



Business Continuity Management System Awareness



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Objectives

This course will help the participants

Familiarize with ISO 22301:2019 Standards: Gain an understanding of Business Continuity Management System (BCMS) requirements based on the standards.

Explore SMSA's BCMS: Learn about SMSA's BCMS, including its methodology, functionality, and departmental needs.

System Familiarization: Understand the deployed BC system in SMSA, focusing on creating business impact analyses, developing continuity plans, communication aspects and conducting continuity tests.



Why Business Continuity Management System?

ONLY
27%
of small businesses
have a business continuity
plan

Businesses that can't
resume operations within
10 DAYS
of a disaster are not
likely to survive



1 in 5
businesses
suffer from disruptions
every year

Establish the BCMS Develop a policy & steering committee Documentation & records Embed Business Continuity in SMSA



PDCA Cycle

BCM System Terminology Based On ISO 31000, 65000, 22301

threat

Anything that can cause harm or disrupt business operations. Example: A cyberattack is a threat that could cause IT systems to crash, preventing the company from processing orders or accessing customer data.

Impact

Consequences of unexpected events on our business operations. Example: A system failure could cause delayed shipments, lost revenue, or unhappy customers. It's about understanding how much damage or disruption an event can cause

Crisis

A sudden event that disrupts or halts operations. Example: All delivery trucks break down, stopping deliveries. Being ready for a crisis means we can act quickly to minimize damage and keep the business moving forward.

Disaster

A major event causing significant damage or disruption. Example: A warehouse fire or massive system failure halts all shipments. Being prepared helps ensure quick recovery and continued service.

Emergency

Is an urgent situation that requires immediate action to prevent further damage or danger. Example: Fire at warehouse or if vehicle catches fire on the road, that's an emergency because it needs quick action to avoid serious consequences.

Business Continuity

is the ability to keep essential operations running during and after a disruption. Example: If a system fails but deliveries continue, that's business continuity.



BCM System Terminology Based On ISO 31000, 65000, 22301



Organizational Resilience

Is the ability of our business to adapt, recover, and keep running during and after unexpected challenges. **Example:** If SMSA can continue deliveries even during a major disruption, that's organizational resilience.

Disruption

is any interruption or disturbance that affects normal business operations. **Example:** If a system goes down or a delivery is delayed, that's a disruption because it interrupts the usual flow of work.

Accident

An unexpected event causing injury, damage, or loss. **Example:** If a delivery truck crashes, that's an accident because it's unplanned and causes damage.

Risk

The chance that something bad will happen. It's the possibility of a negative event that can affect your business, such as financial loss, data breach, or natural disaster. **Example:** A fire could destroy the warehouse. SxP

Risk Management

The process of identifying, assessing, and taking steps to minimize or control those risks. It's about finding ways to reduce the impact of risks or prevent them from happening. **Example:** Installing fire alarms, training staff on fire safety, and having an emergency evacuation plan in place.

Business Continuity Policy Statement

SMSA is committed to developing Business Continuity Management ("BCM") based on international standard ISO 22301:2019. The aim of this policy is to protect the interests of SMSA and its customers by establishing a resilient operational framework, which proactively ensures SMSA's ability to prepare and respond appropriately to anticipated risks identified within the context of organization and any unexpected potential disruptive challenges, while maintaining customer safety and security.

We strive to develop a BCM system to improve SMSA-wide resilience in the event of significant business disruption. We will ensure that our business continuity initiatives are in line with our overall strategy and that business continuity good management practices are embedded within our strategic & operational framework, in order to continually improve. We will prepare and maintain Business Continuity Plans ("BCP") to ensure that we can regain operational capability and continue to deliver our critical products and services, so far as it is reasonably practicable, when faced with an emergency. Towards this the key principles to which SMSA commits, are:

- Delivering appropriate governance in managing the BCMS.
- Following the Business Continuity Institute (BCI) 'Good Practice Guidelines' and alignment to ISO 22301:2019 in developing and maintaining Business Continuity strategies and plans.
- Performing business impact analysis to identify our prioritized business processes along with key dependencies, and ensuring adequate controls in order to fulfill our business, regulatory, legal compliance requirements with regards to business continuity.
- Providing adequate resources to achieve delivery of the Business Continuity Management System.
- Providing appropriate education and training in Business Continuity Management to all personnel to increase their awareness and to enable them to understand their roles and responsibilities.
- Embedding Business Continuity Management as an integral part of SMSA's operations and good management practices.
- Developing procedures to assess the effectiveness of Business Continuity plans and carry out testing and exercises regularly, based upon pertinent scenarios.

All employees of SMSA are committed to the business continuity programs for its continual development and improvement. This policy is reviewed on a regular basis.

Engr. Majed Alesmall
Managing Director



Developing An Effective Business Continuity Management System

Main Principles

1



Identify Risks

Recognize potential threats that could disrupt operations

2



Plan Ahead

Develop strategies to keep the business running during disruptions.

3



Allocate Resources

Ensure necessary resources are available for continuity

4



Train and Test

Regularly train staff and test plans to ensure effectiveness

5



Communicate Clearly

Maintain clear communication during and after a disruption

6



Review and Improve

Regularly review and update plans for ongoing effectiveness

Benefits of Business Continuity Management System



Minimizes Downtime

Keeps operations running during disruptions.



Protects Revenue

Reduces financial losses by maintaining business continuity



Enhances Reputation

Demonstrates reliability to customers and stakeholders



Ensures Compliance

Meets regulatory and industry standards. Saves from fines



Improves Risk Management

Identifies and mitigates potential threats



Boosts Resilience

Strengthens the organization's ability to recover quickly



Increases Customer Confidence

Assures customers that services will continue despite disruptions



Safeguards Assets

Protects critical assets, including data and infrastructure



Reduces Recovery Costs

Lowers the cost and time needed to recover from disruptions



Supports Business Growth

Ensures stability and continuity, supporting long-term growth



Protection

Protecting life, property and environment

Steps To Implementing Business Continuity Management System

01

Risk Assessment Identify potential threats and vulnerabilities

02

Conduct a Business Impact Analysis (BIA)
Determine critical processes and the impact of disruptions on business operations.

03

Establish a Response Plan
Define roles, responsibilities, and actions for handling emergencies

04

Develop a Strategy
Create plans to maintain and recover operations during disruptions

05

Train, Enhance, Test & Review
Ensure all staff know the plans and their roles and update the plans based on lessons learned

06

Monitor, Evolve & Maintain
Regular monitoring of incidents, managing incidents and ensuring BCMS remains current, complete & accurate.



Business Continuity Management system

Step 1: Risk Assessment



BCM

Types of Risks

- › Demand Shortfall
- › Customer retention
- › Integration problems
- › Pricing pressure
- › Regulation

- › Macroeconomic
- › Political Issues
- › Legal compliance Issues
- › Terrorism
- › Natural disasters



- › Standard requirements compliance
- › Operational Controls
- › Poor Capacity management
- › Supply Chain Issues
- › Employee Issues include fraud
- › Bribery and Corruption
- › Human factors
- › Technology features

- › Debt and interest rates
- › Poor Financial management
- › Asset losses
- › Business reputation
- › Accounting problems

Risk Mitigation

Consequences

Transfer

Terminate

Tolerate
(Accept)
Fix the risk
immediately

Treat

0

This graph shows the likelihood and impact of risk on SMSA and the strategy which SMSA might opt to manage the risk.

Likelihood

Risk Mitigation Strategies

Five ways of mitigating risk

1. Fix the risk immediately
2. Risk can be set as a KPI for a department
3. Risk can be set as a strategy
4. Transfer the risk to a third party
5. Accept the risk due to cost vs risk

Methods of Risk Identification (GUIDE doc. no. 2770)

Methods of Opportunity Identification (GUIDE doc. 2769)

Risk Ranking Criteria (GUIDE doc. no. 2801)

Reviewed annually

Residual Risk

Risk Ranking Criteria

GUIDE doc. no. 2801 Risk Ranking Criteria

Probability	Low	Probability of incidents occurring beyond 24 months
Probability	Medium	Probability of incidents occurring within 12 to 24 months
Probability	High	Probability of incidents occurring within 12 months or less

		Severity		
		Low (1)	Medium (2)	High (3)
Probability	Low (1)	Low Risk (1)	Low Risk (2)	Med Risk (3)
	Medium (2)	Low Risk (2)	Med Risk (4)	High Risk (6)
	High (3)	Med Risk (3)	High Risk (6)	High Risk (9)

Step One: Risk Assessment

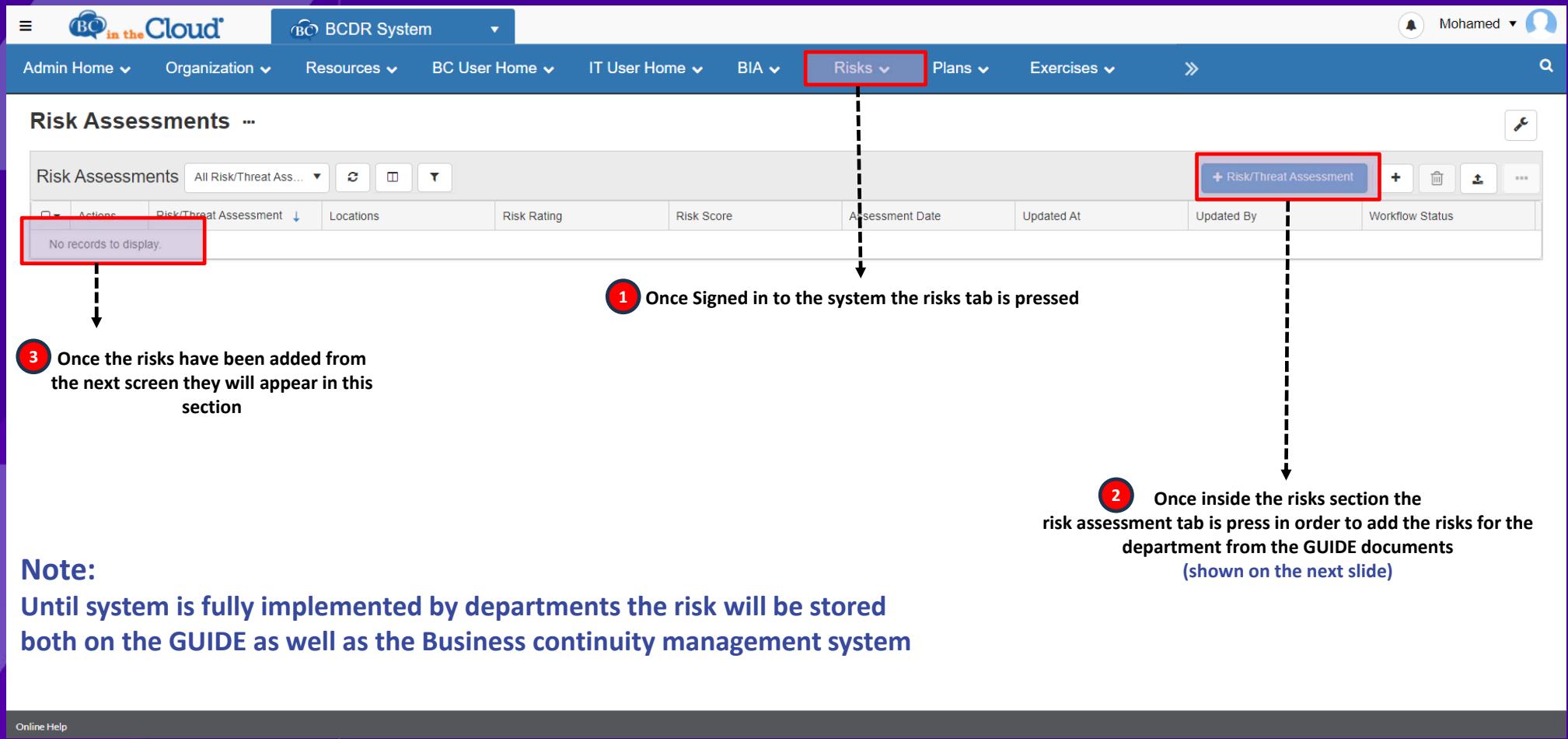
Requirements are that departmental risks
need to be identified



Part of the ISO 9001:2015 requirements all risks have been identified using the SMSA risk ranking criteria and are on the system including residual risks



Using the GUIDE documents they will be uploaded on the Business Continuity Management System



The screenshot shows the BC in the Cloud BCDR System interface. The top navigation bar includes links for Admin Home, Organization, Resources, BC User Home, IT User Home, BIA, Risks (which is highlighted with a red box), Plans, Exercises, and a search bar. The main content area is titled "Risk Assessments ...". It features a table with columns: Actions, Risk/Threat Assessment (which is highlighted with a red box), Locations, Risk Rating, Risk Score, Assessment Date, Updated At, Updated By, and Workflow Status. A message "No records to display." is shown in the table. A toolbar above the table includes a "Risk/Threat Assessment" button (highlighted with a red box), a plus sign, a delete icon, and other options.

1 Once Signed in to the system the risks tab is pressed

2 Once inside the risks section the risk assessment tab is press in order to add the risks for the department from the GUIDE documents (shown on the next slide)

3 Once the risks have been added from the next screen they will appear in this section

Note:
Until system is fully implemented by departments the risk will be stored both on the GUIDE as well as the Business continuity management system

Business Continuity Management System (Risk)

Admin Home ▾ Organization ▾ Resources ▾ BC User Home ▾ IT User Home ▾ BIA ▾ Risks ▾ Plans ▾ Exercises ▾ Incidents ▾ Dashboard ▾ »

New Risk

1 Manual entry from the GUIDE document of the risks of the department needs to be entered here

RISK INFORMATION

Risk Name: (Risk Name must be specified) Risk Owners:

Description: Impact to SMSA:

Responsible Departments: Review Frequency: On-going

Review Mechanism:

Inherent Ratings

Severity: -- Please select -- Probability: -- Please select --

Mitigation Efforts

2 From the risks criteria identify the severity and probability

Mitigation Controls: Actions Taken/Plans:

3 Actions to mitigate the risks will be entered here again from the GUIDE document

4 Residual risks will be identified once mitigations are carried out as per business needs

Residual Ratings

Severity: -- Please select -- Probability: -- Please select --

Business Continuity Management System (Risk)

BC in the Cloud BCDR System Mohamed

Risk Register 1 All risks that have been identified will appear on the risk register with the owner, risk rating and residual risk

Risk Register

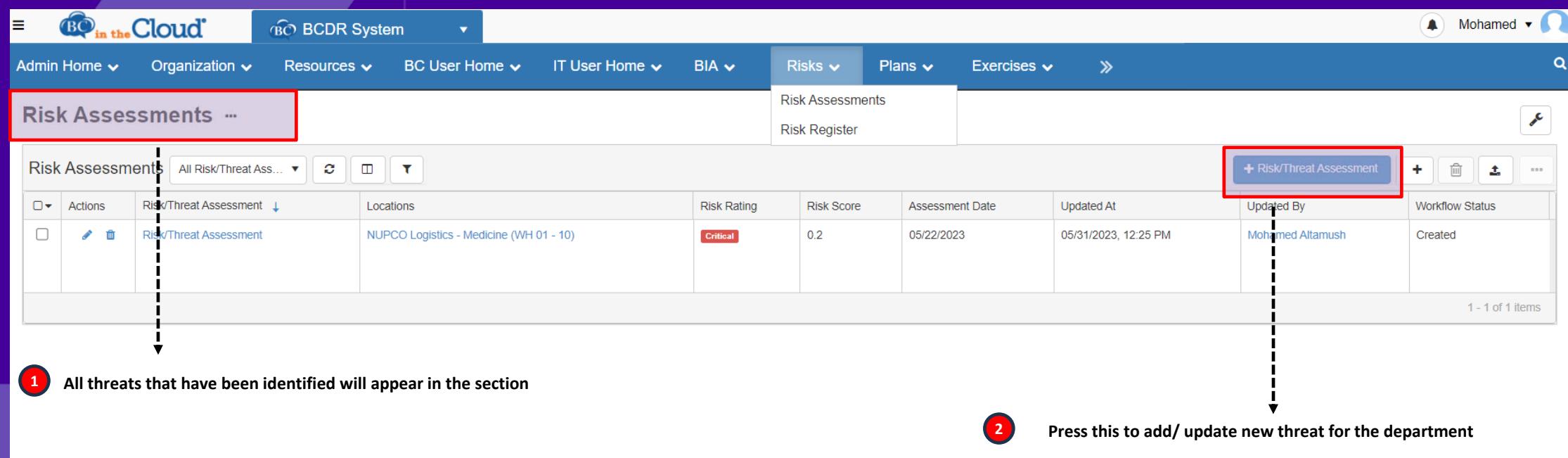
Risk Name contains Risk Owners is one of Search

2 Risk ranking would be calculated automatically by the system based on the severity and probability selected by department

Risk Register															+ Risk	+	-	+	...
Actions	Risk Name	Impact to SMSA	Risk Own...	Description	Severity (Inheren...	Probability (Inher...	Inherent Risk Rati...	Severity (Residu...	Probability (Residu...	Residual Risk Rating	Review Mechan...	Review Frequency	Mitigation Controls	Actions Taken/Plans	Create				
<input type="checkbox"/>	edit trash Catalytic filters for generators to be added	Air Pollution due to Smoke generating from Generators	Ashish Sen	To control emission from generators	High	Medium	High	High	Medium	High	Regular checks	When required	Catalytic Filters required and need to put up on the Exhaust of Generators	Vendor not found in the market for subjected item	05/29/2023 1:49 PM				
<input type="checkbox"/>	edit trash Electricity supply to the NUPCO warehouse is not a direct supply from SCEO	Medicines can be spoiled of quality can be affected if not in specific temperature	Ashish Sen	Generators are being used as main source of electricity rather than direct supply	High	Medium	High	High	Low	Medium	Electricity consumption reports	Monthly	Need to get the electricity connection from Saudi Electric Company to provide direct supply to the whole warehouse for NUPCO	SMSA Now having 03 Generators of 1500 amperes capacity each. For running complete warehouse 01 Generator is enough but we have 02 in spare. Also if there is a breakdown in all 03 Generators then there will be no electricity power to warehouse specially in Chillers.	05/29/2023 11:37 AM				

Business Continuity Management System

(Threat / Risk Assessment)



BC in the Cloud BCDR System Mohamed

Risks Plans Exercises

Risk Assessments Risk Register

Risk Assessments All Risk/Threat Ass... Actions Risk/Threat Assessment Locations Risk Rating Risk Score Assessment Date Updated At Updated By Workflow Status

Actions	Risk/Threat Assessment	Locations	Risk Rating	Risk Score	Assessment Date	Updated At	Updated By	Workflow Status
<input type="checkbox"/>	Risk/Threat Assessment	NUPCO Logistics - Medicine (WH 01 - 10)	Critical	0.2	05/22/2023	05/31/2023, 12:25 PM	Mohamed Altamush	Created

1 All threats that have been identified will appear in the section

2 Press this to add/ update new threat for the department

Business Continuity Management System

(Threat / Risk Assessment)

The screenshot shows the 'Risk/Threat Assessment' section of the BC in the Cloud BCDR System. The interface includes a navigation bar with links like Admin Home, Organization, Resources, BC User Home, IT User Home, BIA, Risks, Plans, Exercises, Incidents, and a search bar. The main content area is titled 'Risk/Threat Assessment: Risk/Threat Assessment'.

Key features highlighted in the screenshot:

- Department Details:** A callout with a red box and a red circle labeled '1' points to the 'Risk Assessment Info' section. The text says 'The department details must be updated in this section'.
- Department Responsibility:** A callout with a red box and a red circle labeled '2' points to the 'Assessment Date' and 'Editor(s)' section. The text says 'Department responsibility can be added in this section'.
- Threat Library:** A callout with a red box and a red circle labeled '3' points to the 'Risk Threats' table. The text says 'Threats category are predefined in extensive threat library on system selected the threats applicable to the department/ processes'.
- Threat Score Calculation:** A callout with a red box and a red circle labeled '4' points to the right side of the table, showing a summary of threat risk scores. The text says 'Threat score is calculated automatically by the system based on department inputs'.

Risk Assessment Info:

Risk/Threat Assessment	Risk/Threat Assessment
Locations	NUPCO Logistics - Medicine (WH 01 - 10)
Risk Rating	Critical
Risk Score	0.2

Assessment Details:

Assessment Date	05/22/2023
Editor(s)	Mohamed Altamush
Facilitator	Omar Said Waber
Respondent(s)	Ashish Sen

Risk Threats Table:

Actions	Threat	Likelihood	Impact	Mitigating Controls	Control Description
<input type="checkbox"/>	Workplace Violence	Not Applicable	No Impact	None	DVD implemented
<input type="checkbox"/>	Work Stoppage (Int/External)	Not Applicable	No Impact	None	
<input type="checkbox"/>	Railroad Crash / Derailment	Not Applicable	No Impact	None	
<input type="checkbox"/>	Active Shooter	Not Applicable	No Impact	None	
<input type="checkbox"/>	Sudden Loss of Key Staff	Low	Minor	Complete	Backup of key staff assigned. Cross training done regularly.
<input type="checkbox"/>	Burglary / Theft	Low	Minor	Complete	Facility is access controlled. All visitors attend to central security office. Complete facility is CCTV monitored.

Threat Risk Scores:

Threat Risk Sc...	Risk Rati...
0.0	No Risk

Business Continuity Management System

(Threat / Risk Assessment)

BC in the Cloud BCDR System Mohamed

Admin Home Organization Resources BC User Home IT User Home BIA Risks Plans Exercises Incidents »

Threat: Chemical / Toxic Spill

Threat Info System Info

Threat Information

Threat: Chemical / Toxic Spill
Threat Type: Man-Made
Weight: 2.0

1 Weight is calculated base on the inputs for likelihood inputs

Threat Assessment

Likelihood: Low
Impact: Significant
Mitigating Controls: Nearly Complete
Control Description: Spill kits installed at the facility. Training on the same given to staff. DG handling training given to staff. DG handling procedures and best practices being implemented.

2 Likelihood & inputs of the threat must be identified in this section, along with the mitigation control & the brief description of mitigation action



Business Continuity Management System

(Threat / Risk Assessment)



BC in the Cloud BCDR System Mohamed

Admin Home Organization Resources BC User Home IT User Home BIA Risks Plans Exercises Incidents > Risk Report Initiate Risk Assessment

Risk/Threat Assessment: Risk/Threat Assessment

Risk Assessment Info Heat Map System Info

This section shows the heat map based on the threats identified

Impact

5
4
3
2
1
0

0 1 2 3 4 5

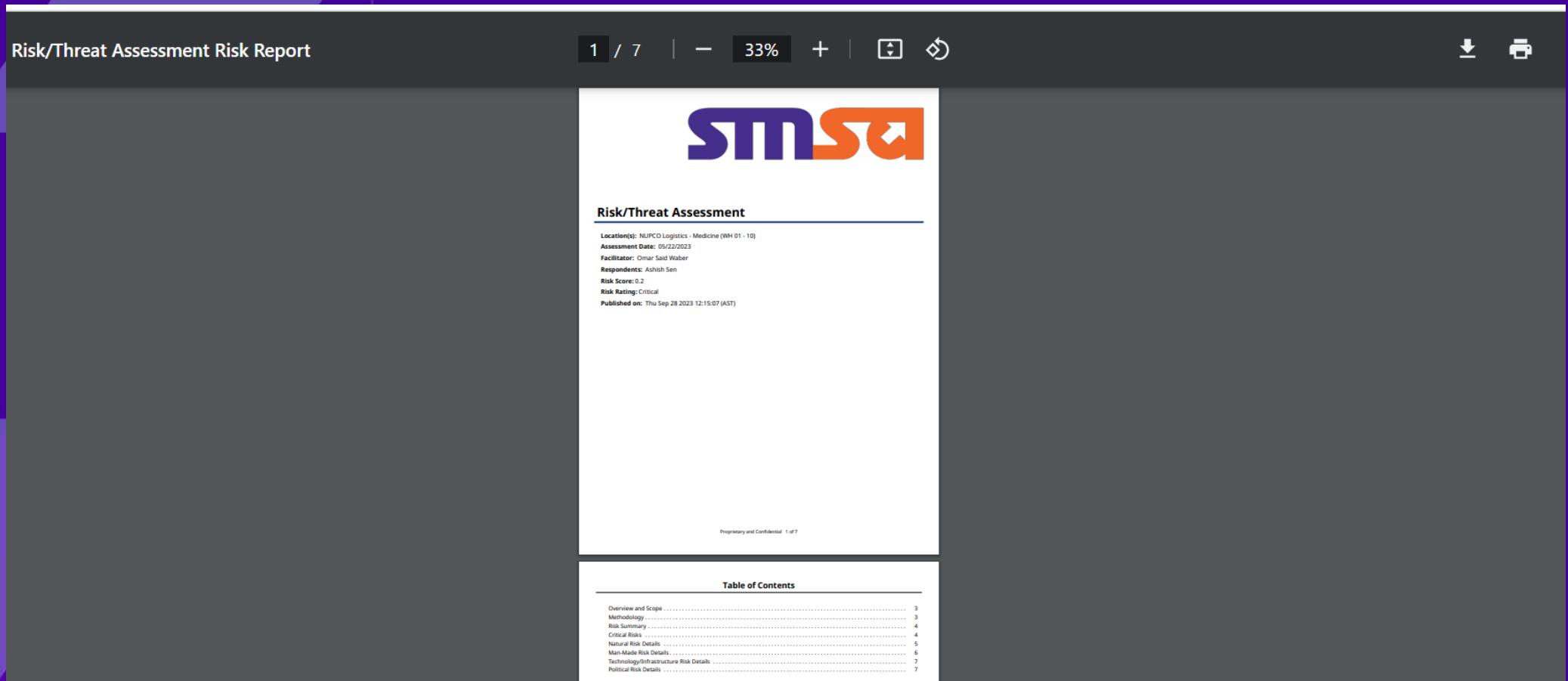
Likelihood

Business Continuity Management System

(Threat / Risk Assessment)

Risk/Threat Assessment Risk Report

1 / 7 | - 33% + | ☰



Risk/Threat Assessment

Location(s): NUPCO Logistics - Medicine (WH 01 - 10)
Assessment Date: 05/22/2023
Facilitator: Omar Said Weber
Respondents: Ashish Sen
Risk Score: 0.2
Risk Rating: Critical
Published on: Thu Sep 28 2023 12:15:07 (AST)

Proprietary and Confidential - 1 of 7

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Business Continuity Management system

Step 2: Business Impact Analysis



BCM

Business Impact Analysis

(BIA) is a management level assessment used to identify departments and processes critical to SMSA that would be significantly impacted during a business disruption.

Applications
(Microsoft Office, CORE, SPOTS, MRM Infinity, Siebel, Logistas, E-Inspections, STAX etc.)

Upstream & Downstream processes
(A department's reliant on previous process is upstream. A department's next step of a process is downstream i.e. Dependency on another process)



Vital records required
(Forms, SOP's & Work Instructions)

Equipment's required
(Forklifts, PDA, Laptops, CPU, Generator, Server, etc.)

Vendors required
(Vendors for vehicle, Fire system, Stationary, IT hardware & software etc.)

Business Impact Analysis (BIA)

SMSA has taken a process-based BIA approach. Here we evaluate the impact of disruptions on specific business processes, helping identify which processes are critical and how their downtime affects overall operations for the department (Examples)



Order Processing

Process: Handling customer orders from placement to fulfillment.

Impact of Disruption:
Delayed shipments, customer dissatisfaction, potential loss of sales, and backlog of orders.



Customer Service

Process: Responding to customer inquiries and resolving issues.

Impact of Disruption:
Decreased customer satisfaction, loss of customer trust, increased complaint resolution time, and potential damage to reputation.



Transportation and Delivery

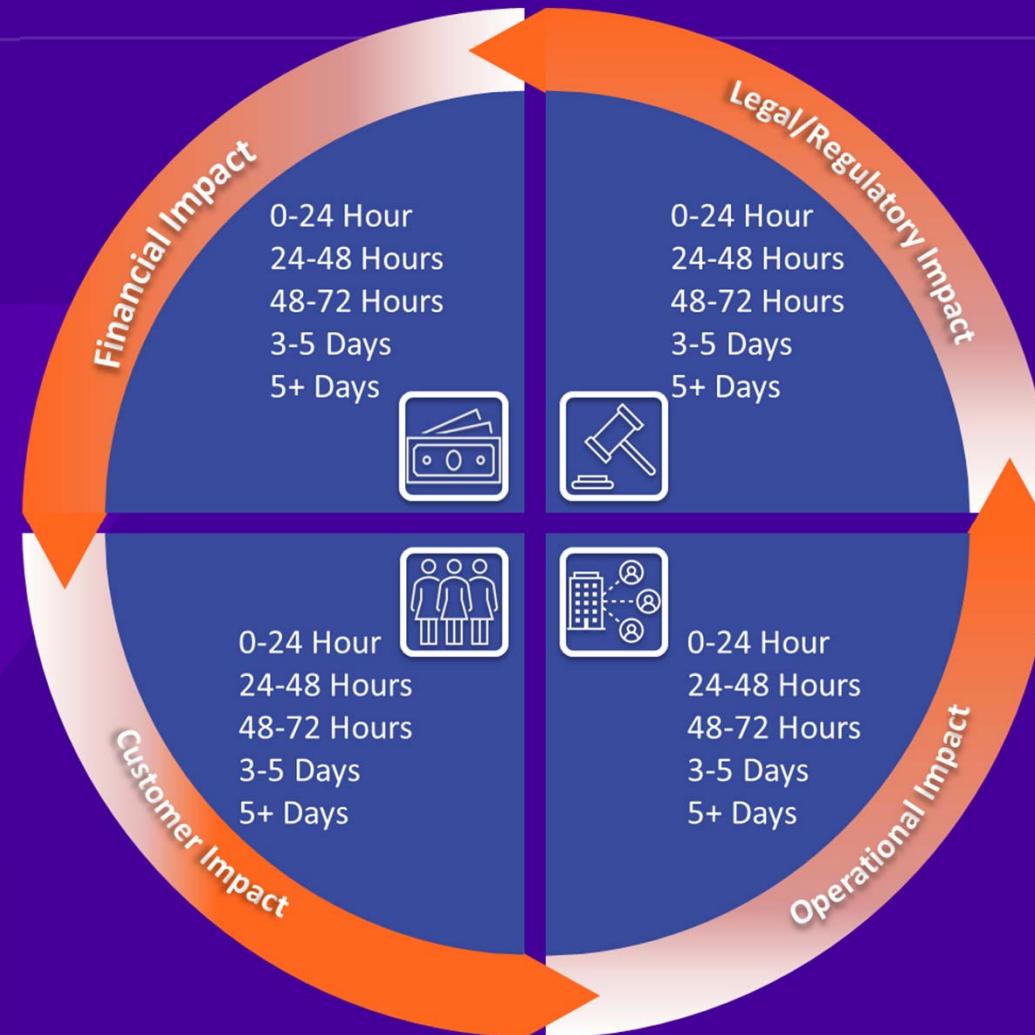
Process: Coordinating the transportation and delivery of shipments to customers.

Impact of Disruption: Missed delivery deadlines, increased transportation costs, customer dissatisfaction, and potential loss of business.

Steps to Conduct Business Impact Analysis



Impacts Criticality Matrix



Impacts Criticality Matrix



Impact Criticality Matrix

4 X 5

Impact	Criteria	Financial	Operational	Legal/ Regulatory	Reputation	Contractual Obligation	Resources		Time					
							People	Infrastructure	1	2	3	4	5	
									0-24 hrs	24-48 hrs	48-72 hrs	3-5 days	5+ days	
Negligible: 1	Tolerable financial loss (< SAR 50,000 (USD 10,000))	<ul style="list-style-type: none"> - Failure of minor operational controls - Negligible impact on customer base (below 10% loss in sales) - Effectiveness and efficiency of the business is reduced - Minor disruption in business 	<ul style="list-style-type: none"> - Warning or violations requiring administrative action and minimal penalties - Minor impact to code of ethics/conduct or accepted industry practices 	<ul style="list-style-type: none"> - Local media attention & no significant stakeholder impact 	<ul style="list-style-type: none"> - Notice/written reprimand &/or complaint 	<ul style="list-style-type: none"> - First aid or minor injury and/or minor OH&S incident/irrue 	Damage to property & key operational assets that does not affect the business		Low - 1	Low - 2	Medium - 3	Medium - 4	High - 5	
Marginal: 2	Moderate financial loss (> SAR 50,000 < SAR 200,000 (USD 10,000 < USD 50,000))	<ul style="list-style-type: none"> - Moderate adverse effect on customer base (10-25% sales) - Reduced effectiveness and efficiency of business unit - Moderate delay in provision of services - Moderate disruption in business 	<ul style="list-style-type: none"> - Routine litigations subject to fines or penalties - Subject to minor regulatory proceedings 	<ul style="list-style-type: none"> - Regional media coverage - Moderate stakeholder impact 	<ul style="list-style-type: none"> - Fines or penalties imposed for minor breach/non-compliance 	<ul style="list-style-type: none"> - Serious injury and/or illness 	Damage to property & key operational assets that have minor effect on the business i.e. delay in the provision of services		Low - 2	Medium - 4	High - 6	Critical - 8	Critical - 10	
Critical: 3	Major financial loss (> SAR 200,000 < SAR 400,000 (USD 50,000 < USD 100,000))	<ul style="list-style-type: none"> - Failure/break of fundamental control - Major adverse effect on customer base - Effectiveness and efficiency of SMSA significantly reduced - Failure of projected business units to meet customer requirements - Major IT and IT security related incidents - Major disruption in business 	<ul style="list-style-type: none"> - Serious failure to comply with legal or regulatory requirements that may result in fines and/or curbing of business expansion, public administration 	<ul style="list-style-type: none"> - National media coverage - Substantial stakeholder impact 	<ul style="list-style-type: none"> - Temporary suspension of contract - Non-renewal of contract 	<ul style="list-style-type: none"> - Multiple serious injuries/illness and/or major OH&S incident/irrue 	Damage to property & key operational assets that have major effect on the business i.e. failure of a business unit to operate & provide service to customers		Medium - 3	High - 6	Critical - 9	Critical - 12	Critical - 15	
Catastrophic: 4	Severe financial loss (> SAR 400,000 (USD 100,000))	<ul style="list-style-type: none"> - Failure/break of multiple controls that places SMSA in a position where it cannot operate with due care or within acceptable business parameters - Majority of services & critical projects cannot be realized - Loss of critical infrastructure and equipment 	<ul style="list-style-type: none"> - Major investigations subject to substantial fines, penalties including criminal charges and/or cease & desist orders 	<ul style="list-style-type: none"> - International media coverage - Irreparable stakeholder impact 	<ul style="list-style-type: none"> - Cancellation/termination of contract with subsequent claims, fines, or penalties arising from lawsuits/ litigations 	<ul style="list-style-type: none"> - Death/disability of personnel, affecting the health, safety & welfare of employees, customers & other stakeholders 	Damage to property & key operational assets that have severe effect on the business i.e. failure to fully operate & provide continuous service to customers and incur losses		Medium - 4	Critical - 8	Critical - 12	Critical - 16	Critical - 20	

A 4x5 impact criticality matrix contains 5 levels of measuring impacts of disruption over time.

For example, a standard 4x5 matrix has the following values:

Business Continuity Management System

(Business Impact Analysis)

1 As we login the system this page opens

2 As we login the system this page opens

3 This tab shows any action that are overdue (Approval, review etc.)

4 This tab shows any BIA's ready for review

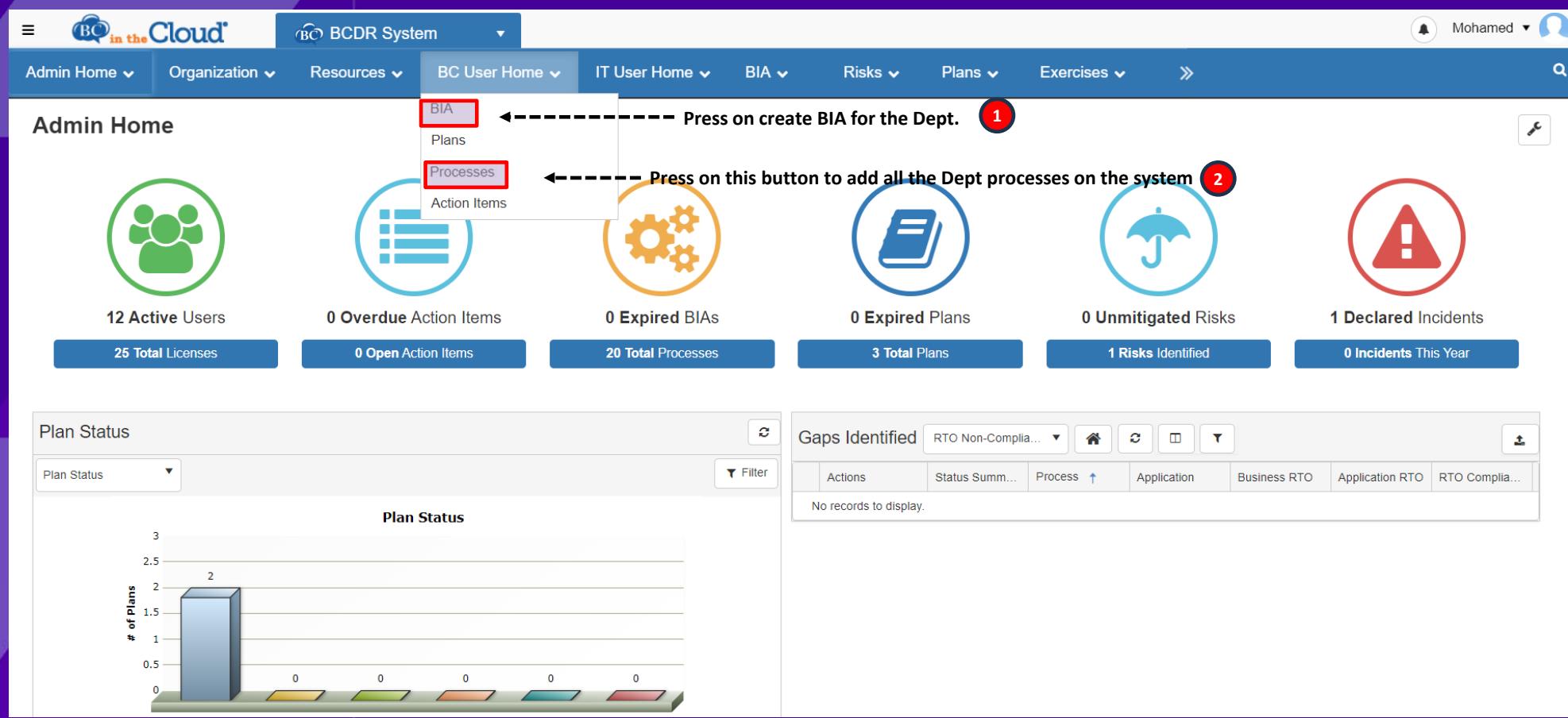
5 This tab shows any expired BC plans for the Dept.

6 This tab shows any unmitigated risks the requires update

7 This tab shows any BC incidents raised by the dept.

8 System has integrated fusion charts that displays stats

Business Continuity Management System (Business Impact Analysis)



BC in the Cloud BCDR System

Admin Home Organization Resources BC User Home IT User Home BIA Risks Plans Exercises

Press on create BIA for the Dept. 1

Press on this button to add all the Dept processes on the system 2

Admin Home

12 Active Users 0 Overdue Action Items 0 Expired BIAs 0 Expired Plans 0 Unmitigated Risks 1 Declared Incidents

25 Total Licenses 0 Open Action Items 20 Total Processes 3 Total Plans 1 Risks Identified 0 Incidents This Year

Plan Status

Gaps Identified

No records to display.

Plan Status

Actions	Status Summ...	Process ↑	Application	Business RTO	Application RTO	RTO Complia...

Business Continuity Management System

(Business Impact Analysis)

1 Press this to create a new BIA

2 As we login the system this page opens

3 Name the BIA as per Dept/section

4 Assign the department

5 Update date can be assigned depending on business needs.
(Every 3 months, 6 months, whenever change made to dept/process)

Business Continuity Management System

(Business Impact Analysis)

2 Press & add a new process for the Dept.

1 Once BIA created link all the processes to the BIA for the dept.

Actions	Status	Process	Process Editor	Requested RTO	Criticality	Process Summary	% Complete	Updated At	Updated By
Edit View Delete	Created	Cold Room and Freezer Room Operation	Mohamed Altamush Edwin Ramos	1 Day	Critical	3 Applications 4 Equipment 2 Vendors	Complete	05/04/2023, 4:01 PM	Sanu Nazir
Edit View Delete	Created	Contingency Procedure during Delivery	Mohamed Altamush Edwin Ramos	1 Day	Medium	5 Applications 2 Equipment 0 Vendors	Complete	05/04/2023, 4:01 PM	Sanu Nazir
Edit View Delete	Created	Emergency Alarm Response System	Mohamed Altamush Edwin Ramos	2 Days	Medium	3 Applications 3 Equipment 3 Vendors	Complete	05/04/2023, 4:01 PM	Sanu Nazir
Edit View Delete	Created	Good Storage Practice	Mohamed Altamush Edwin Ramos	5 Days	Medium	3 Applications 12 Equipment 0 Vendors	Complete	05/04/2023, 4:01 PM	Sanu Nazir
Edit View Delete	Created	Handling of Damage Containers containing Spilled Pharmaceuticals	Mohamed Altamush Edwin Ramos	1 Day	Medium	2 Applications 3 Equipment 0 Vendors	Complete	05/04/2023, 4:01 PM	Sanu Nazir
Edit View Delete	Created	Inbound Receiving Process	Mohamed Altamush Edwin Ramos	2 Days	Medium	3 Applications 12 Equipment 1 Vendors	Complete	05/04/2023, 4:01 PM	Sanu Nazir
Edit View Delete	Created	Issuance, Delivery & Return Operation for Cold Chain Items	Mohamed Altamush Edwin Ramos	3 Days	Medium	4 Applications 9 Equipment 0 Vendors	Complete	05/04/2023, 4:01 PM	Sanu Nazir
Edit View Delete	Created	Mandatory Requirements	Mohamed Altamush Edwin Ramos	5 Days	Medium	2 Applications 19 Equipment 5 Vendors	Complete	05/04/2023, 4:01 PM	Sanu Nazir
Edit View Delete	Created	Operation of 1250 KVA Diesel Generator	Mohamed Altamush Edwin Ramos	1 Day	Critical	2 Applications 1 Equipment 1 Vendors	Complete	05/04/2023, 4:01 PM	Sanu Nazir
Edit View Delete	Created	Operation of AHUs	Mohamed Altamush Edwin Ramos	2 Days	Critical	2 Applications 1 Equipment 0 Vendors	Complete	05/04/2023, 4:01 PM	Sanu Nazir
Edit View Delete	Created	Operation of Chillers & Water Pumps	Mohamed Altamush Edwin Ramos	2 Days	Critical	2 Applications 2 Equipment 1 Vendors	Complete	05/04/2023, 4:01 PM	Sanu Nazir

Business Continuity Management System

(Business Impact Analysis)

Process: Cold Room and Freezer Room Operation

Process Details Impacts Dependencies Applications Locations Staffing Vendors Equipment Vital Records Tasks Risks Relationships Dependency Map System Info

Impacts Dependencies Applications Locations Staffing Vendors Equipment Vital Records

100%

Processes are critical functions performed by a department that would impact the Organization in the event of a disruption. Separate tabs evaluate the various factors to consider to determine the criticality of each **Process**. Entering the data into the form below will update your BIA and related Plans.

Process Information

1 **Maintain on the process description (Short)**

Department: Healthcare
Process: Cold Room and Freezer Room Operation
Process Description: To maintain Cold Room & Freezer Room Scheduled Maintenance, Cleanliness, Security , Storage and Handling Temperature Monitoring requirements.
Status: Created

2 **Assign RTO for the process**

Requested RTO: 24hr
Impact Score: 200

3 **Assign the processes to responsible staff**

Process Editor: Mohamed Altamash | Edwin Ramos
BIA: Healthcare BIA
Plan: Healthcare BCP

4 **This will be calculated by the system once the impacts section is filled in.**

Criticality: Critical

Business Continuity Management System

(Business Impact Analysis)

BC in the Cloud BCDR System Mohamed

Admin Home Organization Resources BC User Home IT User Home BIA Risks Plans Exercises

Process: Cold Room and Freezer Room Operation

Press here to fill in the inputs based on impact/criticality matrix

1 Press here to fill in the inputs based on impact/criticality matrix

2 Pressing this makes the fields editable

3 This is quantitative financial loss impact in Dollars \$.

4 This is quantitative financial loss impact

Section is complete

Financial Quantitative Losses

Financial Impact - <24 Ho... \$0.00 Financial Impact - Daily >... \$5,500.00

Additional Expenses

Financial Impact

Financial Quantitative Co... Test Financial Quantitative Comments..

0-24 hr Revenue Loss Medium 3-5 Day Revenue Loss Critical

24-48 hr Revenue Loss Critical 5+ Day Revenue Loss Critical

48-72 hr Revenue Loss Critical Financial Loss Comments

Customer Impact

Customer Impact

Business Continuity Management System

(Business Impact Analysis)

BC in the Cloud BCDR System Mohamed

Admin Home Organization Resources BC User Home IT User Home BIA Risks Plans Exercises

Process: Cold Room and Freezer Room Operation

1 Press this section to add the upstream & downstream dependency (if any)

Process Details Impacts Dependencies Applications Locations Staffing Vendors Equipment Vital Records Tasks Risks Relationships Dependency Map System Info

✓ Section is complete

Upstream/Downstream Processes

Identify the Upstream and Downstream process dependencies required to support this process.

Upstream Processes Operation of 1250 KVA Diesel Generator

Downstream Processes

Online Help

Business Continuity Management System

(Business Impact Analysis)

BC in the Cloud BCDR System Mohamed

Admin Home Organization Resources BC User Home IT User Home BIA Risks Plans Exercises > Search

Process: Cold Room and Freezer Room Operation

1 Press this to add applications required to run the process

Process Details Impacts Dependencies Applications Locations Staffing Vendors Equipment Vital Records Tasks Risks Relationships Dependency Map System Info

✓ Section is complete

Identify Applications required to support this Process. For each application dependency, define how much time can pass before the system needs to be up and running (RTO).

Applications All Required Appl... + Required Application trash ...

Actions	Status Summary	Required Application	Business RTO	Application RTO	Maximum Tolerable Data Loss	Application
edit trash	Unknown	Excel	1 Day		24 Hours	Excel
edit trash	Unknown	Hand Held	1 Day		24 Hours	Hand Held
edit trash	Unknown	WMS	1 Day		24 Hours	WMS

1 - 3 of 3 items

2 Assign RTO to each applications 3 Assign MTPD as per business needs

Online Help

RPO, RTO & MTPD

01

Recovery Point Objectives (RPO)

The maximum amount of data loss your business can tolerate.

Example: If RPO is 2 hours, you can lose up to 2 hours of data without major issues.

02

Recovery Time Objectives (RTO)

The maximum time it should take to restore operations after a disruption.

Example: If RTO is 4 hours, your systems need to be back up and running within 4 hours.

03

Maximum Tolerable Period of Disruption (MTPD)

The longest time your business can be non-operational before it faces severe consequences.

Example: If MTPD is 24 hours, your business can only be down for 24 hours before it causes serious damage.

RPO helps you understand how much data you can afford to lose.

RTO helps you plan how quickly you need to recover.

MTPD tells you the absolute limit for downtime before the business is seriously affected.

RTO & RPO should be less than or equal to MTPD.

Done in seconds, minutes, hours, days and weeks

RPO vs. RTO

Cost ↑

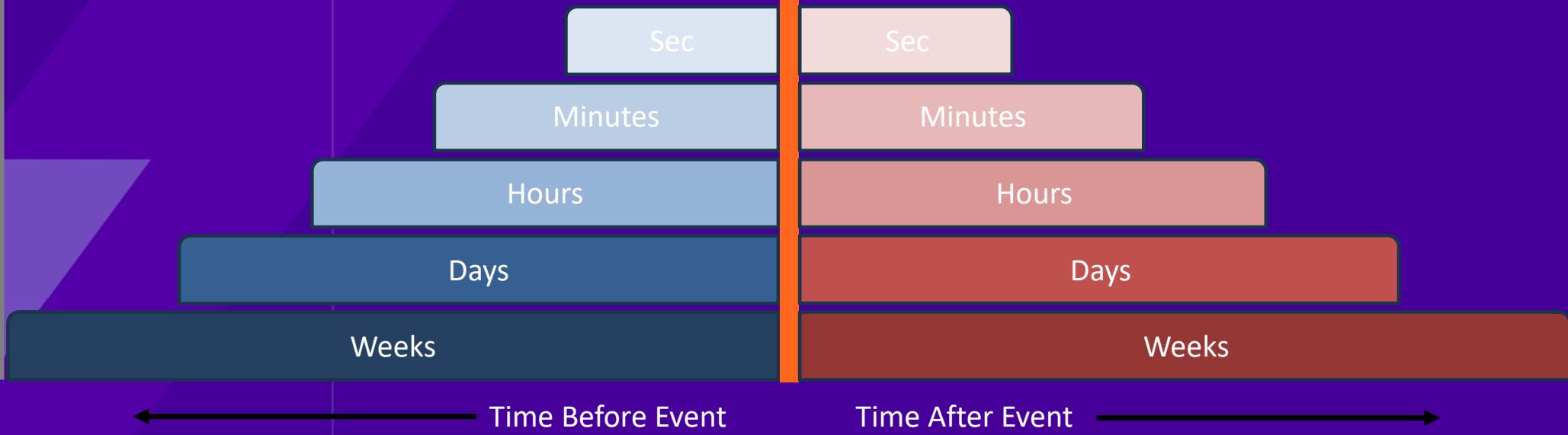
Recovery Point Objective (RPO)

How much data loss can be tolerated?
is a measure of the maximum tolerable amount of data that the business can afford to lose during a disaster. RPO is useful for determining how often to perform data backups.



Recovery Time Objective (RTO)

How fast do we need to recover?
is a metric that defines the time to recover your IT infrastructure and services following a disaster to ensure business continuity.



Decision Factors RPO & RTO

Realistic RTO and RPO goals serve as a basis for a solid disaster recovery plan that guarantees business continuity. To calculate RPO & RTO consider the following factors:

The maximum tolerable amount of data loss that SMSA can sustain

Cost of Lost Data

Available Budget & Resources



SLA Requirements



The cost per Hour of outage



The importance and priority of individual systems.

Steps required to recover from a disaster (including individual components and processes)

Business Continuity Management System

(Business Impact Analysis)

BC in the Cloud BCDR System Mohamed

Admin Home Organization Resources BC User Home IT User Home BIA Risks Plans Exercises

Process: Cold Room and Freezer Room Operation

Process Details Impacts Dependencies Applications Locations Staffing Vendors Equipment Vital Records Tasks Risks Relationships Dependency Map System Info

✓ Section is complete

Identify the Location(s) where the Process is performed including Staff Required and Alternate/Backup Location.

Locations All Process Locati... Actions Process Location

Cold Room and Freezer Room Operation - NUPCO Logistics - Medicine (WH 01 - 10)

Minimum # of Staff Required

Alternate/Backup Locations

1 Press on location

2 Press this button to add locations for the process

3 This section add the assigned process location

4 This section assign number of staff required to run the process

5 This section add backup locations (to be used in case of disaster - if any)

Business Continuity Management System

(Business Impact Analysis)

BC in the Cloud BCDR System Mohamed

Admin Home Organization Resources BC User Home IT User Home BIA Risks Plans Exercises »

Process: Cold Room and Freezer Room Operation

Process Details Impacts Dependencies Applications Locations **Staffing** Vendors Equipment Vital Records Tasks Risks Relationships Dependency Map System Info

✓ Section is complete

Staff required to perform the process on a normal basis and number of Critical staff required during an incident or major disruption.

1 Press on Staffing

2 Press this button to add staffing under normal condition & disaster condition

3 Add member of staff

4 Add minimum number of staff required to run the process (critical)

Staffing Requirements

Staffing Normal Level	4
Staffing Work from Home	0

Staffing under normal conditions

Staffing - Day 1	2
Staffing - Day 2	2
Staffing - Day 3	3
Staffing - Daily Beyond D...	4

Staffing required under disaster conditions

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Business Continuity Management System

(Business Impact Analysis)

BC in the Cloud BCDR System

Admin Home Organization Resources BC User Home IT User Home BIA Risks Plans Exercises

Process: Cold Room and Freezer Room Operation

Equipment

✓ Section is complete

Identify the Equipment required to support this Process.

Equipment

Actions	Process Equipment	Total Quantity Required	Qty 0-24 hrs	Qty 24-48 hrs	Qty 48-72 hrs	Qty 3-5 Days	Qty 5+ Days
	Temperature Sensors Cold Room & Freezer Room	17	17	17	17	17	17
	Pallet Rides	1	1	1	1	1	1
	Hand Held	1	1	1	1	1	1
	Forklift	1	1	1	1	1	1

+ Process Equipment

3 Add equipment name here

4 Add the total QTY required to run normal business

5 Add the number of equipment required in disaster situations

Online Help

Business Continuity Management System

(Business Impact Analysis)

Process: Cold Room and Freezer Room Operation

1 Press to enter vital records section

2 Press this to add vital records for the process

3 Upload & link the vital records to the process (SOP, WI, forms, etc.)

4 Select type of records (Documents, map, etc..)

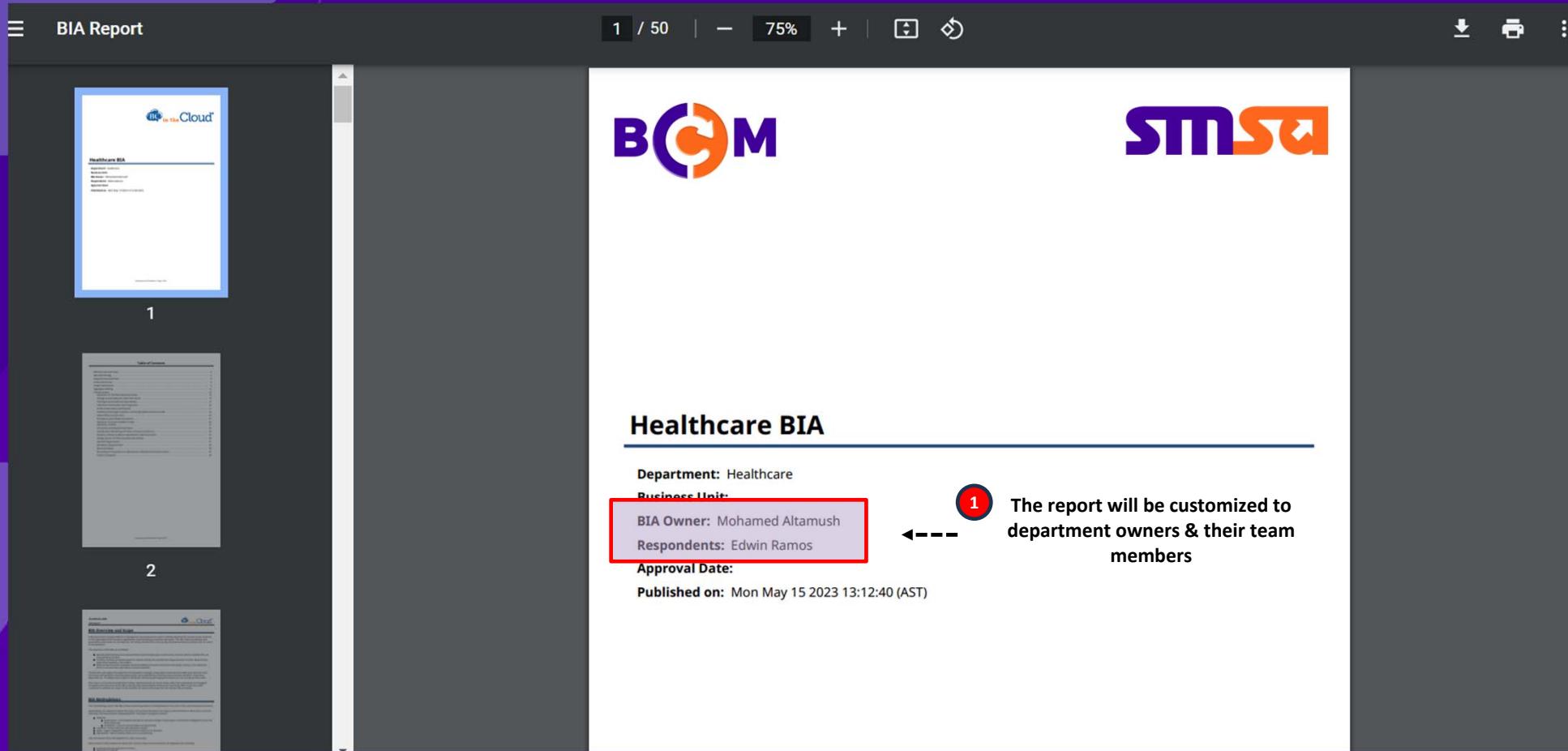
5 Enter location of the vital record as to where to get the latest version from

Actions	Process Vital Record	Type	Location	Description
	SOP - HC18 Cold Room & Freezer Room Operations	Document	GUIDE	

Business Continuity Management System

(Business Impact Analysis)

After approval, BIA report is ready for viewing & communication. Can be downloaded as PDF.



The screenshot shows a digital document viewer interface for a BIA report. The top navigation bar includes a menu icon, the title 'BIA Report', a page number '1 / 50', zoom controls (75%), and download/print/share icons. The main content area displays the first page of the BIA report, which features the 'BCM' logo, the 'SMSA' logo, and the title 'Healthcare BIA'. Below the title, the report details are listed: 'Department: Healthcare', 'Business Unit:', 'BIA Owner: Mohamed Altamush', 'Respondents: Edwin Ramos', 'Approval Date:', and 'Published on: Mon May 15 2023 13:12:40 (AST)'. A red box highlights the 'BIA Owner' and 'Respondents' fields. A callout bubble with the number '1' points to this box, with the text: 'The report will be customized to department owners & their team members'.

Business Continuity Management system

Step 3: Establish Response Plan



BCM

Step Three: Establish Response Plan



Business Continuity Plan (BCP) consist of critical information that SMSA needs to continue operating during an unplanned event. The BCP consist of

- Identify critical function of the business
- Identify systems
- Identify processes

Which needs to be sustained and maintained

Each critical process that has been identified based on the Business Impact Analysis (BIA) will need to have an action plan for recovery.

Term used on the Business continuity management system for the recovery action is known as a “task”

(Each person given a job to complete is known as a task)

Best Practice To Design & Implement

01

Identify teams for recovery

Team classified as

- Facility Manager (Decision Maker)
- BC champions (First Line of Defence)
- Recovery Team (Ensures Recovery Point Objectives are met and services are resumed)

03

Steps for Recovery Actions:

- Assess the situation
- Declare if it's a disaster
- Respond to the situation
- Begin recovery actions
- Resume normal operations



02

Roles and Responsibilities (defined as per BC governance procedure Doc# 8244):

- Facility Managers make decisions.
- BC champions act immediately and manage recovery efforts during disruptions.
- Recovery Teams ensure quick restoration of services

04

Communication in Emergencies:

- Identify who needs to be informed and when
- Use ALERTMEDIA (Mass Communication System) to send SMS, E-mails and make calls to the right people

Business Continuity Management System

Teams Structure



Plan Types



Emergency Response Plan

- ✓ Immediate reaction and response to an emergency situation
- ✓ Focus on ensuring life & safety. Reducing severity of the incidents
- ✓ Components - location, recovery teams & procedures for initial response to a disruption

Example: If a fire breaks out in a warehouse, the emergency plan tells everyone what to do—like where to evacuate, who to call, and how to stay safe.

- ✓ Focus on critical processes & the steps to recover business from disruption
- ✓ Collection of procedures on critical processes & info for use in a disruption
- ✓ Components- teams & recovery tasks, call trees, dependency, applications, vendors, etc

Example: If a system goes down, the BCP outlines steps to restore operations quickly, like switching to backup systems, contacting key personnel, and resuming services.



Business Continuity Plan



Data Center Recovery Plan

- ✓ Focus on the restoration of hardware and applications
- ✓ Components - hardware, applications dependencies
- ✓ Resources- vendors, equipment & locations

Example: If the data centre goes down due to a power failure, the plan includes steps like switching to backup power, restoring data from backups, and bringing systems back online.

- ✓ Restoration of business system software & critical applications

- ✓ Collects info on applications including upstream & downstream dependencies

- ✓ Components- teams & recovery tasks, call trees, dependency, applications, vendors, etc

Example: If a key logistics app goes down, the plan outlines how to recover the application, restore data, and get it back online quickly.



Application Recovery Plan



Crisis Management Plan

- ✓ Overall coordination of response to a crisis in an effective timely manner
- ✓ Goal is to avoid or minimize damage to SMSA profitability, reputation & ability to operate
- ✓ Components - call trees, recovery teams & policies

Example: If a major security breach occurs, the plan outlines who to contact, how to communicate with stakeholders, and the steps to contain and resolve the crisis.

Business Continuity Management System (Design And Implement)

1 Select plan to open this page

2 Press this to add a new BC plan

3 Enter plan name here

4 Select plan type
(automatic selection to BCP)
Option to add departmental plans

5 This is calculated automatically based on BIA for the Dept.

6 Assign authorized person to edit the plan

Plans ...

Plans	Status	Plan Name	Plan Type	Criticality	Next Update Date	Plan Editor(s)
My Plans	Created	Healthcare BCP	Business Continuity Plan	Medium		Mohamed Altamush

1 - 1 of 1 items

Online Help



Business Continuity Management System (Design And Implement)



Once the plan is added, this page will appear

Mohamed

Plan: Healthcare BCP

Plan Info Relationships Teams and Call Trees Tasks Recovery Strategies Plan Sections Version History Plan Approvals Exercise History System Info

Plan Information

Plan Name: Healthcare BCP Status: Created

Plan Owner: Edwin Ramos

Plan Editor(s): Mohamed Altamush

Plan Type: Business Continuity Plan

Section Preview Open Preview

Organization

Department: Healthcare Select & add department here Location Select & add location here

Attachments

+ Attachment

You can attach any forms, WI (Existing BC plans here) and not mandatory

Online Help

No records to display.

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Business Continuity Management system

Step 4: Recovery Strategies



BCM

Business Continuity Management System (Recovery Strategies)

The screenshot shows the 'BC in the Cloud' BCDR System interface for a 'Healthcare BCP' plan. The top navigation bar includes links for Admin Home, Organization, Resources, BC User Home, IT User Home, BIA, Risks, Plans, Exercises, and a search bar. The main content area is titled 'Plan: Healthcare BCP' and displays two sections: 'Teams and Call Trees' and 'Call Trees'.

1 In this section you will be able to select the recovery team

2 Click here to add a recovery team

3 This section you can define the notification/Call hierarchy

4 Press this button to add a tree (System will initiate call/SMS based on the call tree identified here)

Teams (All Teams):

Actions	Team	Team Type	Team Members	Task Duration	Updated At	Updated By
Edit Delete Details	Team 1	First Responder	Kunhy Koya Banen Mansoor Mohammed Al Khathran Rajeev Samuel Jacob	0 days, 0 hours, 0 minutes, 0 seconds	02/02/2023, 3:19 PM	Sanu Nazir

Call Trees (All Call Trees):

Actions	Call Tree	People in Call Tree	Updated At	Updated By
Edit Delete Details	Test Call Tree	3	02/16/2023, 3:59 PM	Sanu Nazir

Business Continuity Management System (Recovery Strategies)

BCM in the Cloud BCDR System

Mohamed

New Team

Once you press add team in the previous page, this page opens

Cancel Save

Team Information

Plan: Healthcare BCP

Team: [Input field]

Team Description: [Input field]

Team Type: -- Please select --

Team Members: [Input field]

People

Online Help

1 Once you press add team in the previous page, this page opens

2 You can select the teams as required (based on business)

3 You can then save the team and they will be notified by email of their assignment

Business Continuity Management System (Recovery Strategies)

BC in the Cloud® BCDR System

Admin Home Organization Resources BC User Home IT User Home BIA Risks Plans Exercises

Mohamed

Plan: Healthcare BCP

Tasks

+ Create Task Expand all Collapse all

Order	Task Name	Description	Phase	Assigned To	Duration Time	Time Units	Updated Date
1	Activate plan		Notification	Shibu George			02/02/2023, 3:34PM
2	Activate manual workaround procedures	Each process has manual workaround procedures outlined in their process' tasks. If location is lost, please proceed with manual workaround procedures.					02/16/2023, 4:12PM

This section you will be able to document high level step for recovery

Online Help

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Business Continuity Management System (Recovery Strategies)

BC in the Cloud BCDR System Mohamed

Admin Home Organization Resources BC User Home IT User Home BIA Risks Plans Exercises

Process: Cold Room and Freezer Room Operation

Process Details Impacts Dependencies Applications Locations Staffing Vendors Equipment Vital Records Tasks Risks Relationships Dependency Map System Info

Identify the Tasks required to recover this Process.

1 In the task section of the process you must document stepwise recovery for various scenarios
(Key to planning is to keep the plan as simple as possible)

2 Here you add a task & name (heading)

3 Here you describe the task in simple terms

4 Here you assign a staff for the task

5 Here you identify the timeline for this task to complete

Order	Task Name	Description	Assigned To	Duration Time	Time Units	Updated Date
1	Initial Notification -Working Hours	Siren on top of Cold Rooms will give a loud sound. Utility Executive or Cold Room Clerk whoever attend the alarm within 3 minutes must silent the alarm from Eliwell Panel.	Kaushal Kishor, Kuldeep Kumar Leela Dass	3	Minutes	03/01/2023, 10:23AM
2	Initial Notification - Non Working Hours	If there is any alarm in Freezer Room and Cold Room after working hours Security shall immediately identify the alarm coming from which cold or freezer room and reason for the alarm (Temperature out of limit, Cold or Freezer room off etc.) and inform Utility Executive and emergency contact person mentioned below: 1. Kuldeep Kumar-	Assad Fanoush Al Enazi	Immediate		03/01/2023, 10:23AM

Online Help

Step Four: Recovery Strategy

There are four loss scenarios

Loss of technology options

- Transfer work to vendor
- Use alternative applications
- Implement manual work around
- No strategy available

Where there are no strategy available, it will be recorded as a gap and long term strategy to be implemented for correction



Loss of vendor options

- Transfer work to alternative vendor
- Transfer work to internal team
- No strategy available



- Loss of location
- Loss of staff
- Loss of technology
- Loss of vendors



Loss of location options

- Transfer work to alternative sites
- Work from home
- No strategy available



Loss of staff options

- Transfer work to vendor
- Transfer work to alternative sites
- Train different staff
- No strategy available



Recovery Strategy means to restore business to minimum level following disruption and are prioritize by the Recovery Time Objectives (RTO) developed during the business impact analysis

This is a high level management decision which is time bound

Methods & Techniques to Identify Solutions



Do Nothing

What It Is: Wait until after an incident to decide what to do.

Example: Not having a backup plan and dealing with the situation as it happens.

When to Use: If pre-planning is too costly or impractical, but it carries more risk.

Post-incident acquisition

What It Is: Buy necessary resources after a disruption occurs.

Example: Purchasing new equipment only after a fire damages the existing one.

When to Use: If resources are too expensive or difficult to store in advance.

Standby (Warm site)

What It Is: A backup location that's partially ready and can be fully operational quickly.

Example: A secondary office that can be activated if the main office is down.

When to Use: When you need a quick but cost-effective recovery option.

Replication (Hot site)

What It Is: A fully operational duplicate site ready to take over immediately.

Example: A mirror data centre in another location that can take over if the main one fails.

When to Use: For the fastest recovery with minimal downtime, though it's more expensive.

Diversification

What It Is: Spread activities and resources across multiple locations.

Example: Operating several warehouses so if one is disrupted, others can continue working.

When to Use: To reduce risk by not putting all resources in one place.



Business Continuity Management System (Recovery Strategies)



BC in the Cloud BCDR System Mohamed

Admin Home Organization Resources BC User Home IT User Home BIA Risks Plans Exercises > Q

Plan: Healthcare BCP

Plan Info Relationships Teams and Call Trees Tasks Recovery Strategies Plan Sections Version History Plan Approvals Exercise History System Info

Recovery Strategies

Enter the Recovery Strategies available for each of the following loss scenarios.

Choose the time frame up to which a given strategy or strategies are viable. Then choose the process(es) for which the strategy is applicable.

Press this to select a strategy

Loss of Location Recovery Strategies

Actions	Timeframe	Recovery Strategy - Location	Strategy Details	Processes
<input type="checkbox"/>	1 Day	Transfer work to alternate site	If the location is lost for 24 hours, commence manual workaround procedures as outlined in the tasks.	Cold Room and Freezer Room Operation Good Storage Practice

1 - 1 of 1 items

Loss of Staff Recovery Strategies

Actions	Timeframe	Recovery Strategy - Staff	Strategy Details	Processes
No records to display.				

1 - 1 of 1 items

Loss of Technology Recovery Strategies

Actions	Timeframe	Recovery Strategy - Technology	Strategy Details	Processes

1 - 1 of 1 items

+ Recovery Strategy - Location

+ Recovery Strategy - Staff

+ Recovery Strategy - Technology

Online Help

Business Continuity Management System (Recovery Strategies)

BC in the Cloud BCDR System Mohamed

Admin Home Organization Resources BC User Home IT User Home BIA Risks Plans Exercises »

New Recovery Strategy - Location

Recovery Strategy - Location Information

Timeframe -- Please select --

Strategy -- Please select --

Strategy Details

Processes 3 Days

4 Hours
1 Day
2 Days
3 Days
4 Days
5 Days
6 Days
7 Days

Select a time frame up to which this strategy is viable

Cancel Save

Online Help

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Business Continuity Management System (Recovery Strategies)

BC in the Cloud BCDR System Mohamed

Admin Home Organization Resources BC User Home IT User Home BIA Risks Plans Exercises »

New Recovery Strategy - Location

Recovery Strategy - Location Information

Timeframe -- Please select --

Strategy

1 Select the strategy type here from dropdown

Strategy Details

Processes

No Strategy Available

Transfer work to alternate site

Transfer work to vendor

Work from Home

2 Add strategy details (Short summary steps)

3 Link the relevant processes of the dept to the strategy

Cancel Save

Online Help

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Business Continuity Management System (Recovery Strategies)

New Recovery Strategy - Staff

Recovery Strategy - Staff Information

Timeframe: -- Please select --

Strategy: |

- Add temporary staff
- Cross training
- No strategy available
- Transfer work to alternate site
- Transfer work to vendor

1 Select the strategy type here from dropdown

2 Add strategy details (Short summary steps)

3 Link the relevant processes of the dept to the strategy

Online Help

Business Continuity Management System (Recovery Strategies)

BC in the Cloud BCDR System Mohamed

Admin Home Organization Resources BC User Home IT User Home BIA Risks Plans Exercises »

New Recovery Strategy - Technology

Recovery Strategy - Technology Information

Timeframe -- Please select --

Strategy

- Implement manual workarounds and procedure(s)
- No strategy available
- Transfer work to vendor
- Use alternate application

1 Select the strategy type here from dropdown

2 Add strategy details (Short summary steps)

3 Link the relevant processes of the dept to the strategy

Strategy Details

Processes

Cancel Save

Online Help

Business Continuity Management system

Step 5:

Training, Exercise, Testing & Review



BCM

Why This Training is Crucial



Preparedness:

Ensures all staff are ready to act in case of disruptions

Efficiency:

Reduces confusion and delays during critical moments

Confidence:

Empowers you to take the right actions swiftly

Key Components:

you will be trained on the different parts of the plan, including risk assessment, recovery tasks, emergency response, recovery strategies, and communication plans

Your Role in BCMS:

Each department and individual has a unique role that contributes to the overall plan

Role Clarity:

Detailed guidelines on what is expected from you during different types of disruptions

Teamwork:

How your role connects with others to ensure seamless continuity

Scenario-Based Drills:

you will have to participate in real-life simulations that mimic potential disruptions

Role-Specific Exercises:

Focus on tasks and actions specific to your position

Review and Feedback:

After each drill, we'll review what went well and where improvements are needed

Step Five: Aim of Exercise/ Testing



Prove It Works: A Business Continuity Plan isn't reliable until it's tested.

Why It Matters: You can't know if your plan is effective unless you put it into practice.



Check Procedures: Ensure that the steps in the BCP are still relevant, current, and correct.

Why It Matters: Things change—procedures need to be up-to-date to be useful.



Find Gaps and Improve: Identify any missing or outdated information and find areas where improvements are needed.

Why It Matters: Make sure your resources are adequate, available, and capable when a disruption occurs.



Boost Competency: Enhance the skills and readiness of those responsible for responding to and recovering from incidents.

Why It Matters: The right people need to know what to do and when to do it.



Validate Your Solutions: Confirm that the business continuity solutions are effective.

Why It Matters: Testing isn't a one-time thing—regular exercises ensure ongoing preparedness.

Step Five: Methods of Exercise and Testing Of Business Continuity Management System



Tabletop check

A low-risk, offline review where you simply talk through the plan.

Example: The plan owner and the plan participants discuss whether the plan makes sense, similar to reviewing a document.

Plan walk-through

A step-by-step review of the plan's actions, but without actually performing them.

Example: Team members discuss each step of the plan to ensure it logically follows and is easy to understand.

Functional – Most Common

A **simulation** where you mock-up a realistic scenario and see how the plan works.

Example: Teams run through a scenario like a system outage, practicing how they would respond and ensuring everything fits together.

Location Testing

Testing specific parts of the plan in real locations, outside the meeting room.

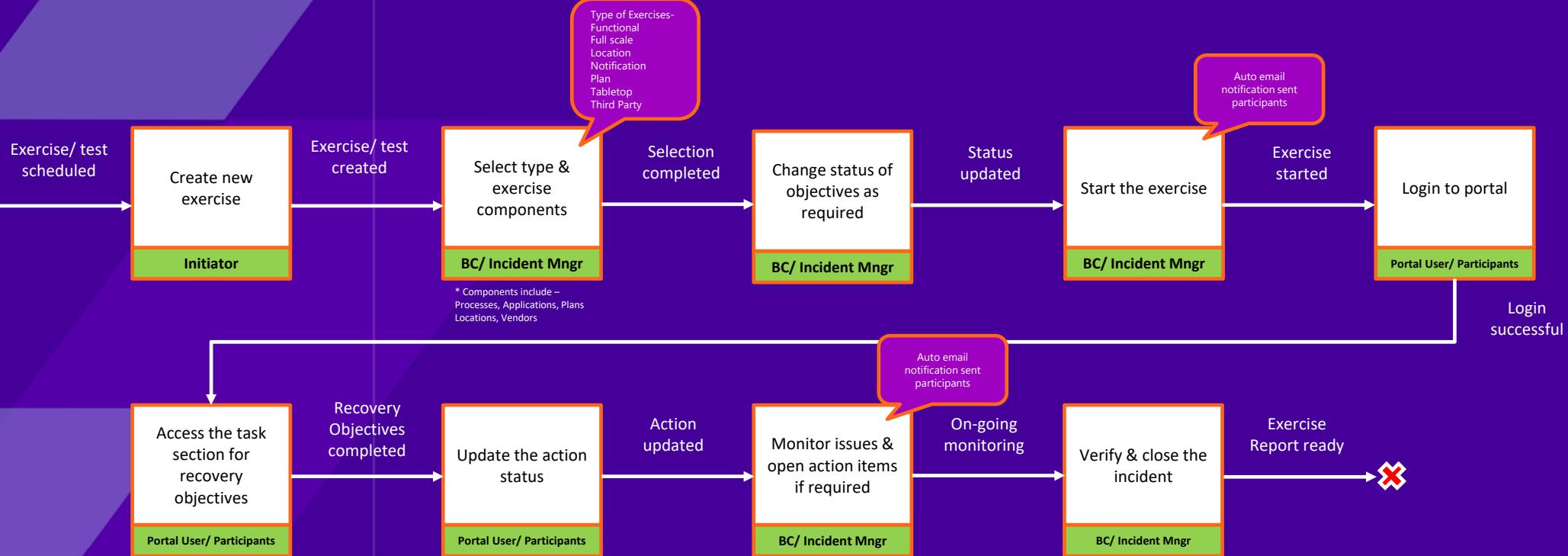
Example: Testing the backup generator at a secondary site to ensure it works when needed.

Full Test

A complete, real-time test where normal business is paused to fully run through the plan.

Example: Shutting down the main system to see if the team can bring the backup online within the required timeframe.

Conduct a BC Exercise



Business Continuity Management System (Exercise & Testing)

1 Press this button to access EXERCISE page

2 Press this button to add a new exercise

3 List of exercises with status appears in this section

4 Exercise completion status in % appears here for BC Manager to monitor

Status	Exercise Name	Start Date/Time	End Date/Time	Overall Exercise Completion	Updated At	Updated By	Created At
Created	Process recovery for cold room failure	09/19/2023, 12:00 AM	09/20/2023, 12:00 AM	Overall Exercise Completion	09/19/2023, 5:29 PM	Edwin Ramos	09/19/2023, 5:28 PM
In Progress	Process Recovery Excercise 001	04/08/2025, 12:45 AM	08/08/2023, 4:37 PM	Overall Exercise Completion	08/28/2023, 12:45 PM	Sanu Nazir	08/17/2023, 9:44 AM
Completed - Fail	Plan Recovery Exercise	08/08/2023, 4:53 PM	08/08/2023, 4:58 PM	Overall Exercise Completion 73% Complete	08/08/2023, 4:58 PM	Mohamed Altamush	08/08/2023, 4:53 PM
Completed - Fail	Process Recovery Excercise 001	08/08/2023, 3:51 PM	08/08/2023, 4:37 PM	Overall Exercise Completion 100% Complete	08/08/2023, 4:37 PM	Mohamed Altamush	08/08/2023, 3:38 PM

New Exercise

Exercise Information

Exercise Subject	Process recovery for cold room failure	1	Update EXERCISE title here
Exercise Type	Functional	2	Select EXERCISE type
Business Entity	-- Please select --		
Description	Full Scale		
	Functional		
	Location		
	Notification		
	Plan		
	Tabletop		
	Third Party		

Staffing

Participants	Edwin Ramos	3	Select the responsible person on-ground for the exercise
Teams	09/19/2023, 12:00 AM	4	Select the start & end date and time of the exercise
	09/20/2023, 12:00 AM		

Success Criteria

Successful recovery of cold room process

Buttons: Cancel, Save & New, Save

Header: BC in the Cloud, BCDR System, Admin Home, Organization, Resources, BC User Home, IT User Home, BIA, Risks, +, >, Search, Edwin, Notifications

Admin Home ▾ Organization ▾ Resources ▾ BC User Home ▾ IT User Home ▾ BIA ▾ Risks ▾ + » 🔍

Process recovery for cold room failure

✖ Cancel Save & New ✓ Save

3 Once info filled-in, press SAVE exercise

Staffing

Participants Mohammed Altamush Khan X Select participants for the exercise 🔍

Teams

Exercise Components

Processes Operation of 1250 KVA Diesel Generator X 🔍

Applications WMS X 🔍

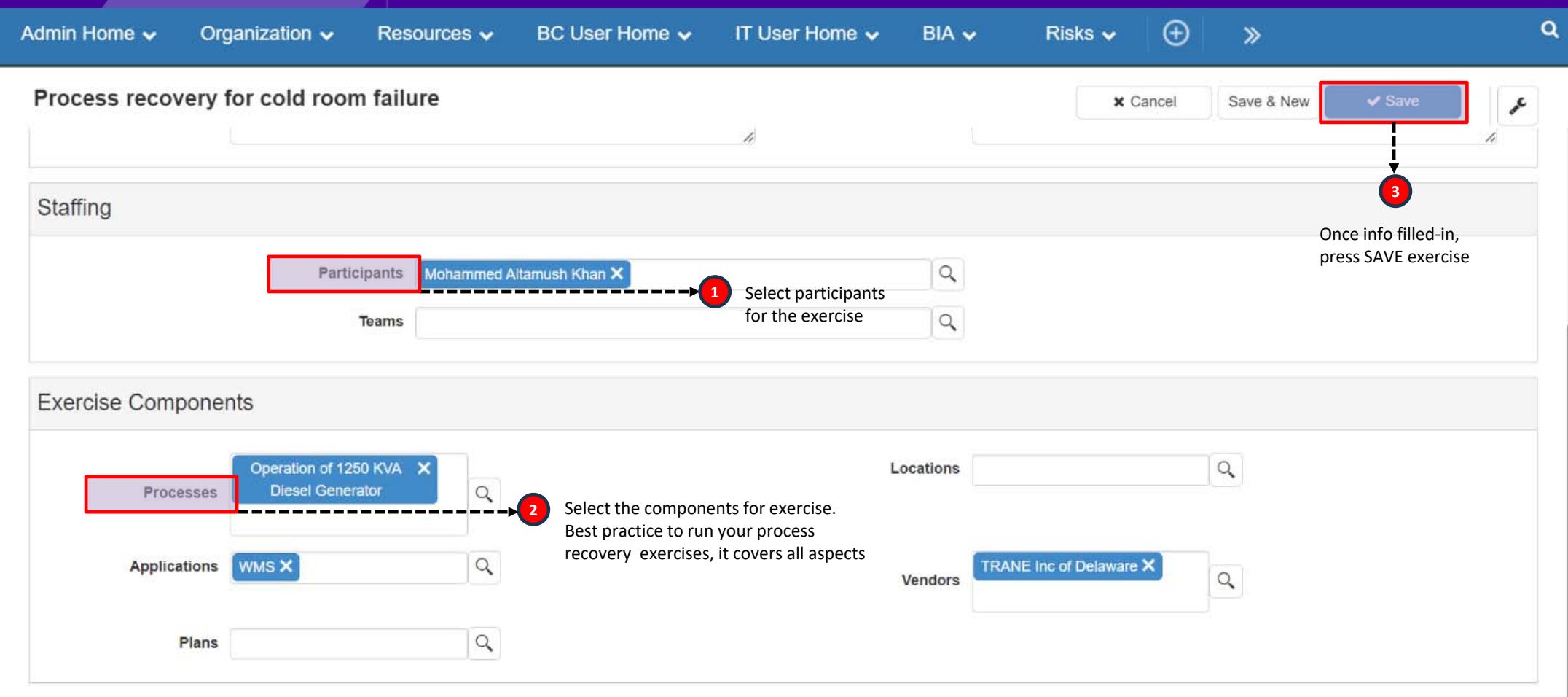
Plans

Locations

Vendors TRANE Inc of Delaware X 🔍

1 Select participants for the exercise

2 Select the components for exercise. Best practice to run your process recovery exercises, it covers all aspects



Admin Home ▾ Organization ▾ Resources ▾ BC User Home ▾ IT User Home ▾ BIA ▾ Risks ▾ + » Q

Exercise: Process recovery for cold room failure

Exercise Information

Exercise Subject	Process recovery for cold room failure	Status	Created
Exercise Type	Functional	Coordinator	Edwin Ramos
Business Entity	Healthcare	Link to iCal File	Synchronize
Description	Functional recovery of process failure	Success Criteria	Successful recovery of cold room process

1 This section gives brief details of the exercise: Type, Dept. responsible

2 Press START NOW to start the exercise

Timing

Start Date/Time	09/19/2023, 12:00 AM	Paused Time
End Date/Time	09/20/2023, 12:00 AM	Paused Duration
		Actual Duration

Participants

Actions	Employee	Work Phone	Work Mobile Phone	Work Email Address	Portal User	Portal Login Name	Workflow Actions
Edit SMS Delete	Mohammed Altamush Khan	966 567312568		maltamush@smsaexpress.com	Yes	maltamush@smsaexpress.com	...

Business Continuity Management System (Exercise & Testing)

SMSA - Test Site Home My Approvals My Teams Active Exercises Active Incidents Edwin Ramos ▾

Exercise Summary

Exercise Name Process recovery for cold room failure
Start Date/Time 09/19/2023, 7:35 AM
End Date/Time 09/19/2023, 2:00 PM

Status In Progress

Overall Exercise Completion Overall Exercise Completion

40% Complete

1 Portal login

2 This section shows the status of the exercise

3 The progress bar shows the completion % based on tasks assigned

Participants

Coordinator Edwin Ramos
Participants Edwin Ramos, Mohammed Altamush Khan

Recover Objectives (Portal) 1-10 of 10

Action	Status Summary	Objective	Component	Objective	Participants	Dependency Summary	Tasks	Issues	Updated At	Updated By
Before										
Edit	Not Started	Validate Participants		Edwin Ramos					09/19/2023, 7:35 AM	Mohamed Altamush
During										
Ready to Recover	Identify Gaps								09/19/2023, 7:35 AM	Mohamed Altamush

4 User can press EDIT in this section to update the action here

Business Continuity Management System (Exercise & Testing)

SMSA - Test Site Home My Approvals My Teams Active Exercises Active Incidents Edwin Ramos ▾

All Exercises / Process recovery for cold room failure / Recover Application WMS

Objective: Recover Application WMS

Objective Comment: IT informed

1 Participant can update the comments after taking the necessary action as described in this field

Workflow Status: Not Started

2 Status can be updated here

Tasks

Order	Task Subject	Description	Start Date	End Date	Workflow Status
1	Notify the concerned	Inform Out of Scope and ask for system failure resolutions time . Acco Ready to Recover			Created
2	Re-enter Manual data back in system	Once the system (3PL) resume all outbound transaction virtually update in system			Created

Exercise Issues

3 Issues identified can be raised by pressing this button

Add Issue

SMSA - Test Site Home My Approvals My Teams Active Exercises Active Incidents Edwin Ramos ▾

Objective Recover Application WMS

Objective Comment IT informed

Workflow Status Not Started ▾

Order	Task Subject	Description	Start Date	End Date	Workflow Status
1	Notify the concerned	Inform to IT for WMS failure and ask for system failure resolutions time . According to the resolution time inform to the customer for manual processing the inbound and outbound transactions	09/19/2023 5:41 PM	09/19/2023 5:41 PM	Completed ▾
2	Re-enter Manual data back in system	Once the system (3PL) resume all outbound transaction virtually update in system	09/19/2023 5:42 PM	09/19/2023 5:42 PM	Completed ▾

Exercise Issues Add Issue

Issue Description

2 ← Status can be updated here

Completed
— Please select —
Created
In Progress
Waiting on Someone
Completed

Submit

Business Continuity Management System

(Exercise & Testing)

Exercise: Process recovery for cold room failure

The BC Manager can monitor & update the objectives by pressing this section

Click this to open & show the details of the objective

Status can be updated by BC Manager directly

In Progress
Out of Scope
Add Participants
Failed
Completed

Exercise Objectives		Exercise Components				Teams		System Info	
All Recover Objectives		Recover Objectives				Teams		System Info	
Status Summary		Objective		Component		Dependent On		Objective Participants	
Timing: Before		Validate Participants						Edwin Ramos	
Timing: During		Identify Gaps		Achieve RTO/RPO		Database			
		Out of Scope		Recover Database AZURE CLOUD		Application			
		Out of Scope		Recover Application PDF		Application			
		Out of Scope		Recover Application Excel		Application			
		Not Started		Recover Application WMS		Database			
		Not Started		Recover Process Operation of 1250 KVA Diesel Generator		Process			
		Not Started		Recover Vendor TRANE Inc of Delaware		Vendor			
Timing: Post		Out of Scope		Review exercise issues and create action plans					

Business Continuity Management System (Exercise & Testing)

BC in the Cloud BCDR System Mohamed

Admin Home Organization Resources BC User Home IT User Home BIA Risks Plans Exercises Incidents > Preview Exercise Report Dashboard Pause Exercise Cancel Exercise Complete Exercise ...

Exercise: Process recovery for cold room failure

Exercise Info Activity Log Objectives Exercise Components Teams Issues Action Items Exercise Results System Info

Days Hours Minutes Seconds

00:00:05:50

1 The BC Manager can monitor the time of the exercise

Overall Exercise Completion 70% Complete

2 This section shows the completion status in percentage

Exercise Information

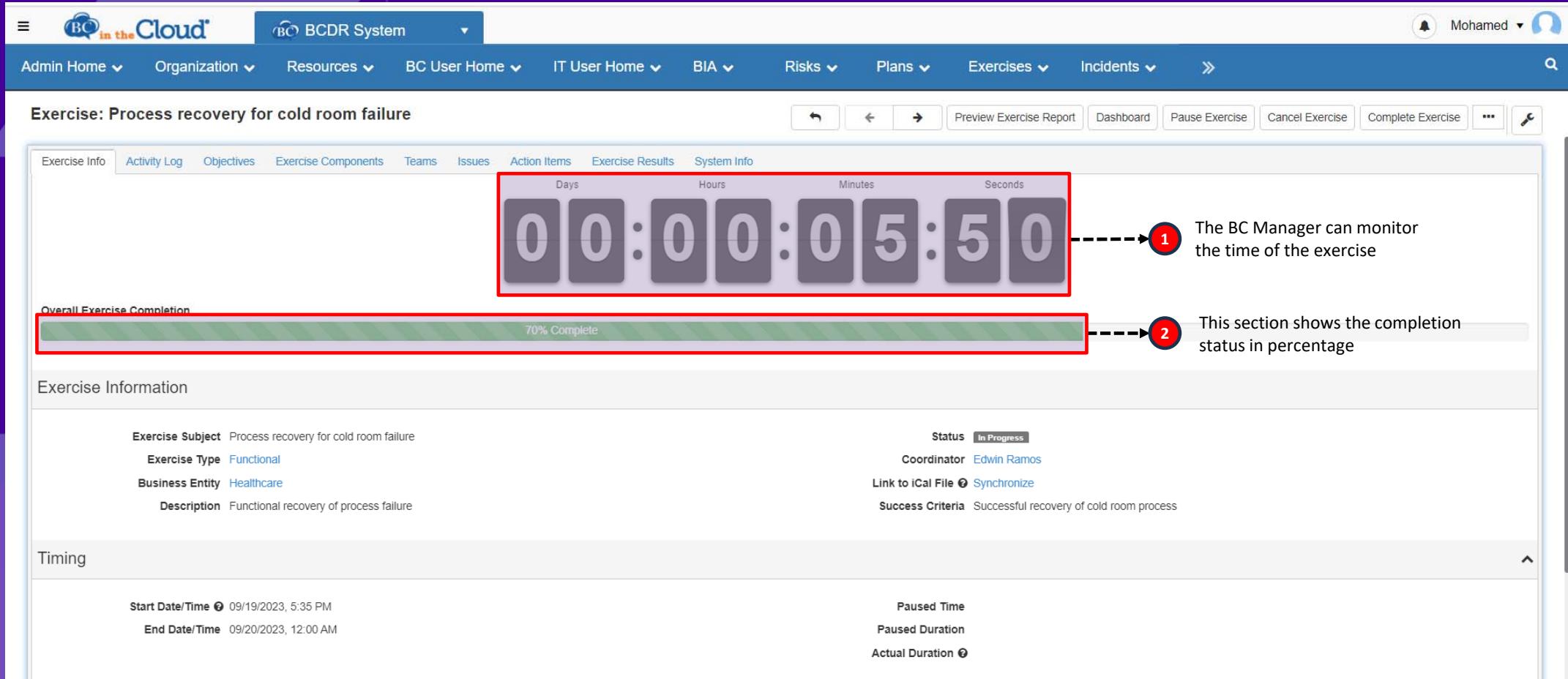
Exercise Subject: Process recovery for cold room failure
Exercise Type: Functional
Business Entity: Healthcare
Description: Functional recovery of process failure

Status: In Progress
Coordinator: Edwin Ramos
Link to iCal File: Synchronize
Success Criteria: Successful recovery of cold room process

Timing

Start Date/Time: 09/19/2023, 5:35 PM
End Date/Time: 09/20/2023, 12:00 AM

Paused Time
Paused Duration
Actual Duration



Admin Home ▾ Organization ▾ Resources ▾ BC User Home ▾ IT User Home ▾ BIA ▾ Risks ▾ Plans ▾ Exercises ▾ Incidents ▾ ➞

Recover Objective: Validate Participants

Objective Information

Objective Validate Participants

Timing Before

Start Time

Objective Participants Edwin Ramos

1 Objective details appear here

Status Summary Completed

Objective Comment ground staff unavailable

End Time

Objective Type Exercise

Participants All Active Employees ▾

Actions	Employee ID	Employee	First Name	Last Name	Work Email Address	Work Phone	Work Mobile Phone	Department	Portal Login Name	Portal User	Designation	Country
<input type="checkbox"/>  	3018	Edwin Ramos	Edwin	Ramos	eramos@smsaexpress.com	966 538256619		Quality & Risk Mgt.	eramos@smsaexpress.com		Lead Auditor	Saudi Arabia

1 - 1 of 1 items

Issues All Objective Issues ▾

Actions	Issue	Description	Updated At	Updated By
<input type="checkbox"/>  	no staff	ground staff unavailable	09/19/2023, 5:40 PM	Edwin Ramos

2 Any issues raised by the portal user will be visible here

1 - 1 of 1 items

Business Continuity Management System

(Exercise & Testing)

Exercise Information

Process Recovery Exercise HCR

Functional

Started: 09/20/2023, 1:36 AM PDT

Scheduled Completion: 09/20/2023, 2:00 PM PDT

Coordinator

Mohamed Altamush

maltamush@smsaexpress.com

Tested Components

Component	Completed	Failed	Out of Scope
Applications	0	0	2
Hardware	0	0	0
Database	0	0	0
Locations	0	0	0
Plans	0	0	0

Elapsed Time

Days Hours Minutes Seconds

00:00:19:57

1 Time elapsed for the exercise shown here

Objectives

2

In dashboard section, the BC Manager can view status of completed tasks/ objectives

3

Status of the tasks/ objective appears here

Activity Log

Author	Message	Posted At
Mohamed Altamush	Recover Process Operation of AHUs has been marked	Completed a minute ago
Edwin Ramos	Review exercise issues and create action plans has been marked	Completed a minute ago
Edwin Ramos	Recover Process Operation of AHUs has been marked	In Progress 8 minutes ago
Edwin Ramos	Recover Process Operation of AHUs has been marked	In Progress 10 minutes ago
Mohamed Altamush	Achieve RTORPO has been marked	Out of Scope 18 minutes ago

Exercise: Process recovery for cold room failure

Exercise Info Activity Log Objectives Exercise Components Teams Issues Action Items Exercise Results System Info

Refresh your browser to see the most current activities submitted throughout the Exercise.

Comments Components

① By pressing this tab, the BC Manager can view all the logs of the system

Validate Participants has been marked Completed
Changed By Edwin Ramos about a minute ago

Achieve RTORPO has been marked Out of Scope
Changed By Mohamed Altamush about 4 minutes ago

Identify Gaps has been marked Out of Scope
Changed By Mohamed Altamush about 4 minutes ago

Recover Application Excel has been marked Out of Scope
Changed By Mohamed Altamush about 6 minutes ago

② Shows who and what was updated on the system during the exercise

BC in the Cloud BCDR System Mohamed

Admin Home Organization Resources BC User Home IT User Home BIA Risks Plans Exercises Incidents »

Recover Objective: Recover Process Operation of AHUs

Objective Info Components Tasks System Info

Tasks All Recover Tasks

Actions	Order	Recover Task	Start Date	End Date	Comments	Assigned To	Completion Percentage	Workflow Status	Workflow Actions
<input type="checkbox"/>	1	Assess the Situation	09/20/2023, 9:39 PM	09/20/2023, 9:39 PM	1	Edwin Ramos		Completed	
<input type="checkbox"/>	2	Notify the concerned	09/20/2023, 9:47 PM	09/20/2023, 9:47 PM	1	Edwin Ramos		Completed	
<input type="checkbox"/>	3	Respond to the situation			0	Mohammed Altamush Khan		Created	...
<input type="checkbox"/>	4	Resume normal operations			0	Nouf Al Rammah		Created	...

1 - 4 of 4 items

Comments count seen in task level to be referred to by BC Manager to raise issues and action items

SMSA - Test Site

Home

My Approvals

My Teams

Active Exercises

Active Incidents

Edwin Ramos ▾

		loggers
		6. Communicate with Nupco's concern authority (Project Manager or WH officer) and share the actioned activity and final report with resolution status.
1.3	Power Failure identified	If there is Sceco Power Supply issue in Cold Room or Freezer Room it should be immediately notified to Admin Department. Warehouse Supervisor to Inform NUPCO about Breakdown.
2.3	Towards Normal Operations	Until room temperature is not within limit do not store material inside the rooms
5.3	Resume normal operations	Once the emergency response team notifies of resuming normal operations: 1. Communicate with Nupco's concern authority (Project Manager or WH officer) and update them the operation is back to normal situation after recovery. 2. After resolution, the coldroom/freezer room will be kept empty for under observation for 12 to 24 hrs for temperature analysis. 3. We will ensure to put in place the identified sources or action from lessons learnt, which were lacking during disaster situations in order to avoid in future.
1.4	Towards Normal Operations	Until the cold room and freezer room is not operational and the temperature is not within limit do not store material inside room.

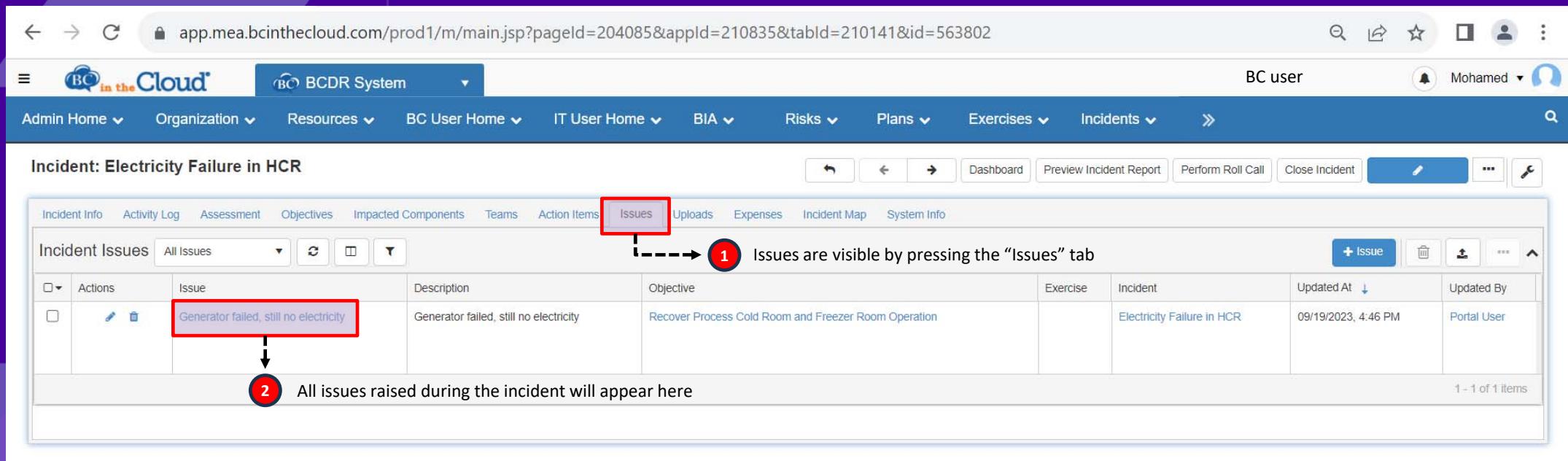
Incident Issues

Add Issue

1 At the bottom of the webpage, issues can be added (if any) that has been identified during the recovery / response

Description

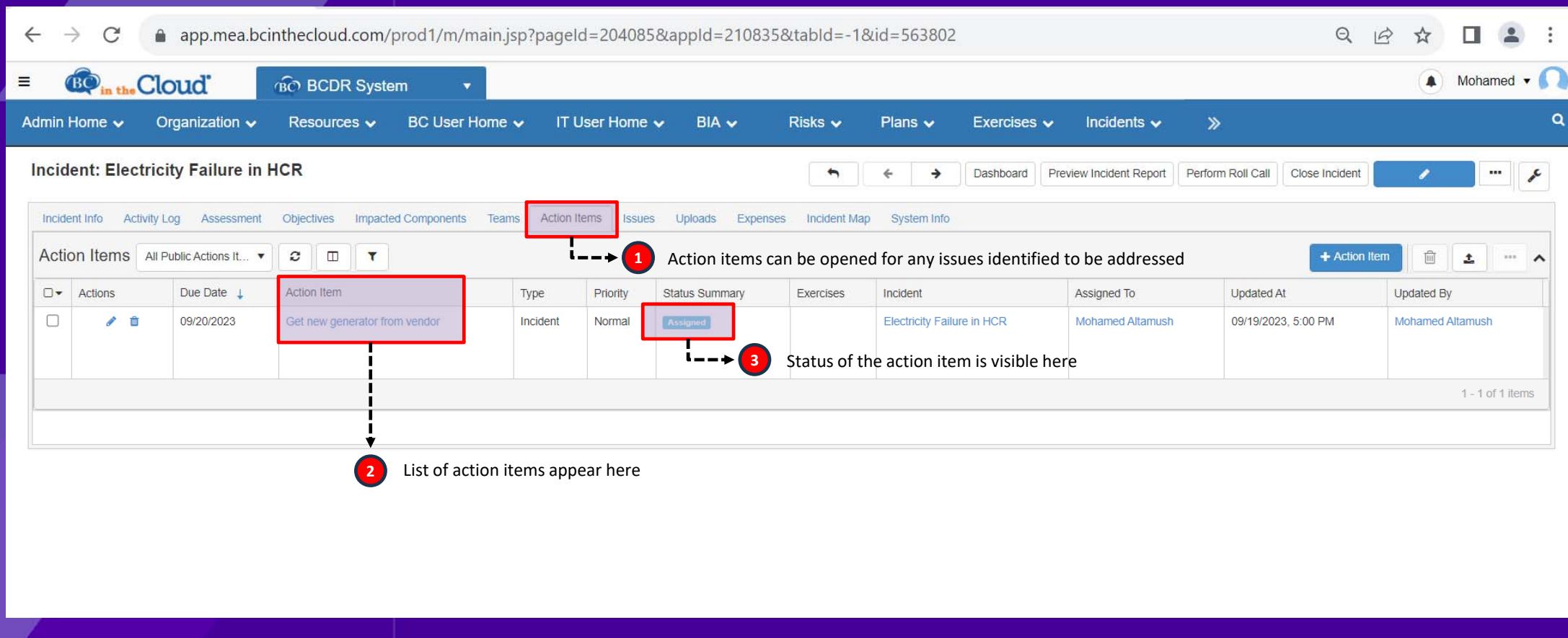
Business Continuity Management System (Exercise & Testing)



The screenshot shows a web-based Business Continuity Management System interface. The URL in the browser is app.mea.bcinthecloud.com/prod1/m/main.jsp?pagId=204085&appId=210835&tabId=210141&id=563802. The top navigation bar includes links for Admin Home, Organization, Resources, BC User Home, IT User Home, BIA, Risks, Plans, Exercises, and Incidents. The user is logged in as 'BC user' (Mohamed). The main content area is titled 'Incident: Electricity Failure in HCR'. A red box highlights the 'Issues' tab in the top navigation bar. A callout bubble with the number '1' points to the 'Issues' tab, with the text 'Issues are visible by pressing the "Issues" tab'. A red box highlights the first issue listed in the table below. A callout bubble with the number '2' points to this issue, with the text 'All issues raised during the incident will appear here'. The table below shows one issue: 'Generator failed, still no electricity'.

Actions	Issue	Description	Objective	Exercise	Incident	Updated At	Updated By
<input type="checkbox"/>	Generator failed, still no electricity	Generator failed, still no electricity	Recover Process Cold Room and Freezer Room Operation		Electricity Failure in HCR	09/19/2023, 4:46 PM	Portal User

Business Continuity Management System (Exercise & Testing)



The screenshot shows a web-based Business Continuity Management System interface. The top navigation bar includes links for Admin Home, Organization, Resources, BC User Home, IT User Home, BIA, Risks, Plans, Exercises, Incidents, and a search bar. The main content area is titled "Incident: Electricity Failure in HCR". The "Action Items" tab is selected, highlighted with a red box and a callout arrow. A list of action items is displayed in a table, with the first item "Get new generator from vendor" highlighted with a red box. A callout arrow points to this item with the text "1 Action items can be opened for any issues identified to be addressed". The table columns include Actions, Due Date, Action Item, Type, Priority, Status Summary, Exercises, Incident, Assigned To, Updated At, and Updated By. The "Status Summary" column for the first item shows the status "Assigned". A callout arrow points to this status with the text "3 Status of the action item is visible here". A callout arrow points to the table with the text "2 List of action items appear here". The bottom of the page includes a copyright notice: "Copyrights: All rights are reserved, no part of this presentation can be reproduced or copied by any means except with written permission from SMSA."

Actions	Due Date	Action Item	Type	Priority	Status Summary	Exercises	Incident	Assigned To	Updated At	Updated By
<input type="checkbox"/> Edit Delete	09/20/2023	Get new generator from vendor	Incident	Normal	Assigned		Electricity Failure in HCR	Mohamed Altamush	09/19/2023, 5:00 PM	Mohamed Altamush

Business Continuity Management System (Exercise And Testing)

The screenshot shows the 'Exercise Issues' section of the BC in the Cloud BCDR System. The top navigation bar includes links for Admin Home, Organization, Resources, BC User Home, IT User Home, BIA, Risks, Plans, Exercises, and a search bar. The 'Exercises' menu item is highlighted with a red box and a dropdown arrow. The main content area is titled 'Exercise Issues' and displays a table with columns for Actions, Issue, Description, Objective, Updated At, and Updated By. A message at the top of this area says 'Once the exercise is completed'. A red box highlights the 'Exercise Issues' button in the top right corner of the table header. A red circle with the number '1' points to the table header. A red circle with the number '2' points to the 'Exercise Issues' button with the text 'Press this to view /add identified exercise issues'.

1

2

Once the exercise is completed

Exercise Issues

Exercise Issues

All issues identified during the exercises will be listed here

Press this to view /add identified exercise issues

Online Help

Business Continuity Management System (Exercise And Testing)

BC in the Cloud® BCDR System

Admin Home Organization Resources BC User Home IT User Home BIA Risks Plans Exercises > Mohamed

New Issue

Recovery Issue Information

Exercise Healthcare Test Exercise Add subject /title of the exercise

Label the issue Issue

Owners Identify the owner

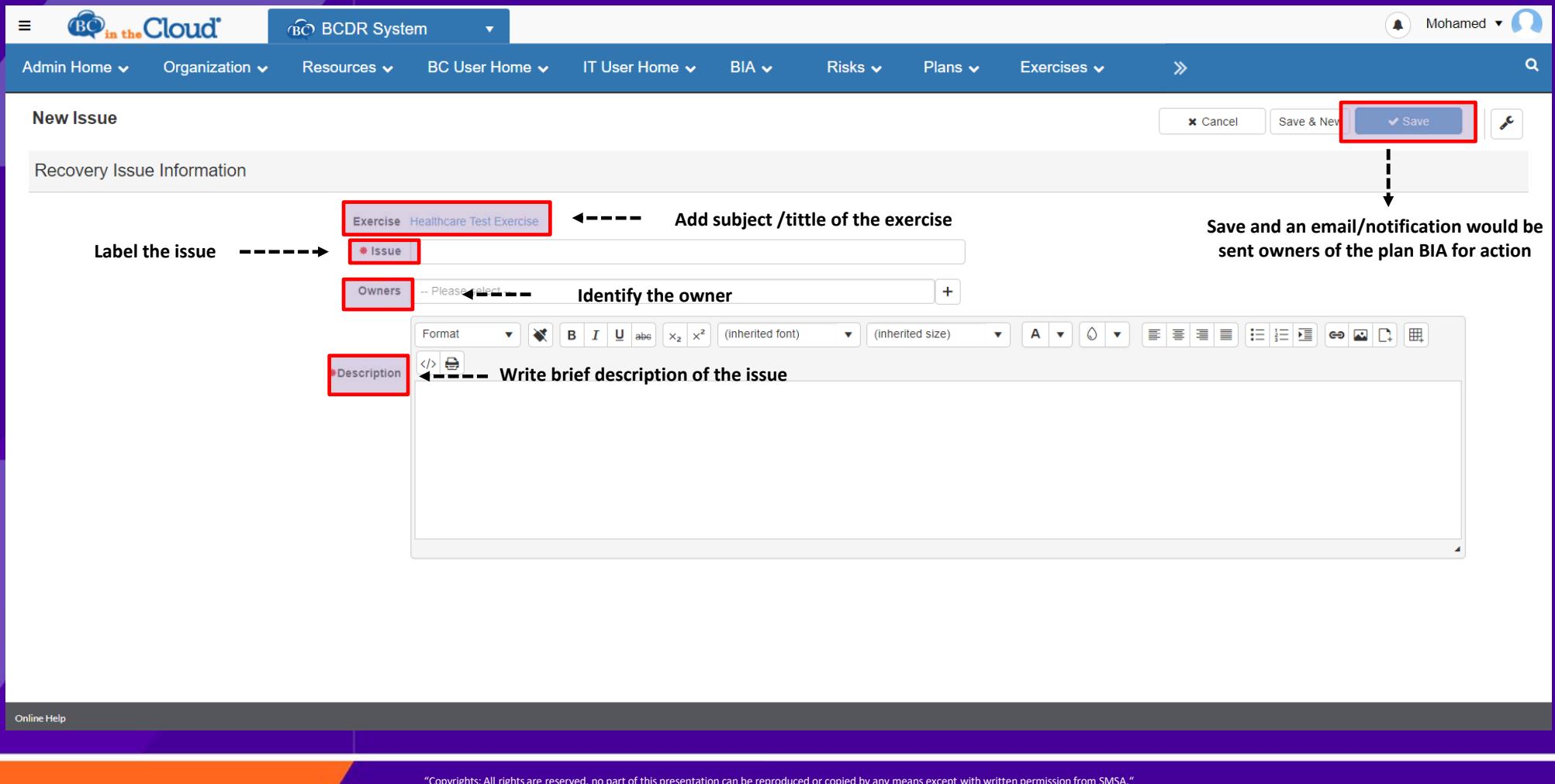
Description Write brief description of the issue

Save & New Save

Save and an email/notification would be sent owners of the plan BIA for action

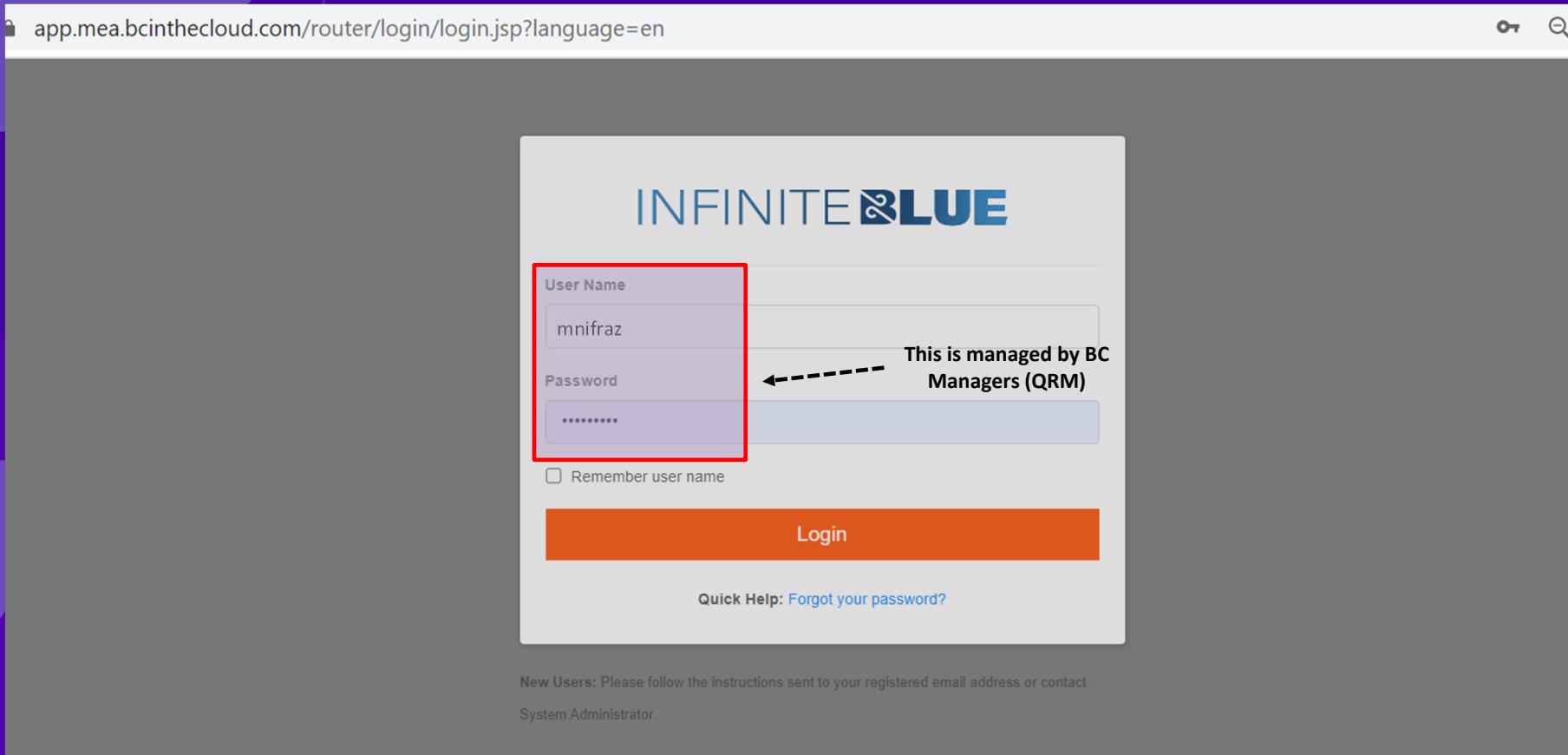
Online Help

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Business Continuity Management System (Exercise And Testing)

STEP 2 : Sign in to BCM using login & password provided by QRM



Business Continuity Management System (Exercise And Testing)

The screenshot shows the 'Equipment' list in the BCM system. A red box highlights the 'Resources' dropdown menu, which includes options like Applications, Clients, Databases, Employees, Equipment, Hardware, Processes, RTOs, Software, and Supplies. The main table lists 33 items, including Air Handling Units, CCTV, Chillers, Desk Telephone CISCO, Desktop, and various Display Control Panels. A message in the center says, 'You can view all your entered data in one place'.

Actions	Equipment	Equipment Type	Description	Updated At	Updated By
<input type="checkbox"/>	Air Handling Units	Other		12/22/2022, 11:03 AM	Sanu Nazir
<input type="checkbox"/>	CCTV	Other		12/22/2022, 11:03 AM	Sanu Nazir
<input type="checkbox"/>	Chillers	Other		12/22/2022, 11:03 AM	Sanu Nazir
<input type="checkbox"/>	Desk Telephone CISCO	Telephony		12/22/2022, 11:03 AM	Sanu Nazir
<input type="checkbox"/>	Desktop	Computing		12/22/2022, 11:03 AM	Sanu Nazir
<input type="checkbox"/>	Display Control Panel (Coldroom & Freezer room Alarm)	Other		03/30/2023, 1:26 PM	Mohamed Altamush
<input type="checkbox"/>	Display Control Panel (Door Alarm)	Other		03/30/2023, 1:25 PM	Mohamed Altamush
<input type="checkbox"/>	Display Control Panel (Fire Alarm)	Other		03/30/2023, 1:25 PM	Mohamed Altamush
<input type="checkbox"/>	Docking Station	Computing		12/22/2022, 11:03 AM	Sanu Nazir

BC in the Cloud BCDR System Admin Home Organization Resources BC User Home IT User Home BIA Risks Plans Exercises

Process: Cold Room and Freezer Room Operation

Dependency Map

Process Details Impacts Dependencies Applications Locations Staffing Vendors Equipment Vital Records Tasks Risks Relationships Dependency Map System Info

Hand Held

WMS

Excel

Operation of 1250 KVA Diesel Generator

Cold Room and Freezer Room Operation

Pressing this would show you the dependence map for the process /dept/section of the business

Legend: Application Upstream Process Downstream Process

Business Continuity Management system

Step 6: Monitor, Maintain and Evolve



BCM

Step Six: Monitor, Maintain and Evolve

The main objective of this stage is to ensure that the BCMS always remains current, complete, accurate and in a ready-state for execution

To achieve its objective, the maintenance stage employs the processes below



Business Continuity plan change management



Business Continuity plan testing



Business Continuity plan training



Business Continuity plan audit

1

2

3

4

Resource Change



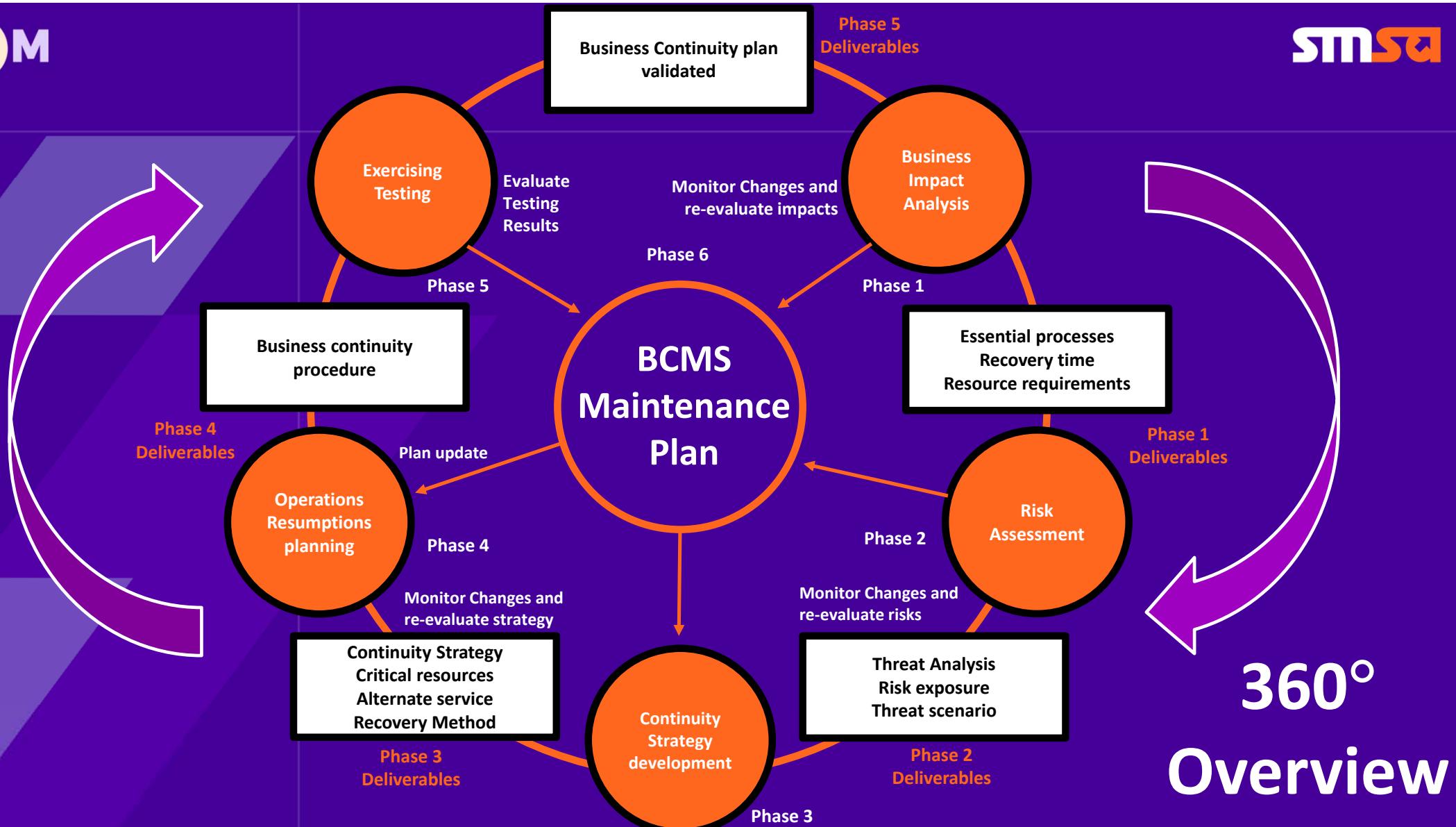
Business Continuity plan changes



Process Change



People Change



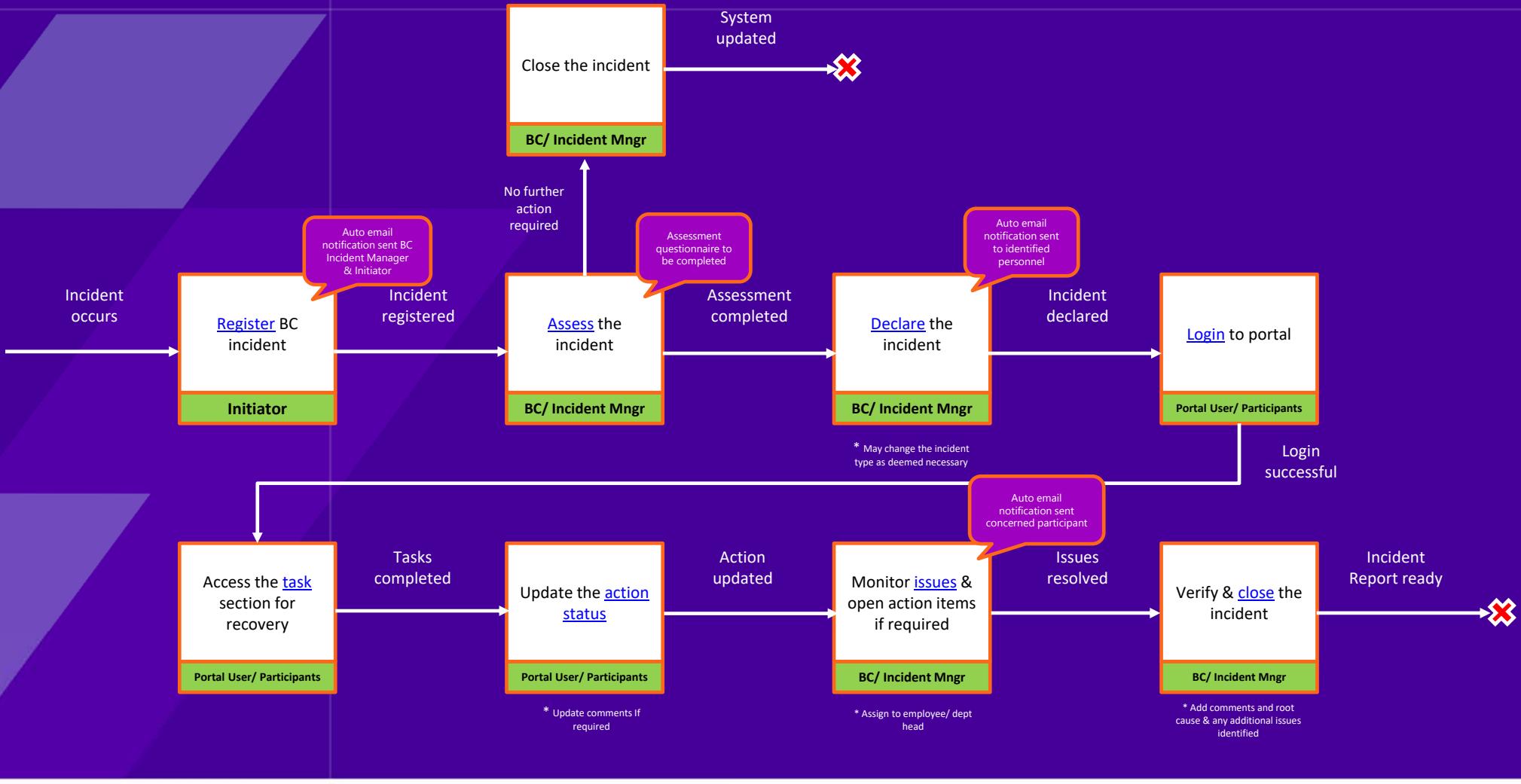
Business Continuity Management system

Initiating & Managing Incidents In Portal



BCM

Register a BC Incident



Business Continuity Management System

(BC Incident Management)

https://app.mea.bcinthecloud.com/prod1/portal/portal.jsp?c=126014&p=210274&g=210738

SMSA - Test Site Home My Approvals My Teams Active Exercises Active Incidents Mohammed Altamush Khan ▾

Incident 1 Put Incident Title here

Incident Date 09/18/2023, 11:25 PM

Incident Description 2 Give a brief description of the incident

Incident Type 3 Select Incident Type

Accident
Criminal
Cyber Security
Facilities

Impacted Components

Plans 4 Select component affected due to incident

Process

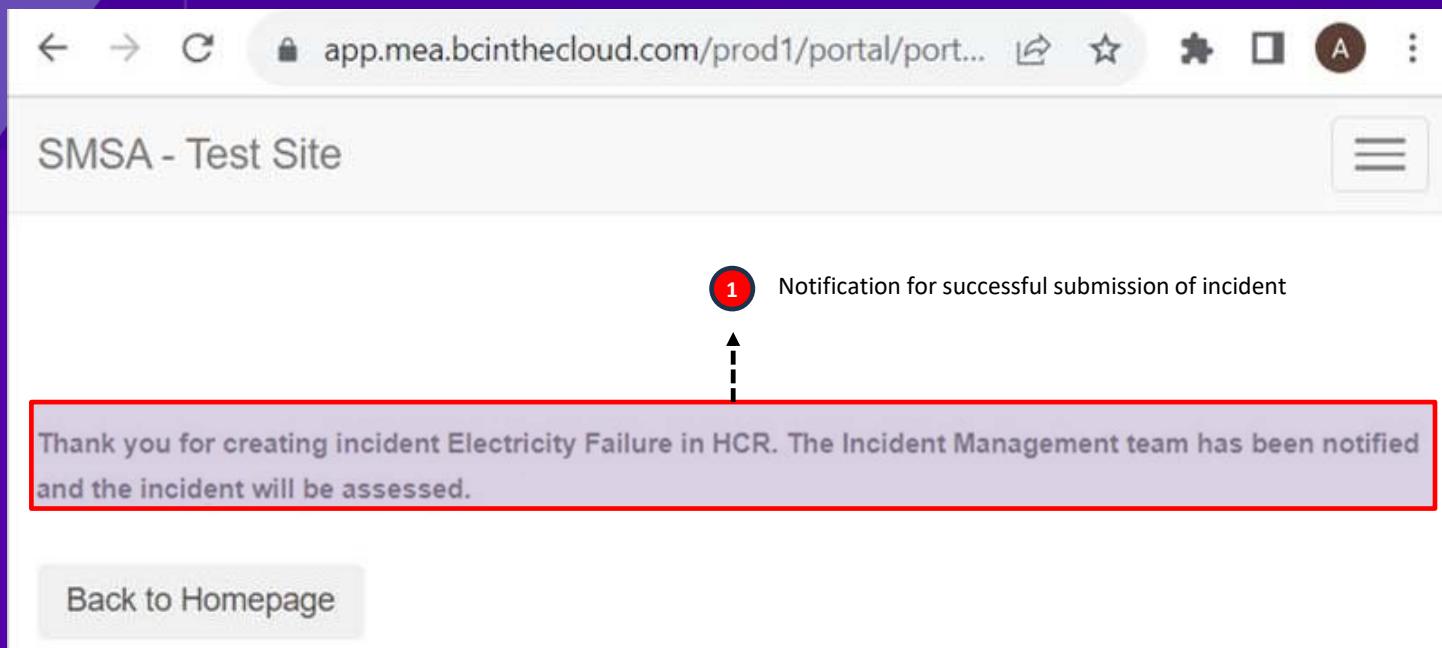
Application

Location

Vendors

Incident Report 5 Choose File No file chosen Attach any evidence, request, photos that might help the assessor to understand the severity of the incident

Business Continuity Management System (BC Incident Management)





Business Continuity Management System (BC Incident Management)



app.meia.bcinthecloud.com/prod1/m/main.jsp?pageId=204085&appId=210835&tabId=210141&id=563802

BC in the Cloud BCDR System Mohamed

Admin Home Organization Resources BC User Home IT User Home BIA Risks Plans Exercises Incidents

Incident: Electricity Failure in HCR

Please click **Assess Incident** to begin the assessment of the reported incident.
Click **Change Incident** to modify the incident type listed which will notify the appropriate assessor.

The BC Manager must assess the incident by pressing this button

Assess Incident Change Incident Type Declare Incident

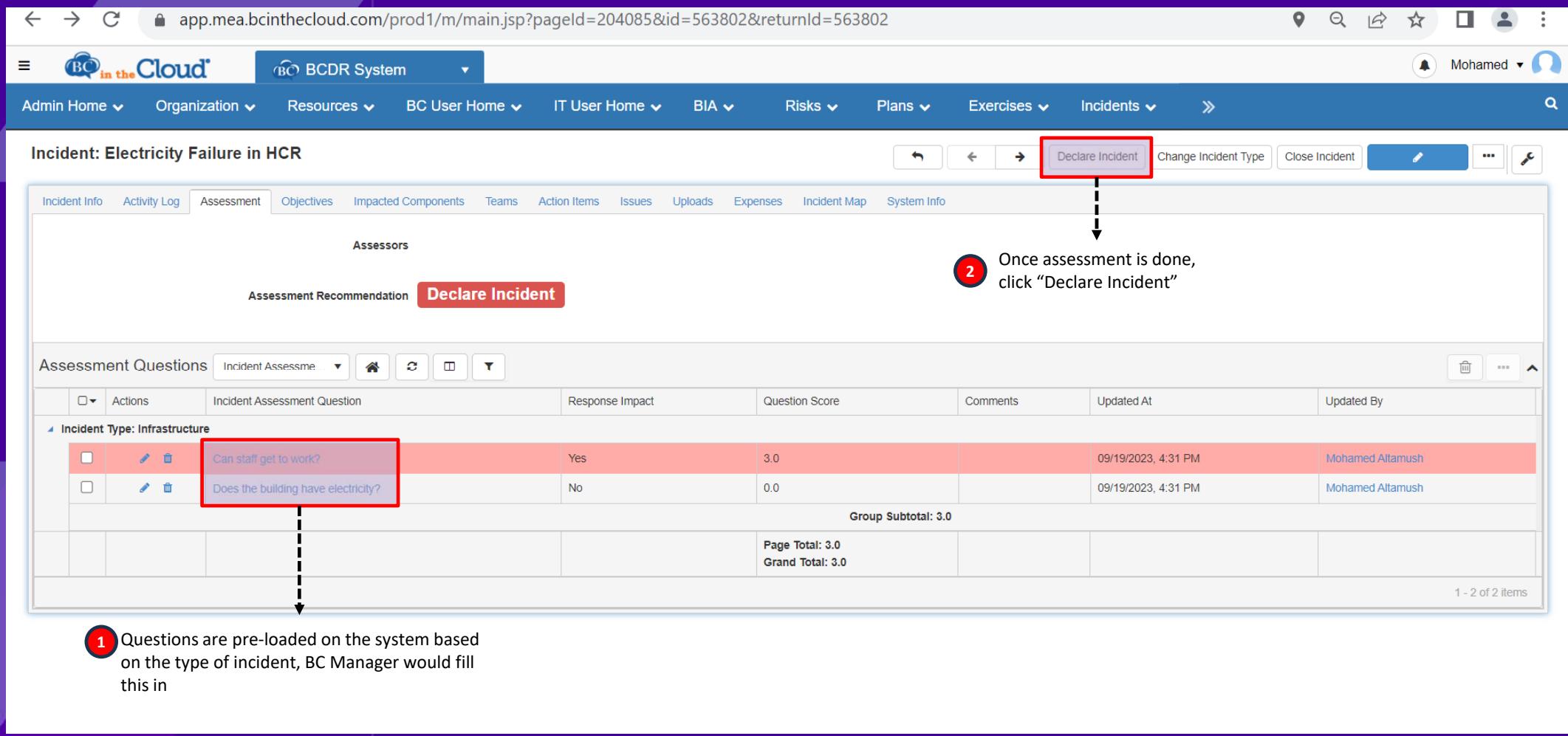
Incident Info Activity Log Assessment Objectives Impacted Components Teams Action Items Issues Uploads Expenses Incident Map System Info

Incident Information

Incident	Electricity Failure in HCR	Declaration Time	?
Incident Description	Power in entire warehouse is gone	Closed Time	
Incident Type(s)	Infrastructure	Duration	
Status Summary	Reported	Incident Commander	
Severity	Medium	Related Employees	

Financial Impacts

Aggregate Financial Impact ...	\$0.00	Aggregate Penalties
Aggregate Financial Impact ...	\$5,500.00	Aggregate Additional Expen...
Estimated Financial Impact ...	\$0.00	



Incident: Electricity Failure in HCR

Assessors

Assessment Recommendation **Declare Incident**

Once assessment is done, click "Declare Incident"

1 Questions are pre-loaded on the system based on the type of incident, BC Manager would fill this in

2 Once assessment is done, click "Declare Incident"

Assessment Questions						
Actions		Incident Assessment Question	Response Impact	Question Score	Comments	Updated At
Incident Type: Infrastructure	Question	Response	Impact	Score	Comments	Updated By
Can staff get to work?	<input type="checkbox"/>	Yes	3.0		09/19/2023, 4:31 PM	Mohamed Altamush
Does the building have electricity?	<input type="checkbox"/>	No	0.0		09/19/2023, 4:31 PM	Mohamed Altamush

Group Subtotal: 3.0

Page Total: 3.0
Grand Total: 3.0

1 - 2 of 2 items



Business Continuity Management System (BC Incident Management)



Change the Workflow Status of **Electricity Failure in HCR** to **Declared** ?

① Identify a person on-floor to monitor and manage the incident. This person reports directly to the BC Manager

② Team selection is not required. This function is for one stand-alone team dedicated to BC SMSA-wide

③ Not mandatory

④ These can be changed by BC Manager

Electricity Failure in HCR: Declare Incident

Incident Commander: Mohamed Altamush

Declaration Time: 09/19/2023, 12:00 AM

Participants: Edwin Ramos

Teams and Respondents

Responding Teams: Emergency Response Team

Perform Roll Call:

Impacted Resources

Location: NUPCO Logistics - Medicine (WH 01 - 10)

Application:

Plans:

Process: Cold Room and Freezer Room Operation

Vendors:

Cancel Submit

Business Continuity Management System (BC Incident Management)

app.meabcinthecloud.com/prod1/m/main.jsp?pagId=204085&appId=210835&tabId=210141&id=563831&returnId=563802&result%5BinfoMessage%5D=

BC in the Cloud BCDR System Mohamed

Admin Home Organization Resources BC User Home IT User Home BIA Risks Plans Exercises Incidents >

Incident: Electricity Failure in HCR

Objectives Impacted Components Teams Action Items Issues Uploads Expenses Incident Map System Info

1 Once incident is declared, these buttons appear

2 Based on the selected component at the beginning of the incident reporting, the objectives for recovery appear here

3 Selection of participant/ status of the component can be done from here by the BC Manager

Objectives All Recover Object... Component Dependent On Objective Participants Dependency Summary Workflow Actions

Timing: During

Component	Dependent On	Objective Participants	Dependency Summary	Workflow Actions
Process	Recover Application Hand Held Recover Application Excel Recover Application WMS			
Application				
Application				
Application				
Location				

In Progress Out of Scope Add Participants Failed Completed

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Business Continuity Management System (BC Incident Management)



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BC in the Cloud BCDR System Mohamed

Admin Home Organization Resources BC User Home IT User Home BIA Risks Plans Exercises Incidents > Incident: Electricity Failure in HCR

Incident Info Activity Log Assessment Objectives Impacted Components Teams Action Items Issues Uploads Expenses Incident Map System Info

Days Hours Minutes Seconds

00:16:50:37

1 Timer starts as soon as the incident is declared

Overall Incident Objective(s) Completion 100% Complete

2 This bar shows the completion percentage of the tasks assigned

Incident Information

Incident Electricity Failure in HCR
Incident Description Power in entire warehouse is gone
Incident Type(s) Infrastructure
Status Summary Declared
Severity Medium
Declaration Time 09/19/2023, 12:00 AM
Closed Time
Duration 0 days, 16 hours, 50 minutes, 33 seconds
Incident Commander Mohamed Altamush
Related Employees Mohammed Jiffrey M.Jareed | Edwin Ramos | Muhammad Masood Iqbal Hussain | Assad Fanoush Al Enazi | Moayad Faisal Yousif Mohamedain | Kuldeep Kumar Leela Dass | Owais Saleem | Kaushal Kishor | Naveed Hussain

Business Continuity Management System (BC Incident Management)

← → C app.mea.bcinthecloud.com/prod1/portal/portal.jsp?c=126014&p=210274&g=210830&o=portal%2Fportal.jsp%3Fc%3D126014%26p%3D...

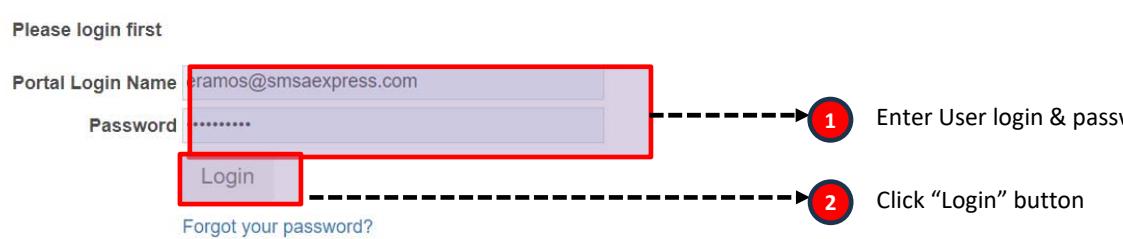
SMSA - Test Site Home My Approvals My Teams Active Exercises Active Incidents

Please login first

Portal Login Name 1 Enter User login & password

Password 2 Click "Login" button

[Forgot your password?](#)



Business Continuity Management System (BC Incident Management)

app.mea.bcinthecloud.com/prod1/portal/portal.jsp?c=126014&p=210274&g=210338&id=563802

SMSA - Test Site Home My Approvals My Teams Active Exercises Active Incidents Edwin Ramos ▾

Application
Hardware

2 Objective for recovery visible here

Recover Objectives (Portal) 1-5 of 5

Action Status Summary Objective Component Objective Participants Dependency Summary Tasks Issues Updated At Updated By

Action	Status Summary	Objective	Component	Objective Participants	Dependency Summary	Tasks	Issues	Updated At	Updated By
During		Edit Ready to Recover Recover Process Edwin Ramos Completed Dependencies Initial Notification -Cold & Freezer Rooms-Working Hours, If the Application (3 of 3) Cooling and Refrigeration system is Affected, Power Failure identified, Towards Normal Operations, Initial Notification - Cold and Freezer Room-Non Working Hours, Towards Normal Operations, Response, Initial Notification - Control Drug Room - Non Working Hours, Response, Assess the Situation, Acknowledge the Alarm, Assess the Situation, Initial Notification - Control Drug Room - Working Hours, Assess the Situation - Other Conditions, Notify the concerned, Respond to the situation, Resume normal operations					09/19/2023, 6:39 AM	Mohamed Altamush	
		Edit Ready to Recover Recover Process Edwin Ramos Completed Dependencies Initial Notification -Cold & Freezer Rooms-Working Hours, If the Application (3 of 3) Cooling and Refrigeration system is Affected, Power Failure identified, Towards Normal Operations, Initial Notification - Cold and Freezer Room-Non Working Hours, Towards Normal Operations, Response, Initial Notification - Control Drug Room - Non Working Hours, Response, Assess the Situation, Acknowledge the Alarm, Assess the Situation, Initial Notification - Control Drug Room - Working Hours, Assess the Situation - Other Conditions, Notify the concerned, Respond to the situation, Resume normal operations				09/19/2023, 6:38 AM	Mohamed Altamush		
		Edit Ready to Recover Recover Application WMS Completed Dependencies Initial Notification -Cold & Freezer Rooms-Working Hours, If the Application (3 of 3) Cooling and Refrigeration system is Affected, Power Failure identified, Towards Normal Operations, Initial Notification - Cold and Freezer Room-Non Working Hours, Towards Normal Operations, Response, Initial Notification - Control Drug Room - Non Working Hours, Response, Assess the Situation, Acknowledge the Alarm, Assess the Situation, Initial Notification - Control Drug Room - Working Hours, Assess the Situation - Other Conditions, Notify the concerned, Respond to the situation, Resume normal operations				09/19/2023, 6:38 AM	Mohamed Altamush		
		Edit Ready to Recover Recover Application Completed Dependencies Initial Notification -Cold & Freezer Rooms-Working Hours, If the Application (3 of 3) Cooling and Refrigeration system is Affected, Power Failure identified, Towards Normal Operations, Initial Notification - Cold and Freezer Room-Non Working Hours, Towards Normal Operations, Response, Initial Notification - Control Drug Room - Non Working Hours, Response, Assess the Situation, Acknowledge the Alarm, Assess the Situation, Initial Notification - Control Drug Room - Working Hours, Assess the Situation - Other Conditions, Notify the concerned, Respond to the situation, Resume normal operations				09/19/2023, 6:38 AM	Mohamed Altamush		

1 Portal login

3 Click on "Edit" to see details

Business Continuity Management System

(BC Incident Management)

SMSA - Test Site Home My Approvals My Teams Active Exercises Active Incidents Edwin Ramos ▾

All Incidents / Electricity Failure in HCR / Recover Process Cold Room and Freezer Room Operation

Objective: Recover Process Cold Room and Freezer Room Operation

Workflow Status: Ready to Recover

Objective Comment:

Actions can be seen here on what to do

1. Actions can be seen here on what to do

2. Update the start & end time

3. Status can be updated –

- On the go
- Completed
- In-progress
- Waiting for someone

4. Status can be changed here upon taking complete action

5. Update any comments here

Tasks

Order	Task Subject	Description
1	Initial Notification - Cold & Freezer Rooms-Working Hours	Siren on top of Cold Rooms will give a loud sound. Utility Executive or Cold Room Clerk whoever attend the alarm within 3 minutes must silent the alarm from Eliwell Panel.
2	Initial Notification - Cold and Freezer Room-Non Working Hours	If there is any alarm in Freezer Room and Cold Room after working hours, Security shall immediately identify the alarm coming from which cold or freezer room and reason for the alarm (Temperature out of limit, Cold or Freezer room off etc.) and inform Utility Executive and emergency contact person mentioned below: 1. Kuldeep Kumar- Utility Executive 2. Mohammed Jareed-Warehouse Supervisor 3. Ashish Sen-Project Manager 4. Ahmed -Admin Department, Utility Executive

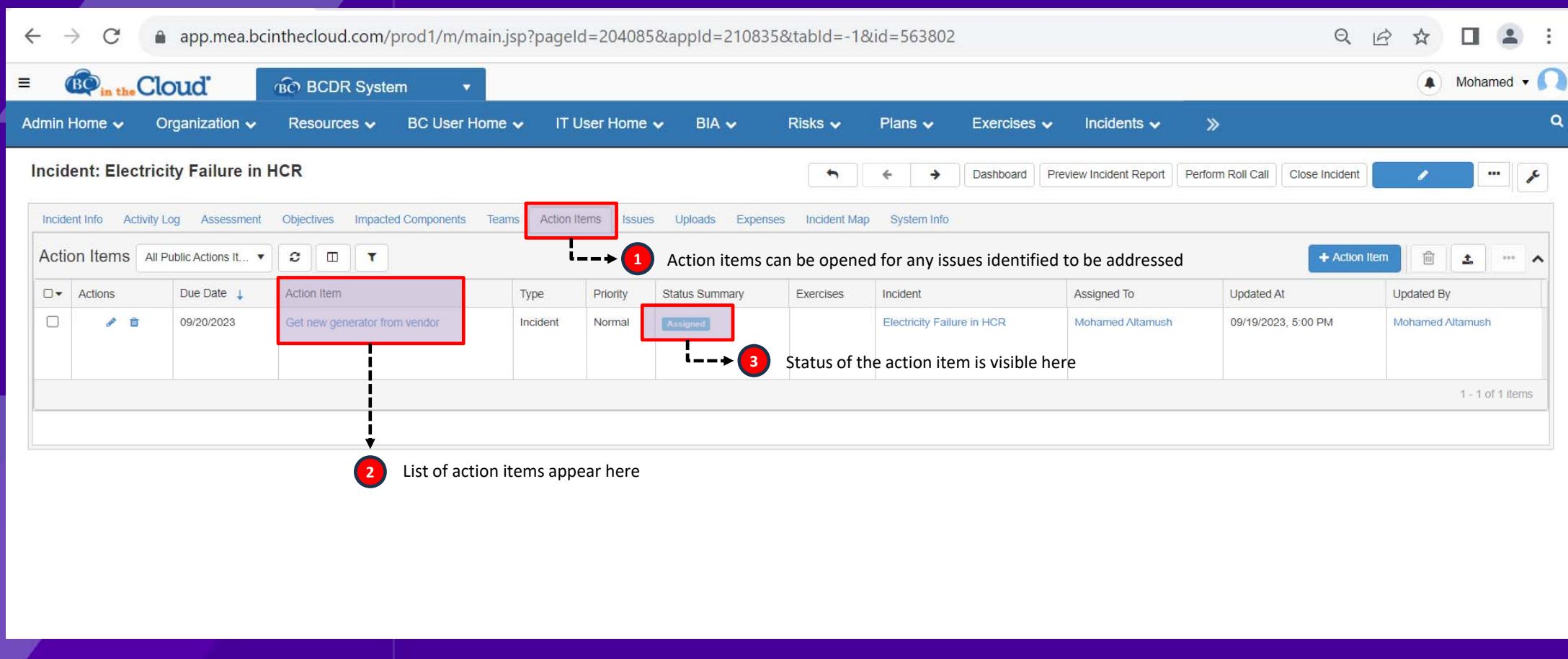
Start Date: End Date:

Workflow Status: Created

SMSA - Test Site Home My Approvals My Teams Active Exercises Active Incidents Edwin Ramos ▾

		loggers						
		6. Communicate with Nupco's concern authority (Project Manager or WH officer) and share the actioned activity and final report with resolution status.						
1.3	Power Failure identified	If there is Sceco Power Supply issue in Cold Room or Freezer Room it should be immediately notified to Admin Department. Warehouse Supervisor to Inform NUPCO about Breakdown.	09/19/2023 4:44 PM		09/19/2023 4:44 PM		Completed	
2.3	Towards Normal Operations	Until room temperature is not within limit do not store material inside the rooms					Created	
5.3	Resume normal operations	Once the emergency response team notifies of resuming normal operations: 1. Communicate with Nupco's concern authority (Project Manager or WH officer) and update them the operation is back to normal situation after recovery. 2. After resolution, the coldroom/freezer room will be kept empty for under observation for 12 to 24 hrs for temperature analysis. 3. We will ensure to put in place the identified sources or action from lessons learnt, which were lacking during disaster situations in order to avoid in future.					Created	
1.4	Towards Normal Operations	Until the cold room and freezer room is not operational and the temperature is not within limit do not store material inside room.					Created	
Incident Issues		Add Issue	At the bottom of the webpage, issues can be viewed (if any) that we identified during the recovery / response					
Issue			Description					
Submit								

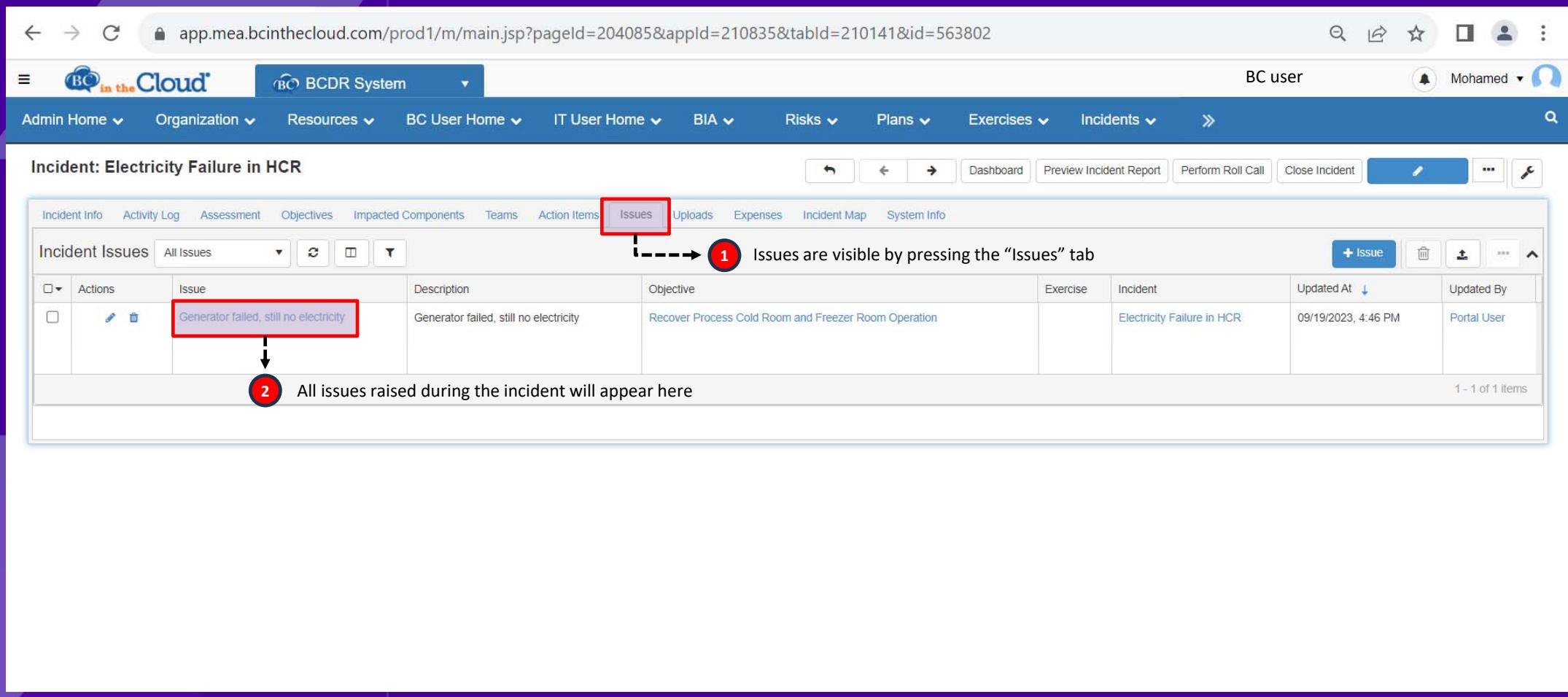
Business Continuity Management System (BC Incident Management)



The screenshot shows the BC Incident Management interface. The top navigation bar includes links for Admin Home, Organization, Resources, BC User Home, IT User Home, BIA, Risks, Plans, Exercises, Incidents, and a search bar. The main content area is titled "Incident: Electricity Failure in HCR". The "Action Items" tab is selected and highlighted with a red box. A callout bubble with arrow 1 points to the "Action Items" tab, with the text "Action items can be opened for any issues identified to be addressed". A callout bubble with arrow 2 points to the "Action Item" column in the table, with the text "List of action items appear here". A callout bubble with arrow 3 points to the "Status Summary" column, with the text "Status of the action item is visible here". The table displays one action item: "Get new generator from vendor" (Due Date: 09/20/2023, Type: Incident, Priority: Normal, Status: Assigned). The bottom right of the table shows "1 - 1 of 1 items".

Actions	Due Date	Action Item	Type	Priority	Status Summary	Exercises	Incident	Assigned To	Updated At	Updated By
Edit Delete	09/20/2023	Get new generator from vendor	Incident	Normal	Assigned		Electricity Failure in HCR	Mohamed Altamush	09/19/2023, 5:00 PM	Mohamed Altamush

Business Continuity Management System (BC Incident Management)



app.mea.bcinthecloud.com/prod1/m/main.jsp?pagId=204085&appId=210835&tabId=210141&id=563802

BC in the Cloud BCDR System BC user Mohamed

Admin Home Organization Resources BC User Home IT User Home BIA Risks Plans Exercises Incidents

Incident: Electricity Failure in HCR

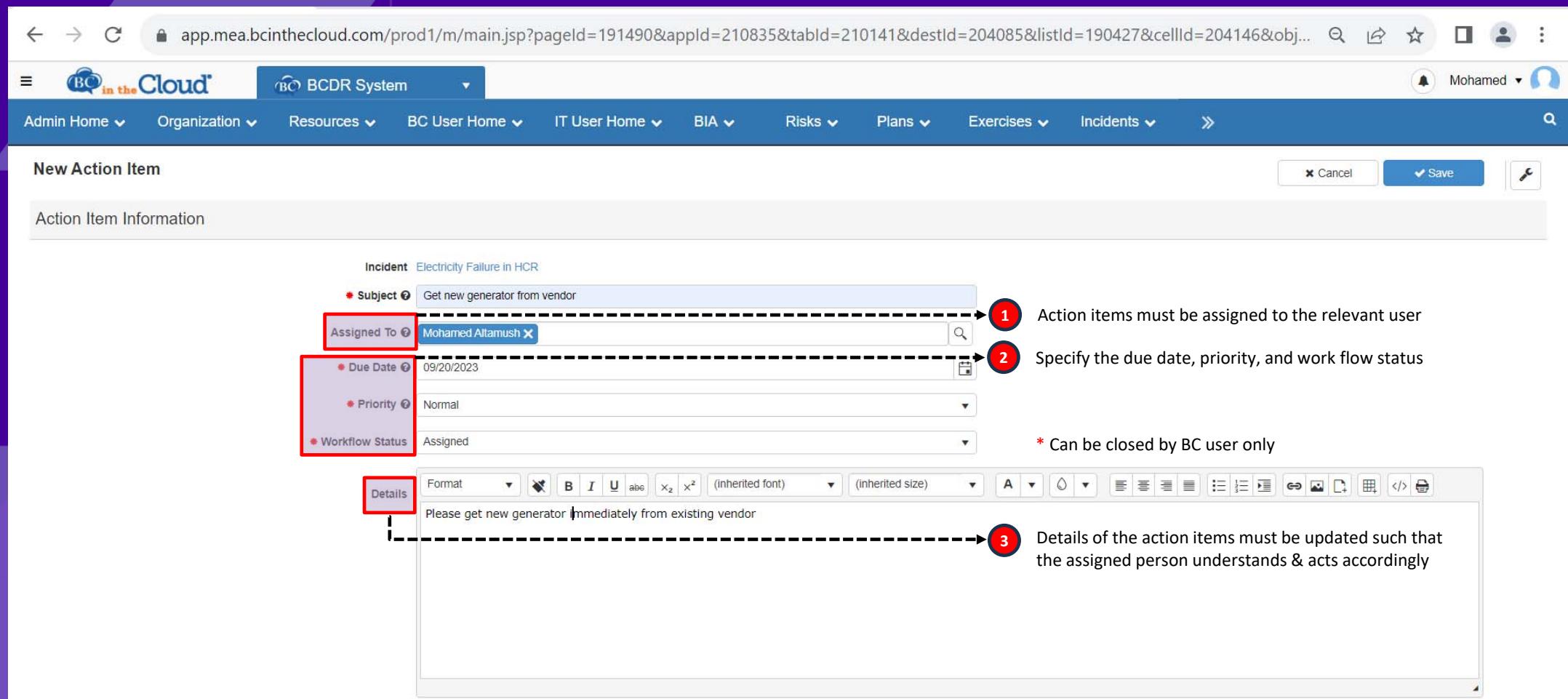
Issues

1 Issues are visible by pressing the "Issues" tab

2 All issues raised during the incident will appear here

Actions	Issue	Description	Objective	Exercise	Incident	Updated At	Updated By
<input type="checkbox"/>	Generator failed, still no electricity	Generator failed, still no electricity	Recover Process Cold Room and Freezer Room Operation		Electricity Failure in HCR	09/19/2023, 4:46 PM	Portal User

Business Continuity Management System (BC Incident Management)



New Action Item

Action Item Information

Incident: Electricity Failure in HCR

* Subject: Get new generator from vendor

Assigned To: Mohamed Altamush

* Due Date: 09/20/2023

* Priority: Normal

* Workflow Status: Assigned

Details: Please get new generator immediately from existing vendor

1 Action items must be assigned to the relevant user

2 Specify the due date, priority, and work flow status

* Can be closed by BC user only

3 Details of the action items must be updated such that the assigned person understands & acts accordingly



Business Continuity Management System (BC Incident Management)



Action Item: Get new generator from vendor

Information

An "Action Item" task has been assigned to you. Information about this task appears below.

- Please click on the "Go To Task" button which will take you directly to the item that requires review.
- The status field below may be changed at any point to indicate the current status of this task.
- When this task has been completed, please mark the Action Item "Complete".

Action Item/Task Details

Type: Incident	Status Summary: Assigned
Subject: Get new generator from vendor	Due Date: 09/20/2023
Assigned To: Mohamed Altamash	Priority: Normal
Private: <input checked="" type="checkbox"/>	

Details

Please get new generator immediately from existing vendor

Go To Task | In Progress | Completed | Delegate

Status of the action once completed can be changed from here

Business Continuity Management System (BC Incident Management)

Incident: Electricity Failure in HCR

Expenses

Actions	Incident Expense	Date of Expense	Amount	Description	Category	Requester	File Upload
Edit Delete	Generator rented	09/19/2023	\$ 500.00	Generator rented	Auto Rental	Edwin Ramos	

1 Click here to add expenses

2 Any expenses incurred during the action items/ fixing the issue can be updated in this section

3 List of expenses will appear here to keep track of expenses

Business Continuity Management System (BC Incident Management)

BC in the Cloud BCDR System Mohamed

Electricity Failure in HCR: Close Incident

Close Incident 1 Once the recovery/ response is done, the incident can be closed

* Closed Time 2 Update closing time here 09/19/2023, 12:00 AM

* Closure Comments 3 Update closure comments here All ok

* Root Cause 4 Identify root cause of the incident here SCECO failure

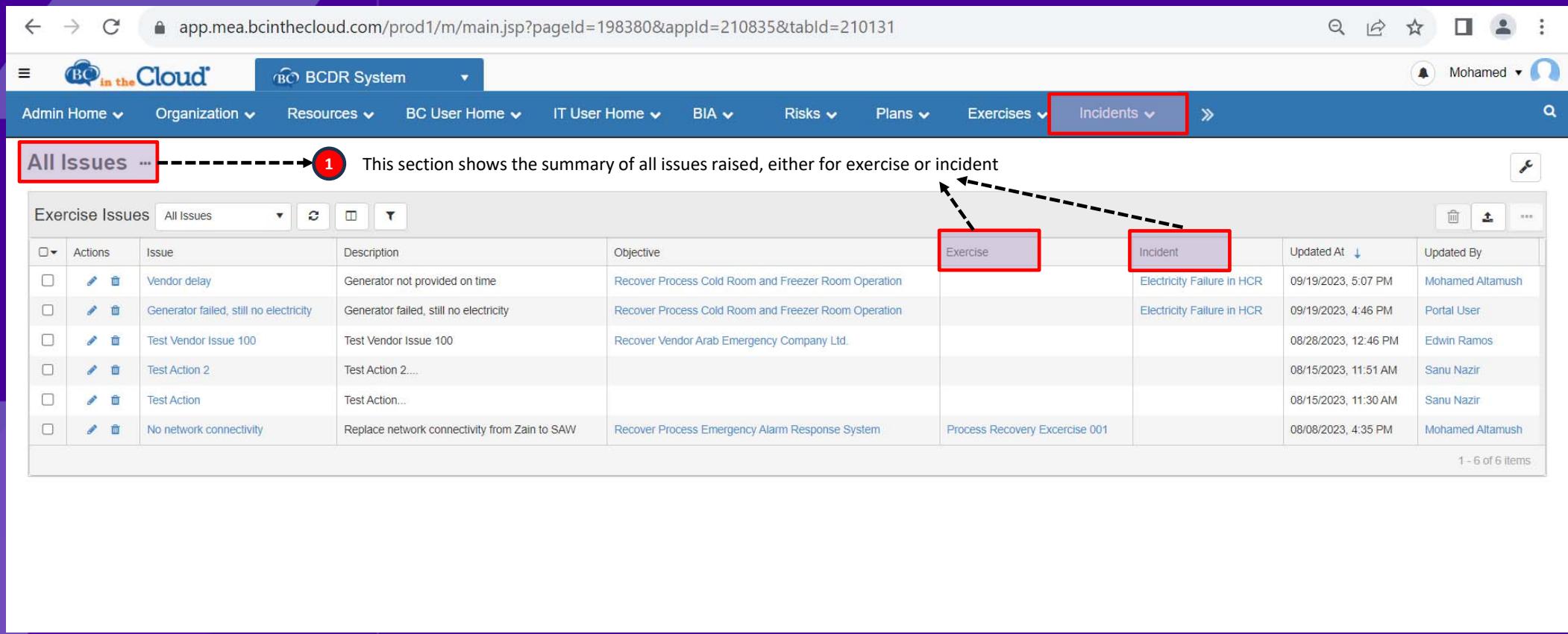
Cancel Submit 6 Click here to submit & close the incident

Issues Encountered 5 Any issues raised previously will appear here

	Issue	Description	Objective
<input type="checkbox"/>	S D Generator failed, still no electricity	Generator failed, still no electricity	Recover Process Cold Room and Freezer Room Operation X Search
<input type="checkbox"/>	D Vendor delay	Generator not provided on time	Recover Process Cold Room and Freezer Room Operation X Search

Add Issue

Business Continuity Management System (BC Incident Management)



1 This section shows the summary of all issues raised, either for exercise or incident

Actions	Issue	Description	Objective	Exercise	Incident	Updated At	Updated By
<input type="checkbox"/>	Vendor delay	Generator not provided on time	Recover Process Cold Room and Freezer Room Operation		Electricity Failure in HCR	09/19/2023, 5:07 PM	Mohamed Altamush
<input type="checkbox"/>	Generator failed, still no electricity	Generator failed, still no electricity	Recover Process Cold Room and Freezer Room Operation		Electricity Failure in HCR	09/19/2023, 4:46 PM	Portal User
<input type="checkbox"/>	Test Vendor Issue 100	Test Vendor Issue 100	Recover Vendor Arab Emergency Company Ltd.			08/28/2023, 12:46 PM	Edwin Ramos
<input type="checkbox"/>	Test Action 2	Test Action 2....				08/15/2023, 11:51 AM	Sanu Nazir
<input type="checkbox"/>	Test Action	Test Action....				08/15/2023, 11:30 AM	Sanu Nazir
<input type="checkbox"/>	No network connectivity	Replace network connectivity from Zain to SAW	Recover Process Emergency Alarm Response System	Process Recovery Excercise 001		08/08/2023, 4:35 PM	Mohamed Altamush

Business Continuity Management system

Communication Management



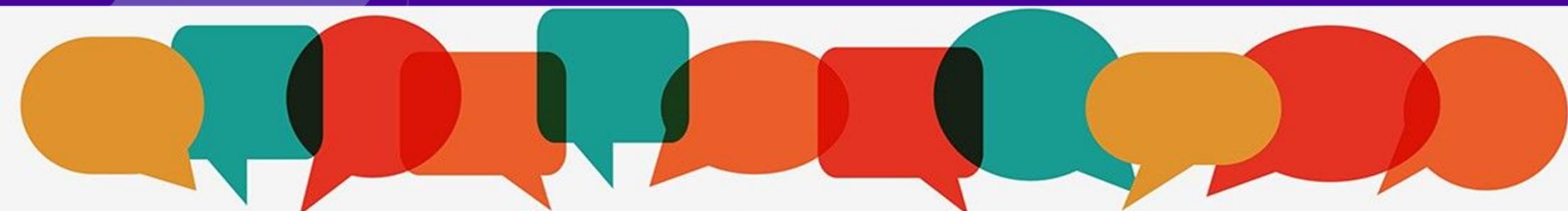
BCM



Importance of Communication in Business Continuity:

- › **Maintains Order:** Ensures everyone knows their role and what to do
- › **Minimizes Confusion:** Clear instructions prevent mistakes during a crisis.
- › **Speeds Up Recovery:** Quick and accurate information helps resolve issues faster.
- › **Ensures Safety:** Keeps all staff informed about potential risks and actions to take

Communication Management in Business Continuity



1. Know Who to Contact

Emergency Contacts:

Key people to reach out to immediately.

Team Members:

Stay connected with your different teams during crisis/disaster.

2. What to Communicate

Report Issues:

Immediately share any disruptions or risks.

Provide Updates:

Keep everyone informed as the situation

3. How to Communicate

Alert Media System:

Use one stop system for SMS, voice calls, and emails for all communication during emergencies

Backup Methods:

Be aware of alternative communication channels.

Be Clear:

Use simple and direct language. (Use standardized templates on Alert media)

4. When to Communicate

Immediately:

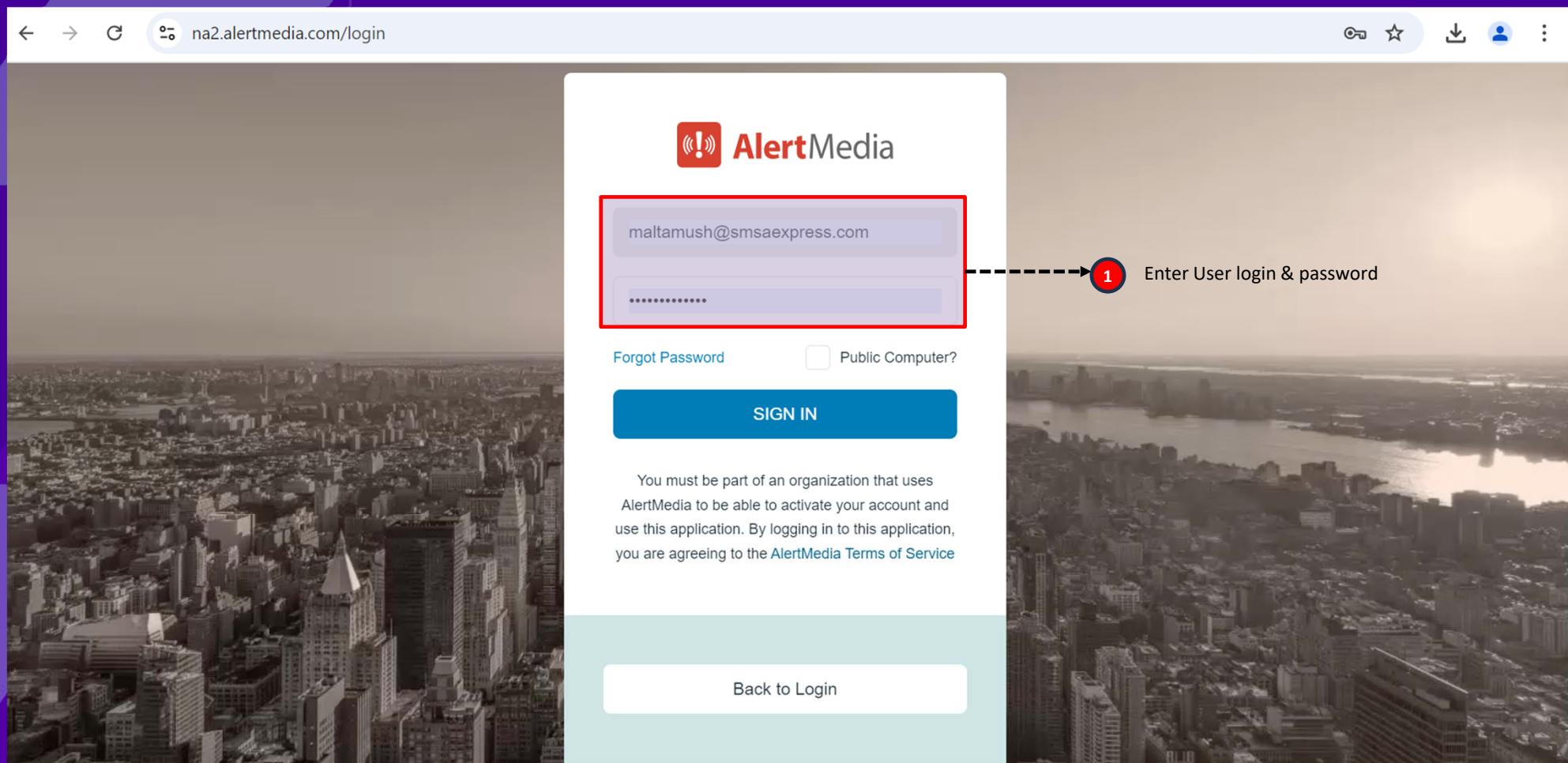
Act as soon as you detect a problem.

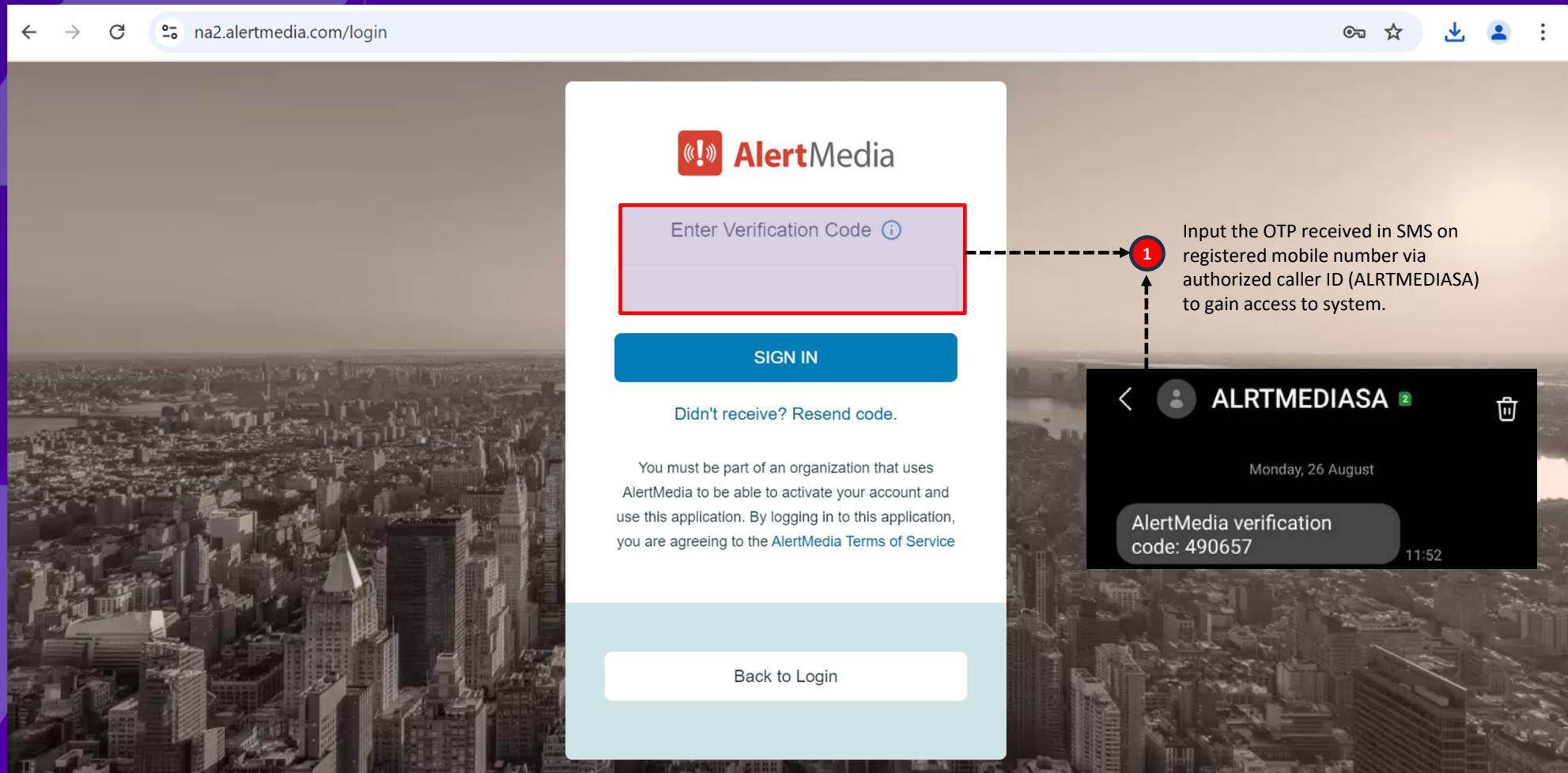
Regularly:

Keep the information flowing at all times.

After the Event:

Share your experience and feedback during debriefs.





The image shows a web browser window displaying the AlertMedia login page and a mobile phone screen showing an SMS message. The browser window has a red box around the 'Enter Verification Code' input field. A red circle with the number '1' is placed on the mobile phone screen, pointing to the SMS message. A dashed arrow connects the 'Enter Verification Code' field to the 'ALRTMEDIASA' message on the phone screen.

na2.alertmedia.com/login

AlertMedia

Enter Verification Code [i](#)

SIGN IN

Didn't receive? Resend code.

You must be part of an organization that uses AlertMedia to be able to activate your account and use this application. By logging in to this application, you are agreeing to the [AlertMedia Terms of Service](#)

Back to Login

Input the OTP received in SMS on registered mobile number via authorized caller ID (ALRTMEDIASA) to gain access to system.

1

ALRTMEDIASA 2

Monday, 26 August

AlertMedia verification code: 490657

11:52

na2.alertmedia.com/dashboard

AlertMedia Click here to search (or CTRL + K) **SMSA** (512) 842-6517 **MA** Mohammed Altamush Khan **Logout**

Dashboard

Map

Communication

Incoming Messages (1) **1** New notification can be created and sent via SMS, email, voice call during emergencies/tests

Notifications (1) **2** This shows incidents and threats on map (Currently limited to US). We don't use this.

Events

Scheduled Notifications

Templates

Threat Intelligence

Threat Intelligence Overview of all threats impacting your people

240 Threats High Severity **3** These show any incoming messages and event notifications status.

158 Threats Medium Severity

747 Threats Low Severity

Audience Location Quick view of your organization

0 Groups **4** Standard message templates can be created and saved – these can be used to send quick notifications via SMS, email and voice during emergencies/tests.

4 **5** Shows live threats in the country like tornado, storm etc. (Currently limited to US) We don't use this.

Los Angeles CA US - Structure Fire **+**

Structure Fire

Crews are responding to a structure fire near 467 W Martin Luther King Blvd, according to a local scanner. There are businesses nearby.

View Details View on Map

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na2.alertmedia.com/scheduled

AlertMedia

Click here to search (or CTRL + K)

SMSA (512) 842-6517 MA Mohammed Altamush Khan Logout

+ NEW NOTIFICATION

Scheduled Notifications

+ NEW SCHEDULED NOTIFICATION + NEW RECURRING SERIES

Search Notification Message, Author or Event Name

Filters

NOTIFICATION MESSAGE	AUTHOR	LAST EDITED	NEXT SEND	END DATE	ACTIONS

1

You can schedule automatic recurring notifications via SMS, email and voice call e.g. – schedule equipment's checks, maintenance reminder, BIA update etc.

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na2.alertmedia.com/templates/notifications

AlertMedia

+ NEW NOTIFICATION

Dashboard

Map

Communication

Incoming Messages 1

Notifications 1

Events

Scheduled Notifications

Templates

Threat Intelligence

Threat List

Live Feed

Click here to search (or CTRL + K)

Filter by name

Reorder

TEMPLATE NAME	SEND TO	ACTIONS
Acts of Violence		Delete Edit
AlertMedia Enablement		1 Delete Edit
Demonstrations & Civil Unrest		Delete Edit
Natural Disaster		Delete Edit
Office Safety		Delete Edit

Various types of templates can be created and saved depending on the scenarios and emergency situations.

na2.alertmedia.com/create-notification#template_id=93bbdd82-aac4-42ec-849e-5b595284a033

AlertMedia

Template Name

Power Outage

1 What type of notification is this?

Notification Read Confirmation Survey Conference Call

2 How would you like to send?

Text App Voice Email

1 Select template name
2 Select type of notification to be sent
3 Select how you want to send the notification

Author: AlertMedia Service Account
Creation Date: 06-03-2024
Update Date: 06-03-2024
Folder: Office Safety

Cancel Save

The screenshot shows a web-based application for creating notifications. At the top, the URL is na2.alertmedia.com/create-notification#template_id=93bbdd82-aac4-42ec-849e-5b595284a033. The header includes the AlertMedia logo, the user's name "SMSA (512) 842-6517", and the user "Mohammed Altamush Khan".

The main content area is titled "3 What message do you want to send?". It includes a search bar for template variables, a "Sync Messages" button, and a checkbox for keeping messages the same across all channels. Below these are four tabs: TEXT (selected), APP, VOICE, and EMAIL.

A red box highlights the "Text Message" input field, which contains the following text:

A power outage has occurred in [BUILDING NAME] at the [OFFICE NAME]. We are currently working on getting it resolved as soon as possible. To assess and act on this incident please login to the BC in the Cloud System using the link BCincloud.smsaexpress.com

At the bottom of the message input field are "Cancel" and "Save" buttons. A callout bubble on the left side of the message input field contains the text: "You can customize the message notification template to be sent during emergencies/tests. Text limited to 282 characters" with a red "1" circle above the "1".

The screenshot shows a web browser window with the URL na2.alertmedia.com/create-notification#template_id=93bbdd82-aac4-42ec-849e-5b595284a033. The page is titled "4 Who do you want to send this to?". On the left, a callout bubble with the number "1" and the text "You can select the recipients individually or as groups- predefined for you on the system" points to the recipient list. The recipient list is enclosed in a red box and includes the following items:

- Buraydah Station
- Cairo Gateway
- Cairo HUB
- Call Center
- Corporate
- Corporate Communications** (This item is highlighted with a blue background and a red box, and has a red box around it)

At the bottom of the list are "Cancel" and "Save" buttons. The "Save" button is located in a black box with a red border.

Business Continuity Management System (BC Communication Management)

na2.alertmedia.com/notifications/bc024320-fd89-4384-8e62-d062f6b3eb71/channel-delivery

AlertMedia Click here to search (or CTRL + K)

SMSA (512) 842-6517 MA Mohammed Altamush Khan Logo

Last Name A to Z ▾

+ NEW NOTIFICATION

Dashboard Map

Communication

- Incoming Messages 1
- Notifications 1**
- Events
- Scheduled Notifications
- Templates

Threat Intelligence

- Threat List
- Live Feed
- Subscriptions

Settings

- People
- Groups

Delivery Channels

All 100% 100%

Delivery Statuses

2 Recipients

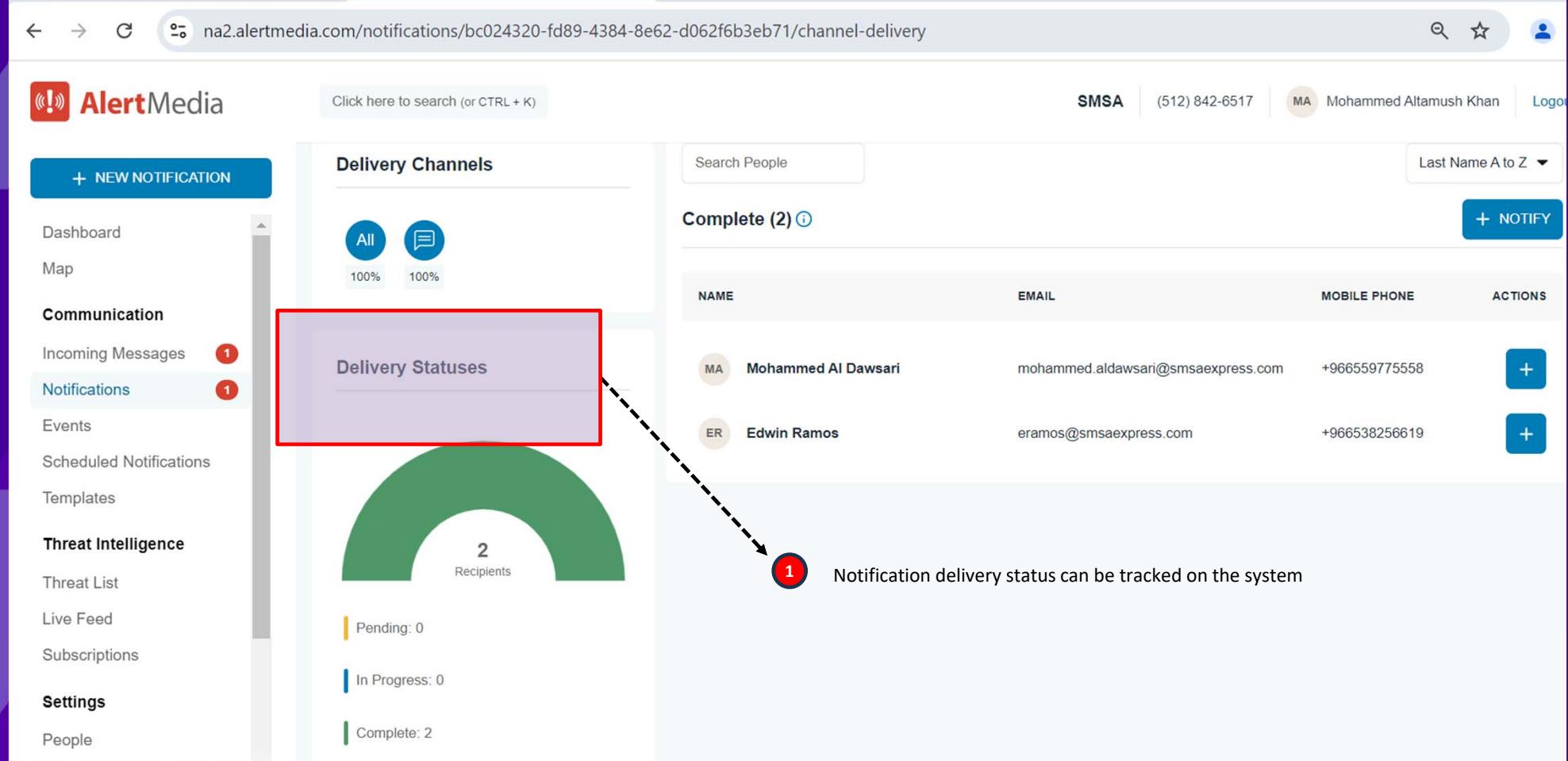
Pending: 0 In Progress: 0 Complete: 2

Complete (2) ⓘ

NAME	EMAIL	MOBILE PHONE	ACTIONS
MA Mohammed Al Dawsari	mohammed.aldawsari@smsaexpress.com	+966559775558	+
ER Edwin Ramos	eramos@smsaexpress.com	+966538256619	+

+ NOTIFY

1 Notification delivery status can be tracked on the system



ISO 22301:2019

Requirements

- Section 4 Context of the Organization
- Section 5 Leadership
- Section 6 Planning
- Section 7 Support
- Section 7.1 Resources
- Section 6 Planning
- Section 7 Support
- Section 7.2 Competence
- Section 7.3 Awareness
- Section 7.4 Communication
- Section 8 Communication
- Section 8.2.2 BIA
- Section 8.2.3 Risk Assessment
- Section 8.3 BC Strategy & Solutions
- Section 8.4 BC Plans & Procedure
- Section 7.4 & 8.4.3 Warning & Communication
- ISO 22361:2023 Security & Resilience – Crisis Mngt.
- Section 8.5 Exercise Programs
- Section 9 Performance Evaluation
- Section 10 Continual Improvement

BCIC System

Module Name

- Resources > Vital Records > Policies
- Plans > Teams > Roles
- Organization
- Training & Awareness > Skills & Competencies
- BIA
- Risk Assessment
- Plans > Templates
- Risk Management > Risk Treatments
- Plans > Plan Types
- Plans > Teams
- Incident Management
- ALERTMEDIA > Mass Notifications
- Tests/ Exercises > Exercise Types
- Tests/ Exercises > Exercise Scheduling & Execution

Any Questions?



Thank You!



QRM Contact Numbers

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GUIDE and Mapping, EHS, TAPA, BCMS, CMS, CPMS, ISMS & QMS

Altamush Khan: +966 56 731 2568



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tellus@smsaexpress.com