processes
- Conduct investigations into malicious threats
- Determine if the incident is a crisis
Repurpose classic games

- Customize boards for specific teams or departments
BCM Bingo

The designated area at which employees, visitors, and contractors convene if evacuated from the building or site.
BCM Bingo

A system that allows one person to create a message, and then send it out to large groups of people all at once.
BCM Bingo

An epidemic occurring worldwide or over a very wide area, usually affecting a large number of people.
BCM Bingo

The group that would respond to an incident, and who should contribute significantly to the writing and testing of the BC plans.
BCM Bingo

This stands for “Recovery Time Objective,” and is known as the period of time within which systems, applications, or functions must be recovered after an outage.
BCM Bingo

This term indicates the ability to recover or “bounce back” quickly from a stress-causing incident.
BCM Bingo

A team consisting of key executives, key role players, and business owners of critical functions who are responsible for recovering operations during a crisis.
BCM Bingo

A document that depicts the calling responsibilities and order used to contact management, employees, business partners, and other key contacts in an emergency.
BCM Bingo

The world’s first international standard for Business Continuity Management.
BCM Bingo

The reliance or interaction of one activity or process upon another.
BCM Bingo

The process of analyzing business functions and the effect that a business disruption might have upon them.
BCM Bingo

The Federal Emergency Management Agency, whose mission is to help ensure that as a nation, we build our capability to prepare for and protect against all hazards.
BCM Bingo

An examination to identify risks associated with the differences between business/operations requirements and the current available recovery capabilities.
The immediate reaction and response to an emergency situation commonly focusing on ensuring life safety and reducing the severity of the incident.
BCM Bingo

A documented collection of procedures and information that is maintained to enable an organization to continue to deliver critical products and services in an incident.
BCM Bingo

A process whereby critical data is replicated to another device.
BCM Bingo

Resources and activities to reestablish information technology services at an alternate site following a disruption of IT services.
BCM Bingo

An alternate facility that already has in place the computer, telecommunications, and environmental infrastructure for recovering critical business functions.
An event that cannot not be predicted by normal scientific or probability methods.
BCM Bingo

A management decision to take no action to mitigate the impact of a particular risk.
BCM Bingo

This alternate facility is also known as a “hot site,” and has the necessary infrastructure and utilities to continue critical business processes.
BCM Bingo

Technique for rehearsing emergency teams in which participants discuss the actions they would take according to their plans, but do not perform any of these actions.
Exercising

Not enough time for a 4 hour tabletop?
BCM Mad Libs guide groups to concoct their own worst-case scenarios.
It is Monday at _____________.

Name of a department lead

department lead ________ a

relational role at the site. It will ________ happen that during

the first week, ________ relocation site also closed, and you

have to work from home. You contact ________ da

legal situation and you are close to the deadline for ________

A(n) ____________________________ event

Extreme weather event

transit and roads are closed.

This has also prevented access

log in to the network because

full Business Recovery

room, disrupting the network

Based on news reports, it seems

work - in the meantime, you

TV show ________________

address impending deadline

You have just returned from a two-week vacation to ________ and you are eager to catch up

on emails. You turn on your computer to see only the word ________ repeated over and over

on your screen.

You call ________ your IT representative, but can only reach his/her voice-mail.

Name of IT representative

You wait around drinking ________ until IT shows up. S/he quickly identifies it as the famed

A beverage

virus and gathers a team to investigate. S/he requests that no one log in to their

A funny word

computer or email until further notice.

You speak to your contact ________, one of your business partners, who encountered

the virus earlier this month; they say that they lost ________ days of data and that it took

Number between 5 and 30

weeks before systems were usable again.

Number between 2 and 8
Give your program personality

Masters of Disaster

#WeGotThis

THE ABC'S OF RISK MANAGEMENT

Which ABC?
Conducting a Recovery Plan Exercise at my site

ACM  BRM  CRM

Facing a disaster?
BRM is there.
Masters of Disaster board game

Learn business continuity principles, while having fun.
Create an experience for the program
HI CONTACT.FIRSTNAME,

The Resiliency Summits are back, by popular demand! The summit is a two-day training conference for risk management coordinators.

Why go? It’s a rare chance to network with your peers, get one-on-one time with Loook advisors, and receive tools for facilitating risk management at your site. This year, attendees will be able to choose educational sessions based on their experience with the program.

Capacity is limited, so reserve your spot in your preferred location today!

Save my spot!

Visit BRM online or contact our business partner, Loook, for more information.

We look forward to seeing you at a summit!

Risk Management
Build a common language
Creative resources

- iStock Photo: http://www.istockphoto.com
- Gamecrafter: https://www.thegamecrafter.com
- PowerPoint Game Templatpowerpointgames.wikispaces.com/PowerPoint+Game+Templates
- Gamestorming by David Gray, James Macanufo & Sunni Brown
- The Power of Co-Creation by Venkat Ramaswamy & Francis Gouillart
- Made to Stick by Chip Heath & Dan Heath
- Brain Rules by John Medina
Questions?
Thank you

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