



Business Continuity Management System Awareness



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Business Continuity Management benefits



Structure of BCM-Steps



SMSA's Business Continuity System functionality



Business Impact Analysis



Business Continuity Plan



Business Continuity Exercises & Tests

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 Alesmail
Managing Director



Developing A 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



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

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

Transfer

Terminate

**Tolerate
(Accept)
Fix the risk
immediately**

Treat

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

Likelihood

0

Risk Ranking Criteria

GUIDE doc. no. 2801
Risk Ranking Criteria

| Severity | | |
|--|---|---|
| Low | Medium | High |
| Affecting location Affecting employee Affecting Satisfaction | Affecting Individual Customer Affecting SMSA Service Affecting Department | Affecting Corporate SMSA Affecting Revenue Affecting Image Affecting Govt. Regulation Affecting Key Acct customers Affecting Health & Safety |

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

| | | (multiply) | Severity | | |
|-------------|------------|--------------|---------------|---------------|----------|
| | | X | 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

Business Continuity Management System (Risk)

Risk Assessments

Risk Assessments All Risk/Threat Ass... [Refresh] [Filter] [Download]

+ Risk/Threat Assessment [Add] [Delete] [Export] [More]

| Risk/Threat Assessment | Locations | Risk Rating | Risk Score | Assessment Date | Updated At | Updated By | Workflow Status |
|------------------------|-----------|-------------|------------|-----------------|------------|------------|-----------------|
| No records to display. | | | | | | | |

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

Online Help

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 Cancel Save & New Save

RISK INFORMATION

Risk Name Risk Name must be specified
 Risk Owners

Description
 Impact to SMSA

Responsible Departments
 Review Frequency

Review Mechanism

Inherent Ratings

Severity
 Probability

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
 Probability

Business Continuity Management System (Risk)

BCDR System

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

Risk Register

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

Risk Name contains
Risk Owners is one of

Clear Search

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

Risk Register
All Risks
+ Risk
+
-
+

| Actions | Risk Name | Impact to SMSA | Risk Own... | Description | Severity (Inherent) | Probability (Inhere... | Inherent Risk Rati... | Severity (Residu... | Probability (Residu... | Residual Risk Rating | Review Mechani... | Review Frequency | Mitigation Controls | Actions Taken/Plans | Create |
|--------------------------|---|--|-------------|---|-----------------------|-------------------------|-----------------------|----------------------|-------------------------|----------------------|---------------------------------|------------------|--|---|---------------------|
| <input type="checkbox"/> | 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"/> | Electricity supply to the NUPCO warehouse is not a direct supply from SCECO | 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 PM |

Business Continuity Management System (Threat / Risk Assessment)

Risk Assessments ...

- 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 |
|---------|--|---|-------------|------------|-----------------|----------------------|------------------|-----------------|
| | 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 - 1 of 1 items

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)

BC in the Cloud | BCDR System | Mohamed

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

Risk/Threat Assessment: Risk/Threat Assessment

1 The department details must be updated in this section

2 Department responsibility can be added in this section

3 Threats category are predefined in extensive threat library on system selected the threats applicable to the department/ processes

4 Threat score is calculated automatically by the system based on department inputs

Risk/Threat Assessment

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

Risk Rating: Critical

Risk Score: 0.2

Assessment Date: 05/22/2023

Editor(s): Mohamed Altamush

Facilitator: Omar Said Waber

Respondent(s): Ashish Sen

| Threat | Likelihood | Impact | Mitigating Controls | Control Description | Threat Risk Sc... | Risk Rati... |
|------------------------------|----------------|-----------|---------------------|---|-------------------|--------------|
| Workplace Violence | Not Applicable | No Impact | None | DVD implemented | 0.0 | No Risk |
| Work Stoppage (Int/External) | Not Applicable | No Impact | None | | 0.0 | No Risk |
| Railroad Crash / Derailment | Not Applicable | No Impact | None | | 0.0 | No Risk |
| Active Shooter | Not Applicable | No Impact | None | | 0.0 | No Risk |
| Sudden Loss of Key Staff | Low | Minor | Complete | Backup of key staff assigned. Cross training done regularly. | 0.0 | No Risk |
| Burglary / Theft | Low | Minor | Complete | Facility is access controlled. All visitors attend to central security office. Complete facility is CCTV monitored. | 0.0 | No Risk |

Business Continuity Management System (Threat / Risk Assessment)

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

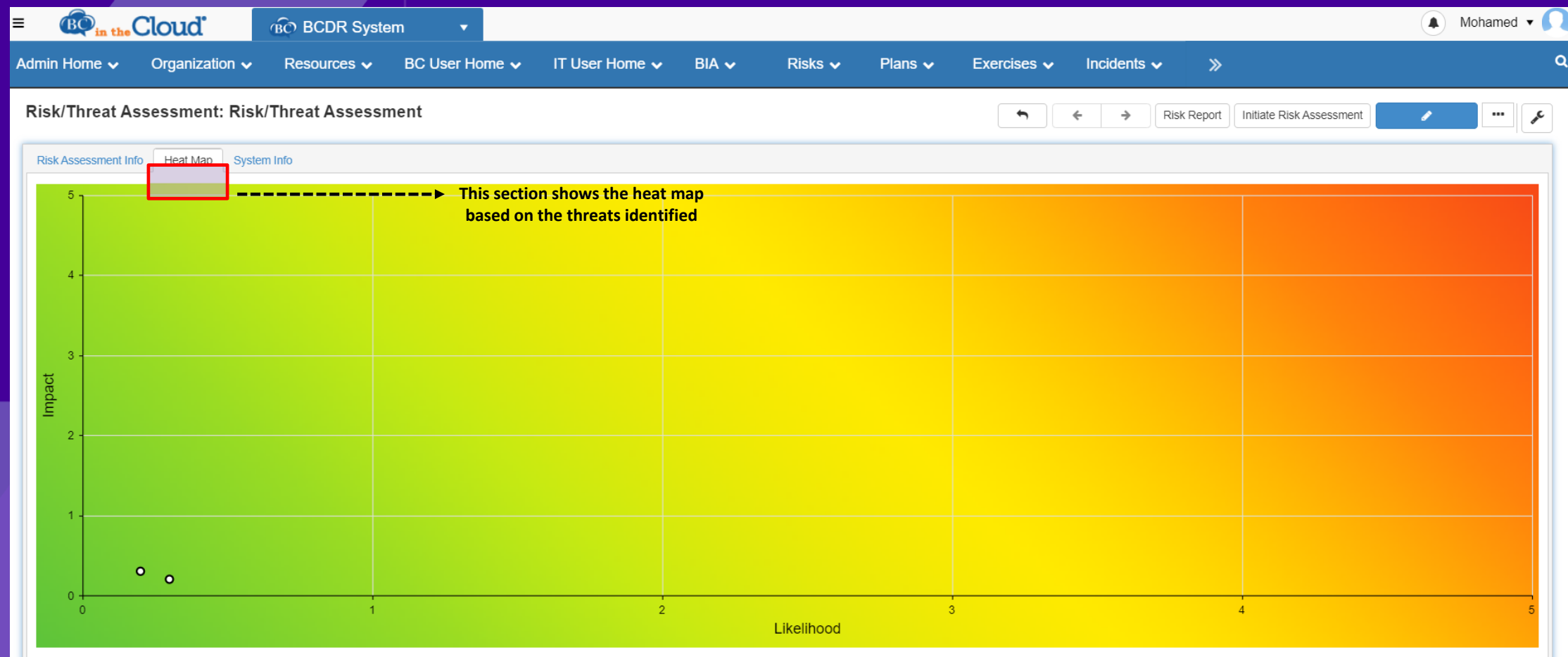
Threat Assessment

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)




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: 09/22/2023
Facilitator: Omar Said Wabber
Respondent: 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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| Technology/Infrastructure Risk Details | 7 |
| Political Risk Details | 7 |

Business Continuity Management system

Step 2: Business Impact Analysis



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)



Impacts
(Based on impact criticality matrix)

Staffing & Locations
Normal conditions & disaster conditions)

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

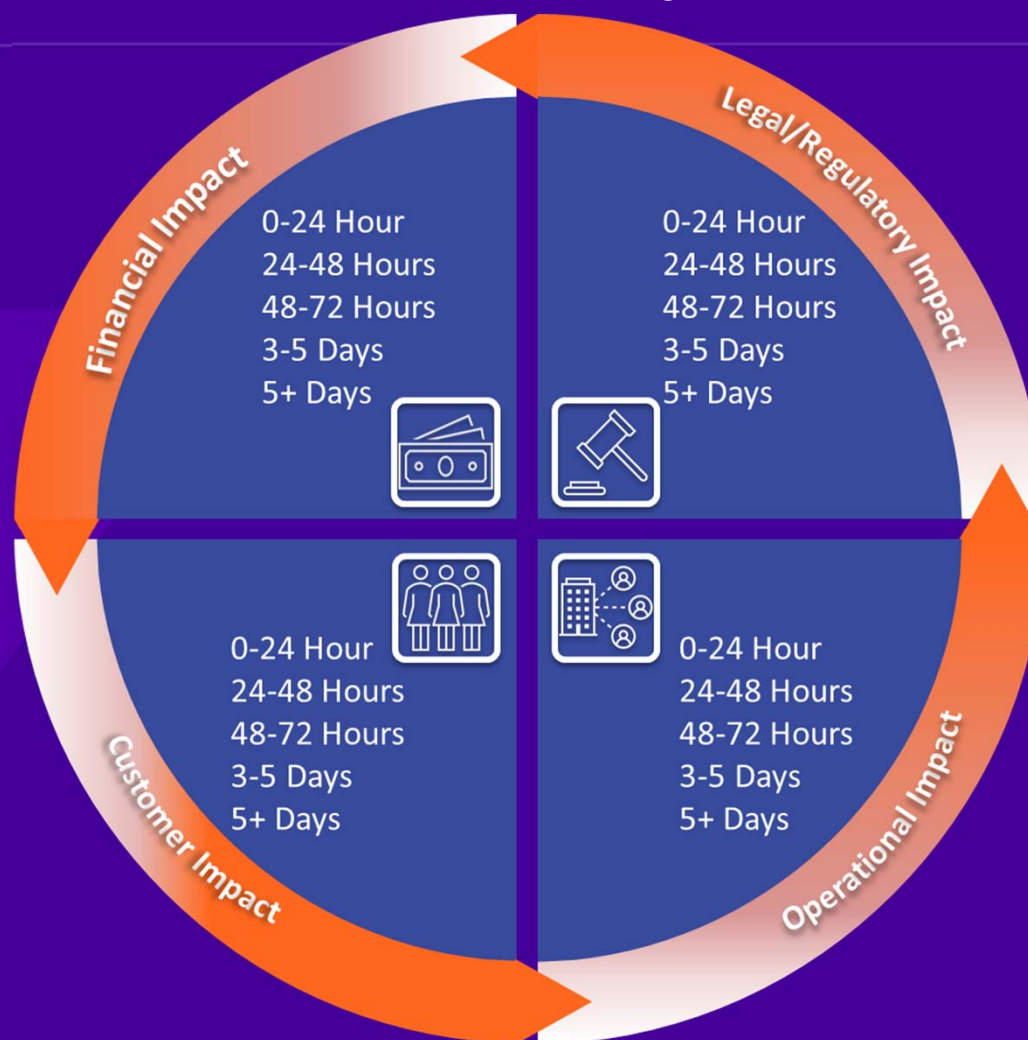
Process: Coordinating the transportation and delivery of shipments to customers.

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

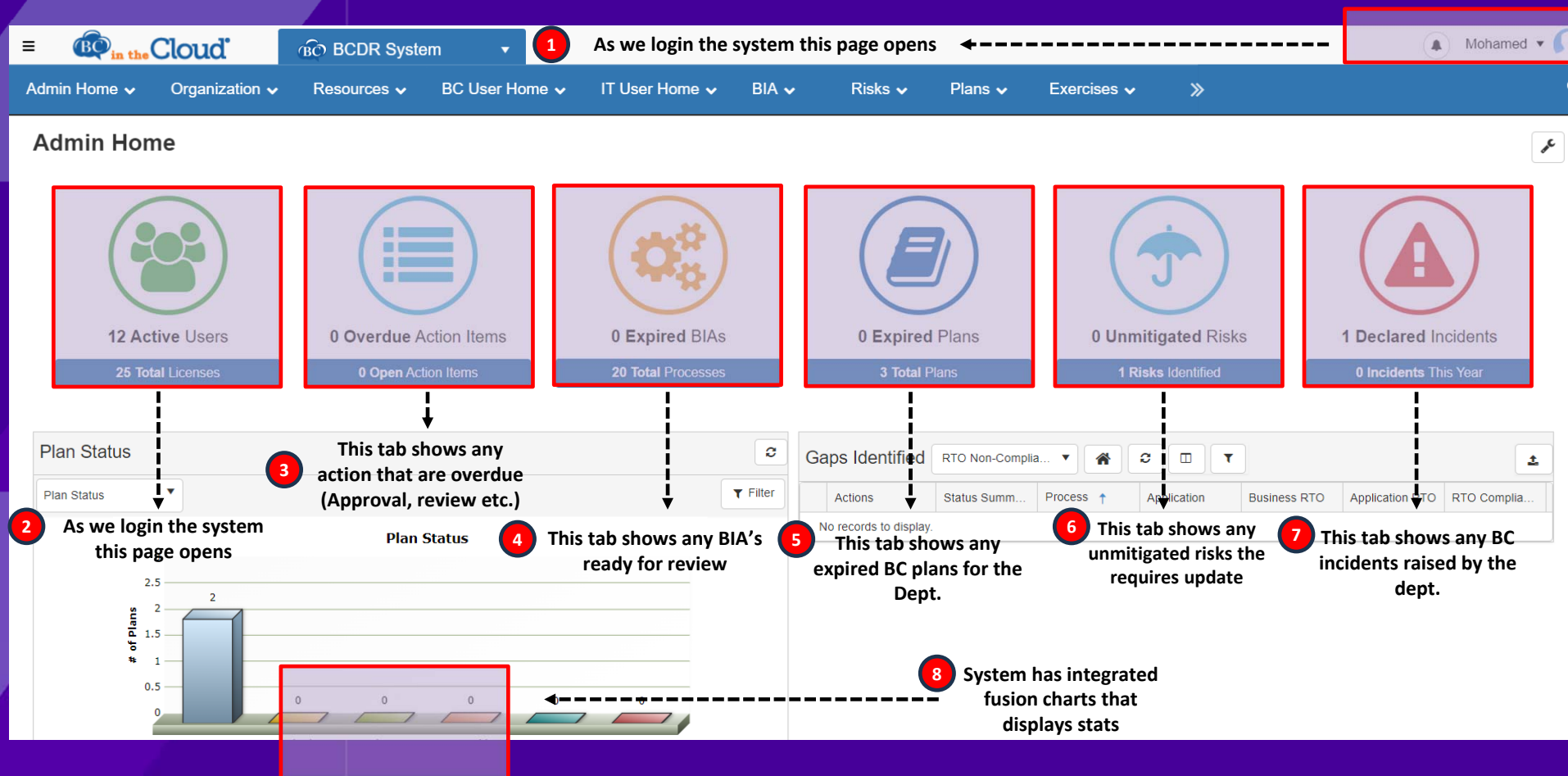


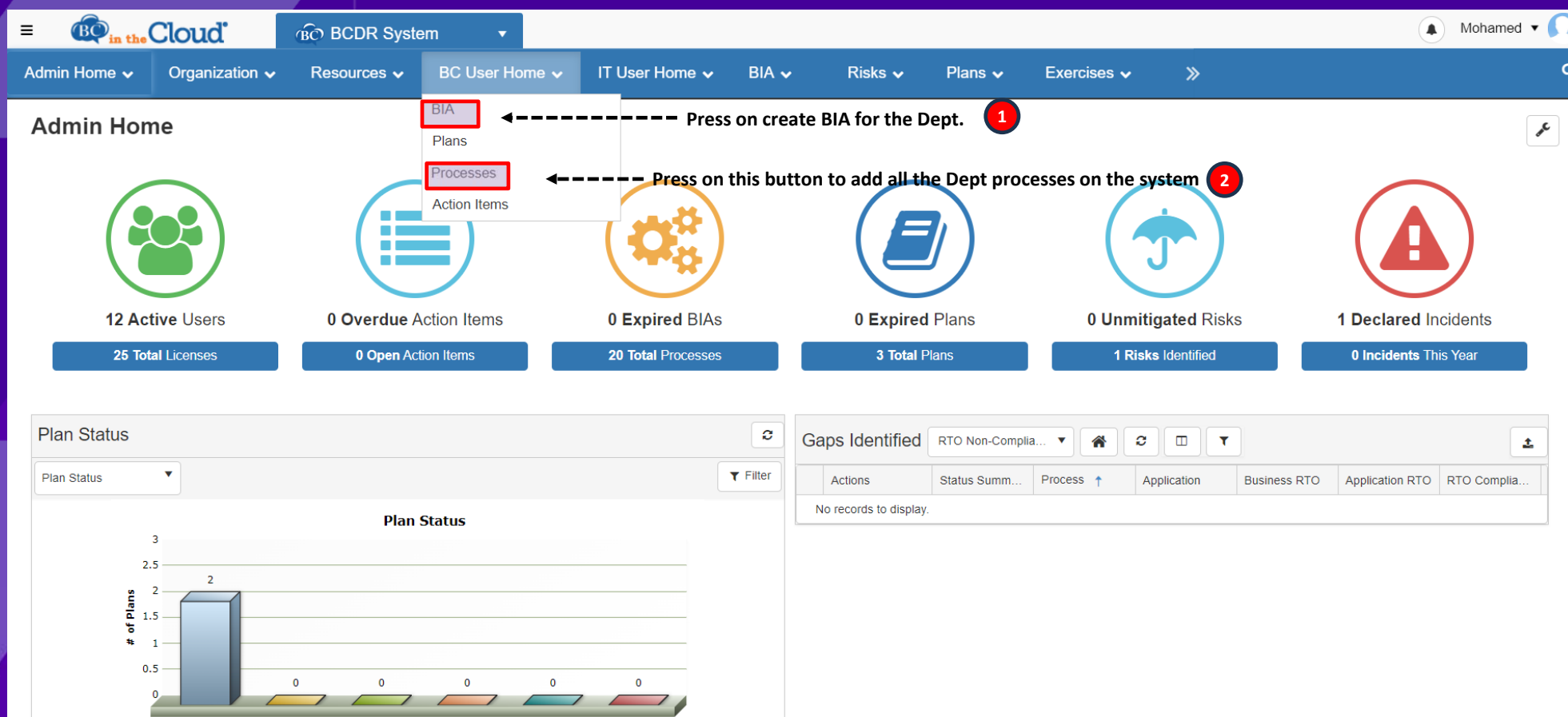
Impacts Criticality Matrix

| Impact | 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 |
| | | | | | | | | | | | | | |
| Impact | Negligible:1 | Tolerable financial loss < SAR 50,000 (USD 10,000) | <ul style="list-style-type: none"> Failure of minor operational systems Negligible impact on customer base (followed up in customer care) Efficiency and effectiveness of the business is reduced Minor disruption of business | <ul style="list-style-type: none"> Warnings 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 Negligible stakeholder impact | <ul style="list-style-type: none"> Notice of written reprimand or complaint | <ul style="list-style-type: none"> First aid or minor injury and/or minor OHS incident/issue | <ul style="list-style-type: none"> 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 (minor corporate customer) Reduced efficiency and effectiveness of a business unit Moderate delay in provision of services Moderate disruption to business | <ul style="list-style-type: none"> Routine litigation 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 | <ul style="list-style-type: none"> 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 a fundamental asset Major adverse effect on customer base Efficiency and effectiveness of SMSA significantly reduced Failure of projects/business units in most customer requirements Major IT and IT security related incidents Major disruption to 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 and 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 OHS & W incident/issue | <ul style="list-style-type: none"> 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 fundamental assets Major adverse effect on customer base with severe or with complete business paralysis Majority of services/business projects cannot be sustained Loss of critical infrastructure and systems | <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 lawsuit/litigation | <ul style="list-style-type: none"> Death/disability of personnel, affecting the health, safety & welfare of employees, customers & other stakeholders | <ul style="list-style-type: none"> 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)





Business Continuity Management System (Business Impact Analysis)

The screenshot shows the 'BIA' section of the 'BCDR System' in 'BC in the Cloud'. The interface includes a navigation bar with options like 'Admin Home', 'Organization', 'Resources', 'BC User Home', 'IT User Home', 'BIA', 'Risks', 'Plans', and 'Exercises'. The main content area displays a table of Business Impact Analyses (BIAs). A red box highlights the '+ BIA' button in the top right corner, with an annotation '1 Press this to create a new BIA'. Another red box highlights the 'Created' button in the 'Actions' column, with an annotation '1 As we login the system this page opens'. A third red box highlights the 'BIA Name' field, which contains 'Healthcare BIA', with an annotation '2 Name the BIA as per Dept/section'. A fourth red box highlights the 'Department' field, which contains 'Healthcare', with an annotation '3 Assign the department'. A fifth red box highlights the 'Next Update Date' field, with an annotation '4 Update date can be assigned depending on business needs. (Every 3 months, 6 months, whenever change made to dept/process)'. The table shows one item, 'Healthcare BIA', and the status '1 - 1 of 1 items'.

1 Press this to create a new BIA

1 As we login the system this page opens

2 Name the BIA as per Dept/section

3 Assign the department

4 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.

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

BIA: Healthcare BIA

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

Print BIA Report Request Updates Submit for Approval

Processes

| Actions | Status | Process | Process Editor | Requested RTO | Criticality | Process Summary | % Complete | Updated At | Updated By |
|--------------------------|---------|--|--------------------------------|---------------|-------------|---|------------|---------------------|------------|
| <input type="checkbox"/> | 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 |
| <input type="checkbox"/> | 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 |
| <input type="checkbox"/> | 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 |
| <input type="checkbox"/> | 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 |
| <input type="checkbox"/> | 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 |
| <input type="checkbox"/> | 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 |
| <input type="checkbox"/> | 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 |
| <input type="checkbox"/> | 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 |
| <input type="checkbox"/> | 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 |
| <input type="checkbox"/> | 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 |
| <input type="checkbox"/> | 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 |

+ Process

Business Continuity Management System (Business Impact Analysis)

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

Impacts Dependencies Applications Locations Staffing Vendors Equipment Vital Records

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

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

Process Criticality

Requested RTO 1 day

Impact Score 200

1 Maintain on the process description (Short)

2 Assign RTO for the process

3 Assign the processes to responsible staff

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

Process Editor Mohamed Altamush | Edwin Ramos

BIA Healthcare BIA

Plan Healthcare BCP

Criticality Critical

Business Continuity Management System (Business Impact Analysis)

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

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

Section is complete

Financial Quantitative Losses

This is quantitative financial loss impact in Dollars \$.

Please rate the *direct* impact if your Process is not performed and no contingencies are in place. Definition: **Financial impact** is defined as actual dollars lost due to a process outage.

Financial Impact - <24 Ho...
\$0.00

Financial Impact - Daily >...
\$5,500.00

Additional Expenses

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

Financial Impact

This is quantitative financial loss impact

Rate the level of financial impact over time that a disruption to this Process would cause. Financial impacts can be realized by loss of revenue and/or increased costs. Consider if revenue loss is lost and unrecoverable or simply delayed revenue.

0-24 hr Revenue Loss
Medium

24-48 hr Revenue Loss
Critical

48-72 hr Revenue Loss
Critical

3-5 Day Revenue Loss
Critical

5+ Day Revenue Loss
Critical

Financial Loss Comments

Customer Impact

Business Continuity Management System (Business Impact Analysis)

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

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 Applic... [Refresh] [Filter]

| Actions | Status Summary | Required Application | Business RTO | Application RTO | Maximum Tolerable Data Loss | Application |
|--|----------------|----------------------|--------------|-----------------|-----------------------------|-------------|
| <input type="checkbox"/> [Edit] [Delete] | Unknown | Excel | 1 Day | | 24 Hours | Excel |
| <input type="checkbox"/> [Edit] [Delete] | Unknown | Hand Held | 1 Day | | 24 Hours | Hand Held |
| <input type="checkbox"/> [Edit] [Delete] | 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 ↑

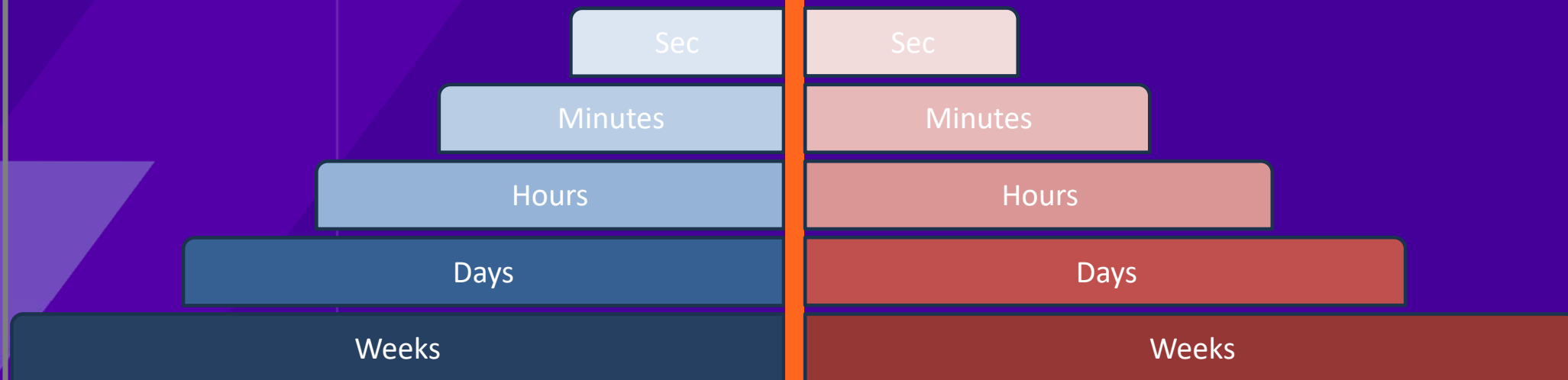
Recovery Point Objective (RPO)

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.

Disaster Event

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.



← Time Before Event

Time After Event →

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

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

The cost per Hour of outage

The importance and priority of individual systems.



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... [Refresh] [Add] [Filter]

| Process Location | Minimum # of Staff Required | Alternate/Backup Locations |
|--|-----------------------------|----------------------------|
| Cold Room and Freezer Room Operation - NUPCO Logistics - Medicine (WH 01 - 10) | | |

1 - 1 of 1 items

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

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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.

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

3 Add member of staff

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

1 Press on Staffing

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

Business Continuity Management System (Business Impact Analysis)

2 Press this to edit the vendors section

1 Press to enter vendor details section

3 Press here to add any vendors for the process

4 Add vendors here

5 Add brief description of the vendor service

6 Add RTO for this vendor

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 Vendors required to support this Process.

Vendors All Process Vendors

| Process Vendor | Description of Service | Requested RTO |
|---|--------------------------------|---------------|
| CGS (Coldstore Group of Saudi Arabia Co.) | Cold Room & Freezer Room (CGS) | 1 Day |
| TRANE Inc of Delaware | Chillers (TRANE) | 1 Day |

1 - 2 of 2 items

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 Equipment required to support this Process.

1 Press to enter equipment

2 Press this to add equipment required to run the process

Equipment All Process Equip... **+ Process Equipment**

| 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 Ride | 1 | 1 | 1 | 1 | 1 | 1 |
| Hand Held | 1 | 1 | 1 | 1 | 1 | 1 |
| Forklift | 1 | 1 | 1 | 1 | 1 | 1 |

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

1 - 4 of 4 items

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

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 Vital Records required to support this Process.

1 Press to enter vital records section

2 Press this to add vital records for the process

Vital Records All Process Vital R...

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

1 - 1 of 1 items

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

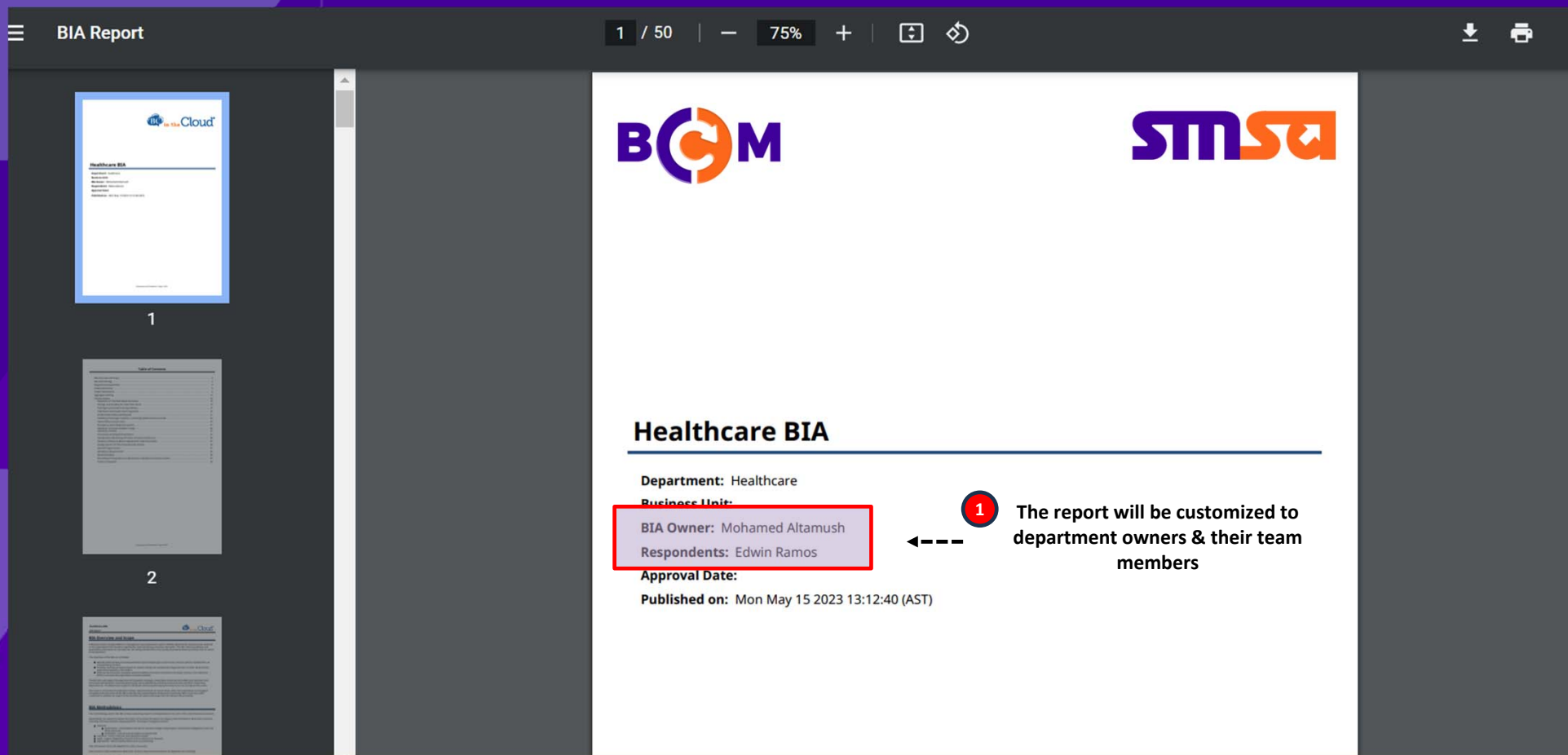
4 Select type of records (Documents, map, etc..)

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

Online Help

Business Continuity Management System (Business Impact Analysis)

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



The screenshot displays the BIA Report viewer interface. On the left, a sidebar shows a list of reports, with the first report, 'Healthcare BIA', highlighted. The main area displays the content of the selected report. The report title is 'Healthcare BIA'. Below the title, the following information is listed:

- Department: Healthcare
- Business Unit:
- BIA Owner: Mohamed Altamush
- Respondents: Edwin Ramos
- Approval Date:
- Published on: Mon May 15 2023 13:12:40 (AST)

A red box highlights the 'BIA Owner' and 'Respondents' fields. A callout box with a red circle containing the number '1' points to this red box, stating: 'The report will be customized to department owners & their team members'.

Business Continuity Management system

Step 3: Establish Response Plan



Step Three: Establish Response Plan



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

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

Which needs to sustained and maintained



Each critical process that has been identified based on the Business Impact Analysis (BIA) will need to have a 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)

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

03

Steps for Recovery Actions:

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

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)

Plans ...

Plans My Plans [Home] [Refresh] [Grid] [Filter]

| Status | Plan Name ↑ | Plan Type | Criticality | Next Update Date | Plan Editor(s) |
|----------------------------------|----------------|--------------------------|-------------|------------------|------------------|
| <input type="checkbox"/> Created | Healthcare BCP | Business Continuity Plan | Medium | | Mohamed Altamush |

1 - 1 of 1 items

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

Online Help

Business Continuity Management System (Design And Implement)

BC in the Cloud[®] BCDR System

Once the plan is added, this page will appears

Mohamed

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

Plan: Healthcare BCP

Request Updates Submit for Approval Publish Plan

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](#)

Next Update Date

Last Approval Date

Last Exercise Date

Organization

Department Healthcare ←----- Select & add department here

Location ←----- Select & add location here

Attachments

+ Attachment

| Actions | Attachment Name | Include in Plan | Description | Document File | Updated At | Updated By | PDF File | Plan | Sections | Workflow Actions |
|------------------------|-----------------|-----------------|-------------|---------------|------------|------------|----------|------|----------|------------------|
| No records to display. | | | | | | | | | | |

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

Online Help

Business Continuity Management system

Step 4: Recovery Strategies



Business Continuity Management System (Recovery Strategies)

Plan: Healthcare BCP

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

BC in the Cloud BCDR System Mohamed

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

Teams All Teams + Team

| Actions | Team | Team Type | Team Members | Task Duration | Updated At | Updated By |
|--------------------------|--------|-----------------|---|---------------------------------------|---------------------|------------|
| <input type="checkbox"/> | 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 |

3

Call Trees All Call Trees + Call Tree

| Actions | Call Tree | People in Call Tree | Updated At | Updated By |
|--------------------------|----------------|---------------------|---------------------|------------|
| <input type="checkbox"/> | Test Call Tree | 3 | 02/16/2023, 3:59 PM | Sanu Nazir |

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)

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

2 Click here to add a recovery team

Business Continuity Management System (Recovery Strategies)

The screenshot shows the 'New Team' form in the BCM System. The form is titled 'Team Information' and includes fields for 'Plan' (set to 'Healthcare BCP'), 'Team', 'Team Description', and 'Team Type'. The 'Team Type' dropdown menu is open, showing options: '-- Please select --', '-- Please select --', '-- Please select --', 'Facility Managers', 'First Responder', 'Recovery', and 'Restoration'. The 'Team Members' section is empty. The form has 'Cancel' and 'Save' buttons at the top right. Annotations 1, 2, and 3 provide instructions on how to use the form.

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)

BCDR System

Mohamed

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

Plan: Healthcare BCP

Request Updates Submit for Approval Publish Plan

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

+ Create Task Expand all Collapse all

| | Order | Task Name | Description | Phase | Assigned To | Duration Time | Time Units | Updated Date |
|--------------------------|-------|--|--|--------------|--------------|---------------|------------|--------------------|
| <input type="checkbox"/> | 1 | Activate plan | | Notification | Shibu George | | | 02/02/2023, 3:34PM |
| <input type="checkbox"/> | 2 | Activate manual work around procedures | Each process has manual workaround procedures outlines 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

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



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



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.

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.



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)

The screenshot displays the 'Recovery Strategies' section within the 'Healthcare BCP' plan. The interface includes a navigation bar with options like 'Plan Info', 'Relationships', 'Teams and Call Trees', 'Tasks', 'Recovery Strategies', 'Plan Sections', 'Version History', 'Plan Approvals', 'Exercise History', and 'System Info'. The 'Recovery Strategies' tab is selected and highlighted with a red box. Below the tab, a red box contains the instruction: '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.' To the right, a red box highlights the '+ Recovery Strategy - Location' button, with an arrow pointing to it and the text 'Press this to select a strategy'. Below this, the 'Loss of Location Recovery Strategies' section is shown, containing a table with columns: Actions, Timeframe, Recovery Strategy - Location, Strategy Details, and Processes. The table has one row with the following data: Actions (checkbox, edit, delete), Timeframe (1 Day), Recovery Strategy - Location (Transfer work to alternate site), Strategy Details (If the location is lost for 24 hours, commence manual workaround procedures as outlined in the tasks.), and Processes (Cold Room and Freezer Room Operation | Good Storage Practice). Below the table, the 'Loss of Staff Recovery Strategies' section is visible, showing 'No records to display.' and a '+ Recovery Strategy - Staff' button. At the bottom, the 'Loss of Technology Recovery Strategies' section is partially visible with a '+ Recovery Strategy - Technology' button.

Plan: Healthcare BCP

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.

Loss of Location Recovery Strategies

Press this to select a strategy

+ Recovery Strategy - Location

| Actions | Timeframe | Recovery Strategy - Location | Strategy Details | Processes |
|--|-----------|---|---|--|
| <input type="checkbox"/> Edit Delete | 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 |

Loss of Staff Recovery Strategies

No records to display.

Loss of Technology Recovery Strategies

Business Continuity Management System (Recovery Strategies)

BCDR System

Mohamed

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

New Recovery Strategy - Location

Cancel Save

Recovery Strategy - Location Information

Timeframe
-- Please select --

Strategy
-- Please select --

Strategy Details

Processes

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

Online Help

Business Continuity Management System (Recovery Strategies)

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New Recovery Strategy - Location

Recovery Strategy - Location Information

Timeframe: -- Please select --

Strategy: No Strategy Available
Transfer work to alternate site
Transfer work to vendor
Work from Home

1 Select the strategy type here from dropdown

Strategy Details

Processes

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)

BCDR System

Mohamed

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

New Recovery Strategy - Staff

Cancel Save

Recovery Strategy - Staff Information

Timeframe -- Please select --

Strategy

Strategy Details
Processes

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 summery steps)

3 Link the relevant processes of the dept to the strategy

Online Help

Business Continuity Management System (Recovery Strategies)

BCDR System

Mohamed

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

New Recovery Strategy - Technology

Cancel Save

Recovery Strategy - Technology Information

Timeframe -- Please select --

Strategy

Strategy Details

Processes

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

Business Continuity Management system Step 5:

Training, Exercise, Testing & Review



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.

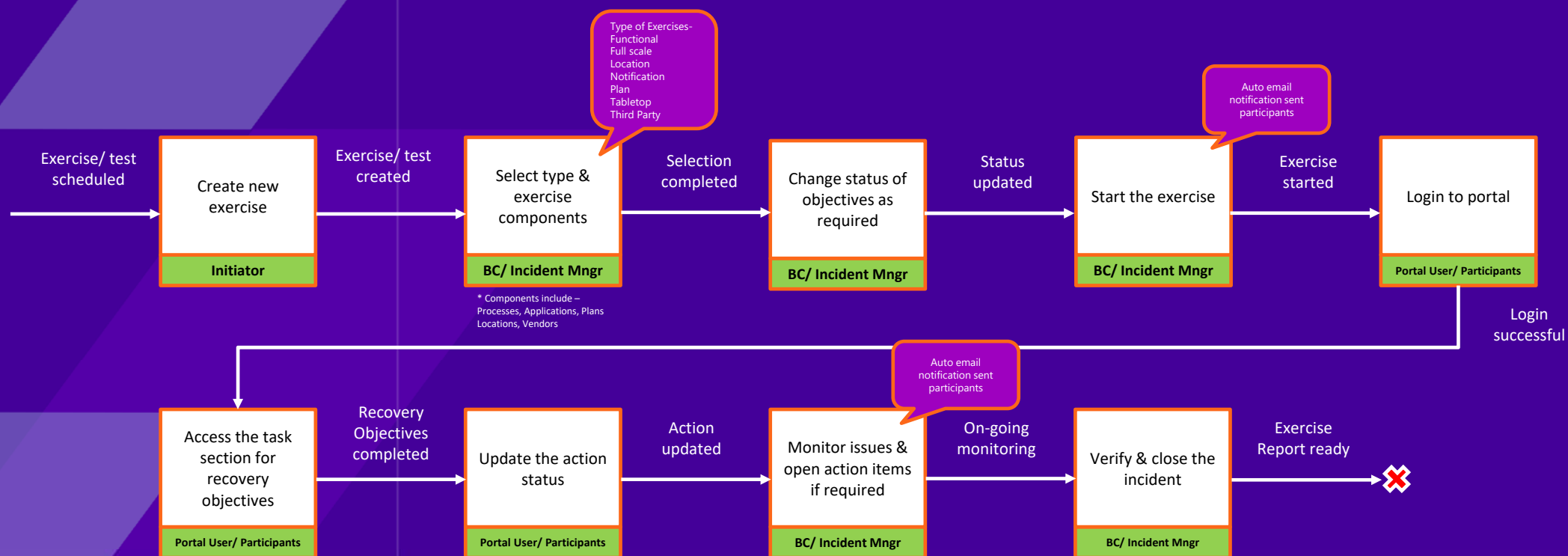


Full Test

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)

BC in the Cloud™ BCDR System

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

Press this button to access EXERCISE page

Exercise All Exercises

Press this button to add a new exercise

+ Exercise

| 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 | | 09/19/2023, 5:29 PM | Edwin Ramos | 09/19/2023, 5:28 PM |
| In Progress | Process Recovery Exercise 001 | 04/08/2025, 12:45 AM | 08/08/2023, 4:37 PM | | 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 Exercise 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 |

1 - 4 of 4 items

3 List of exercises with status appears in this section

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

Business Continuity Management System (Exercise & Testing)

BCDR System

Edwin

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

New Exercise

Cancel
Save & New
Save

Exercise Information

Exercise Subject

Process recovery for cold room failure

Exercise Type

Functional

Business Entity

-- Please select --
Full Scale
Functional
Location
Notification
Plan
Tabletop
Third Party

Description

Staffing

Participants

Teams

Coordinator

Edwin Ramos

Start Date/Time

09/19/2023, 12:00 AM

End Date/Time

09/20/2023, 12:00 AM

Success Criteria

Successful recovery of cold room process

1

Update EXERCISE title here

2

Select EXERCISE type

3

Select the responsible person on-ground for the exercise

4

Select the start & end date and time of the exercise

Business Continuity Management System (Exercise & Testing)

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

Process recovery for cold room failure

Cancel
Save & New
Save

Staffing

Participants

Mohammed Altamush Khan

1

Select participants for the exercise

Teams

Exercise Components

Processes

Operation of 1250 KVA Diesel Generator

2

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

Applications

WMS

Plans

Locations

Vendors

TRANE Inc of Delaware

3

Once info filled-in, press SAVE exercise

Business Continuity Management System (Exercise & Testing)

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

Exercise: Process recovery for cold room failure
Preview Exercise Report
Start Now

Exercise Information

Exercise Subject
Exercise Type
Business Entity
Description

Process recovery for cold room failure
Functional
Healthcare
Functional recovery of process failure

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

Status
Coordinator
Link to iCal File
Success Criteria

Created
Edwin Ramos
Synchronize
Successful recovery of cold room process

2
Press START NOW to start the exercise

Timing

Start Date/Time
End Date/Time

09/19/2023, 12:00 AM
09/20/2023, 12:00 AM

Paused Time
Paused Duration
Actual Duration

Participants
Exercise Portal Us...

| Actions | Employee | Work Phone | Work Mobile Phone | Work Email Address | Portal User | Portal Login Name | Workflow Actions |
|---------|------------------------|---------------|-------------------|---------------------------|-------------|---------------------------|------------------|
| | 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

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, | Mohamed |

1
Portal login

2 This section shows the status of the exercise

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

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

Workflow Status Not Started

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

2 Status can be updated here

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

Exercise Issues
Add Issue

Issue
Description

3 Issues identified can be raised by pressing this button



Business Continuity Management System (Exercise & Testing)



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

Submit

2 Status can be updated here

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

Business Continuity Management System (Exercise & Testing)

BCDR System

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

Mohamed

Exercise: Process recovery for cold room failure

Preview Exercise Report Start Now Schedule Exercise Cancel Exercise

Exercise Info Objectives Exercise Components Teams System Info

Exercise Objectives All Recover Object...

| Status Summary | Objective | Component | Dependent On | Objective Participants | Dependency Summary | Workflow Actions |
|----------------|--|-------------|---|------------------------|--|------------------|
| Timing: Before | | | | | | |
| Not Started | Validate Participants | | | Edwin Ramos | | ... |
| Timing: During | | | | | | |
| Out of Scope | Identify Gaps | | | | | |
| Out of Scope | Achieve RTO/RPO | | | | | |
| Out of Scope | Recover Database AZURE CLOUD | Database | | | | |
| Out of Scope | Recover Application PDF | Application | | | | |
| Not Started | Recover Application Excel | Application | | | | |
| Not Started | Recover Application WMS | Application | Recover Database AZURE CLOUD | Edwin Ramos | Completed Dependencies • Database (0 of 1) | |
| Not Started | Recover Process Operation of 1250 KVA Diesel Generator | Process | Recover Application PDF Recover Application Excel | | Completed Dependencies • Application (0 of 2) | |
| Not Started | Recover Vendor TRANE Inc of Delaware | Vendor | | | | |
| Timing: Post | | | | | | |
| Out of Scope | Review exercise issues and create action plans | | | | | |

1

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

2

Status can be updated by BC Manager directly

3

Click this to open & show the details of the objective

In Progress
Out of Scope
Add Participants
Failed
Completed

Business Continuity Management System (Exercise & Testing)

BCDR System

[Admin Home](#)
[Organization](#)
[Resources](#)
[BC User Home](#)
[IT User Home](#)
[BIA](#)
[Risks](#)
[Plans](#)
[Exercises](#)
[Incidents](#)

Mohamed

[Exercise: Process recovery for cold room failure](#)
[Preview Exercise Report](#)
[Dashboard](#)
[Pause Exercise](#)
[Cancel Exercise](#)
[Complete Exercise](#)

[Exercise Info](#)
[Activity Log](#)
[Objectives](#)
[Exercise Components](#)
[Teams](#)
[Issues](#)
[Action Items](#)
[Exercise Results](#)
[System Info](#)

Days
Hours
Minutes
Seconds

00:00:05:50

Overall Exercise Completion

70% Complete

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

1

The BC Manager can monitor the time of the exercise

2

This section shows the completion status in percentage

Business Continuity Management System (Exercise & Testing)

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

Recover Objective: Validate Participants

Objective

Validate Participants

Timing Before

Start Time

Objective Participants Edwin Ramos

Objective details appear here

Status Summary Completed

Objective Comment sground 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 |
|---------|-------------|-------------|------------|-----------|------------------------|---------------|-------------------|---------------------|------------------------|-------------|--------------|--------------|
| | 3018 | Edwin Ramos | Edwin | Ramos | eramos@smsaexpress.com | 966 538256619 | | Quality & Risk Mgt. | eramos@smsaexpress.com | Yes | Lead Auditor | Saudi Arabia |

Issues

All Objective Issues

+ Issue

| Actions | Issue | Description | Updated At | Updated By |
|---------|----------|--------------------------|---------------------|-------------|
| | no staff | ground staff unavailable | 09/19/2023, 5:40 PM | Edwin Ramos |

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**

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: 00 Hours: 00 Minutes: 19 Seconds: 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 | Status | 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 |

Business Continuity Management System (Exercise & Testing)

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

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

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

Business Continuity Management System (Exercise & Testing)

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 |
|--------------------------|---------|-------|--------------------------|---------------------|---------------------|----------|------------------------|-----------------------|-----------------|------------------|
| Team: | | | | | | | | | | |
| <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
Comments count seen in task level to be referred to by BC Manager to raise issues and action items

Business Continuity Management System (Exercise & Testing)

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

1

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

Issue

Description

Business Continuity Management System (Exercise & Testing)

app.mea.bcinthecloud.com/prod1/m/main.jsp?pageld=204085&appld=210835&tabld=210141&id=563802

BC user Mohamed

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

Incident: Electricity Failure in HCR

Dashboard Preview Incident Report Perform Roll Call Close Incident

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

Incident Issues All Issues

1 Issues are visible by pressing the "Issues" tab

| 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 |

2 All issues raised during the incident will appear here

1 - 1 of 1 items

Business Continuity Management System (Exercise & Testing)

app.mea.bcinthecloud.com/prod1/m/main.jsp?pagelId=204085&applId=210835&tabId=-1&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

Dashboard Preview Incident Report Perform Roll Call Close Incident

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

Action Items All Public Actions It... + Action Item

| Actions | Due Date | Action Item | Type | Priority | Status Summary | Exercises | Incident | Assigned To | Updated At | Updated By |
|--------------------------|------------|-------------------------------|----------|----------|----------------|-----------|----------------------------|------------------|---------------------|------------------|
| <input type="checkbox"/> | 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 |

1 - 1 of 1 items

1 Action items can be opened for any issues identified to be addressed

2 List of action items appear here

3 Status of the action item is visible here

Business Continuity Management System (Exercise And Testing)

BC in the Cloud | BC BCDR System | Once the exercise is completed | Mohamed

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

Exercise Issues

Exercise Issues | All Issues | + Issue | + | - | + | ...

| Actions | Issue | Description | Objective | Updated At | Updated By |
|------------------------|-------|-------------|-----------|------------|------------|
| No records to display. | | | | | |

1 All issues identified during the exercises will be listed here

2 Press this to view /add identified exercise issues

Online Help

Business Continuity Management System (Exercise And Testing)

BC in the Cloud BCDR System Mohamed

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

New Issue

Recovery Issue Information

Cancel Save & New **Save**

Exercise Healthcare Test Exercise ←----- Add subject /tittle of the exercise

Label the issue ----- Issue

Owners -- Please select ----- Identify the owner

Description ----- Write brief description of the issue

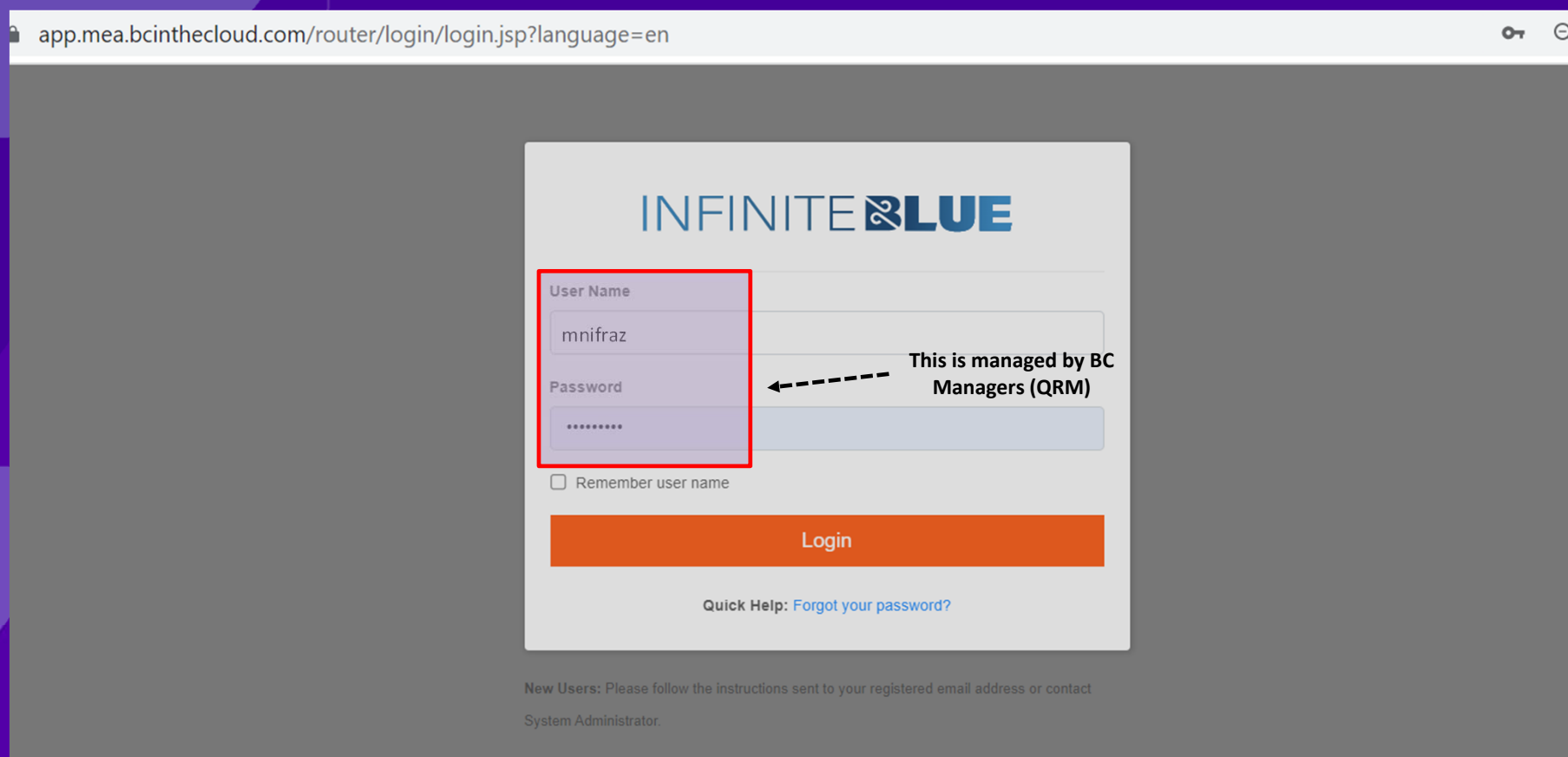
Format B I U abc x₂ x² (inherited font) (inherited size) A [Icons]

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

Online Help

Business Continuity Management System (Exercise And Testing)

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



The screenshot shows a web browser window with the URL `app.mea.bcinthecloud.com/router/login/login.jsp?language=en`. The login page features the "INFINITE BLUE" logo at the top. Below the logo, there are two input fields: "User Name" and "Password". The "User Name" field contains the text "mnifraz". The "Password" field is masked with asterisks. A red rectangular box highlights both the "User Name" and "Password" fields. To the right of the password field, there is a dashed arrow pointing to it with the text "This is managed by BC Managers (QRM)". Below the password field, there is a checkbox labeled "Remember user name". At the bottom of the login form, there is an orange "Login" button. Below the button, there is a link for "Quick Help: [Forgot your password?](#)". At the very bottom of the page, there is a note for new users: "New Users: Please follow the instructions sent to your registered email address or contact System Administrator."

Business Continuity Management System (Exercise And Testing)

Equipment ...

Search

Equipment contains

All Equipment All Equipment

Page 1 of 2

1 - 20 of 33 items

| 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 |

Business Continuity Management System (Dependence Map)

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

Dependency Map

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

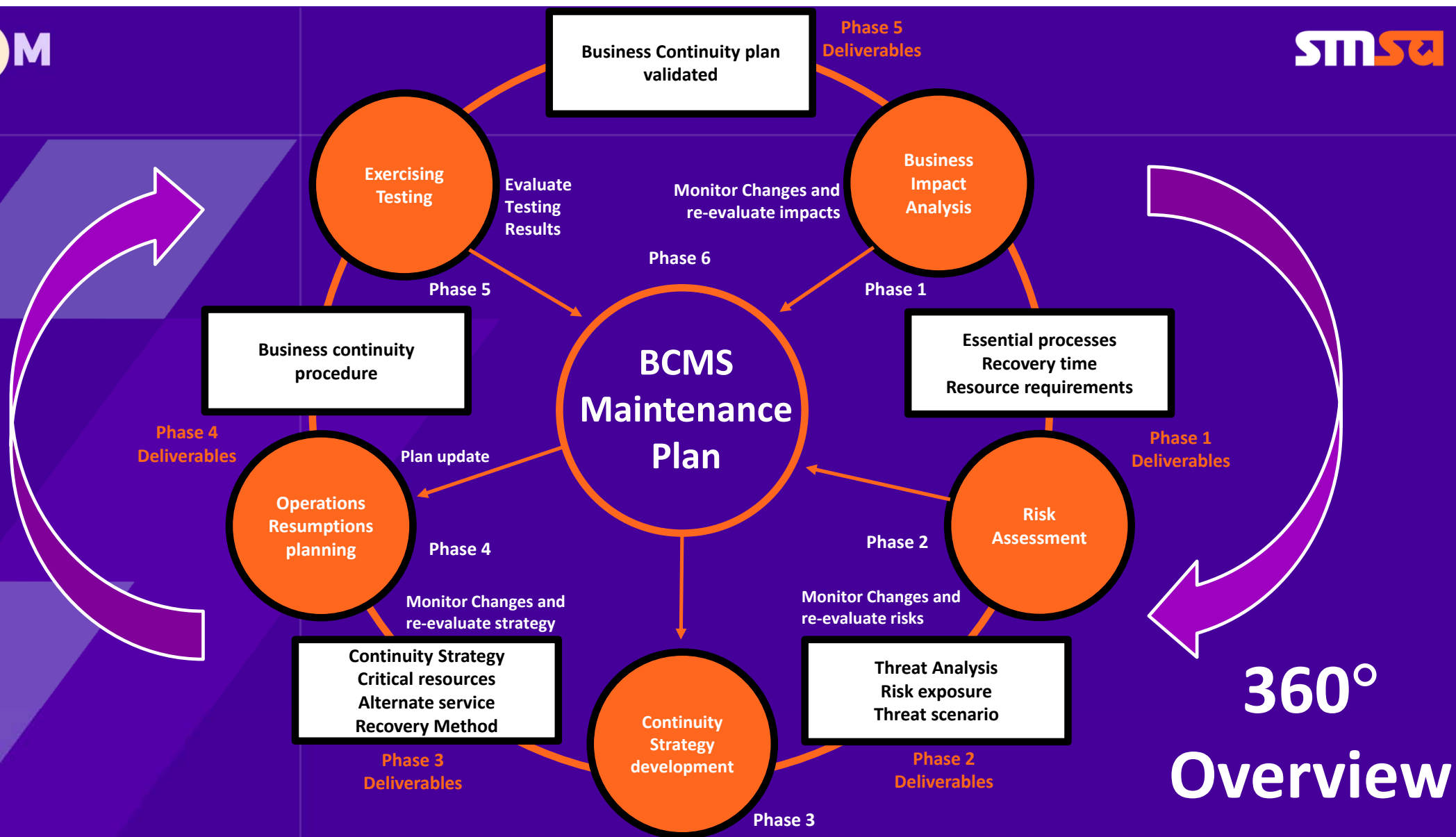


Step Six: Monitor, Maintain and Evolve

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



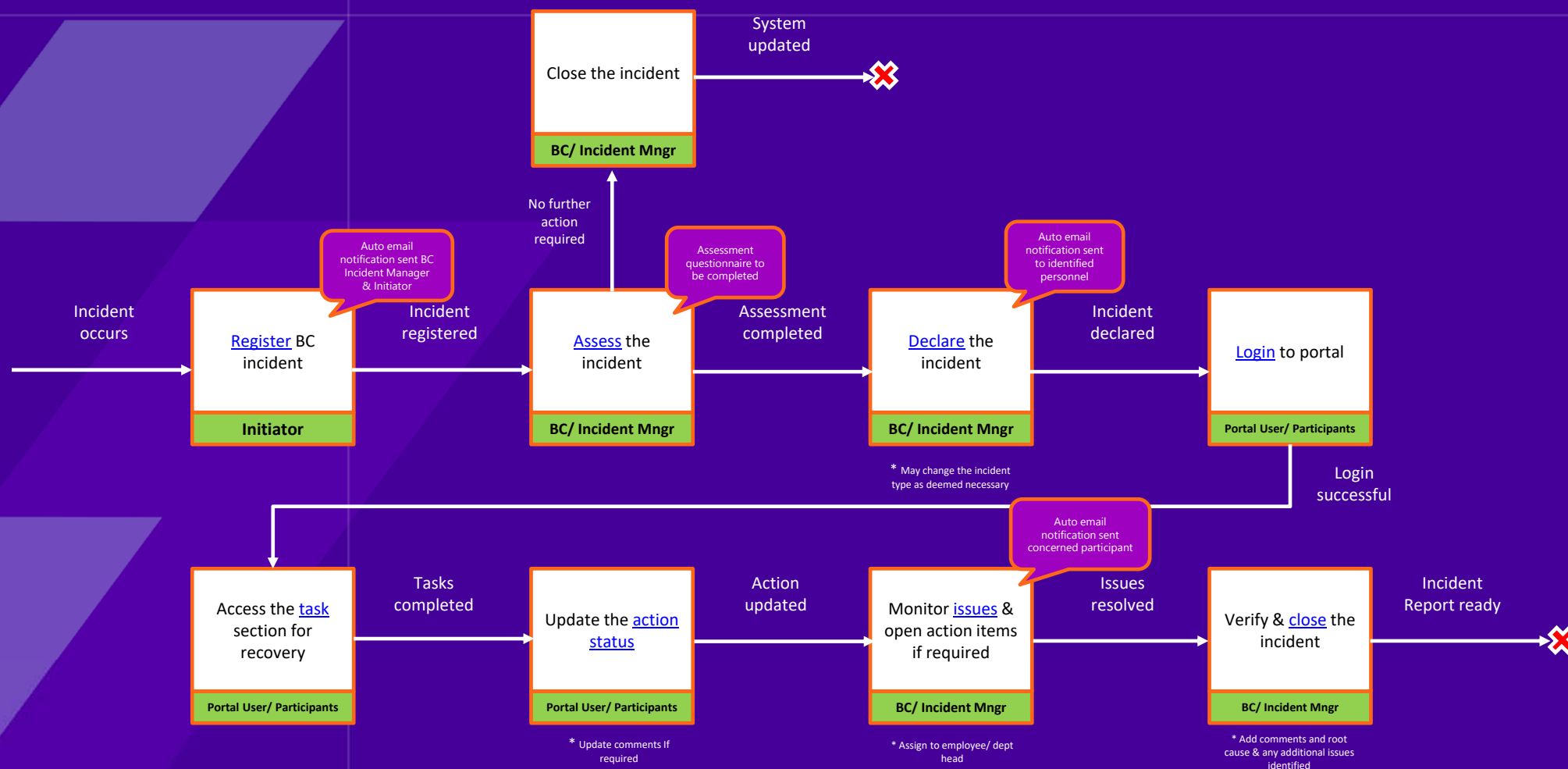


Business Continuity Management system

Initiating & Managing Incidents In Portal



Register a BC Incident



Business Continuity Management System (BC Incident Management)

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

Password

[Forgot your password?](#)

1 Enter User login & password

2 Click "Login" button

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

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

Incident Description

Incident Type ?

Impacted Components

Plans

Process

Application

Location

Vendors

Incident Report

- Accident
- Criminal
- Cyber Security
- Facilities

Choose File

No file chosen

1 Put Incident Title here

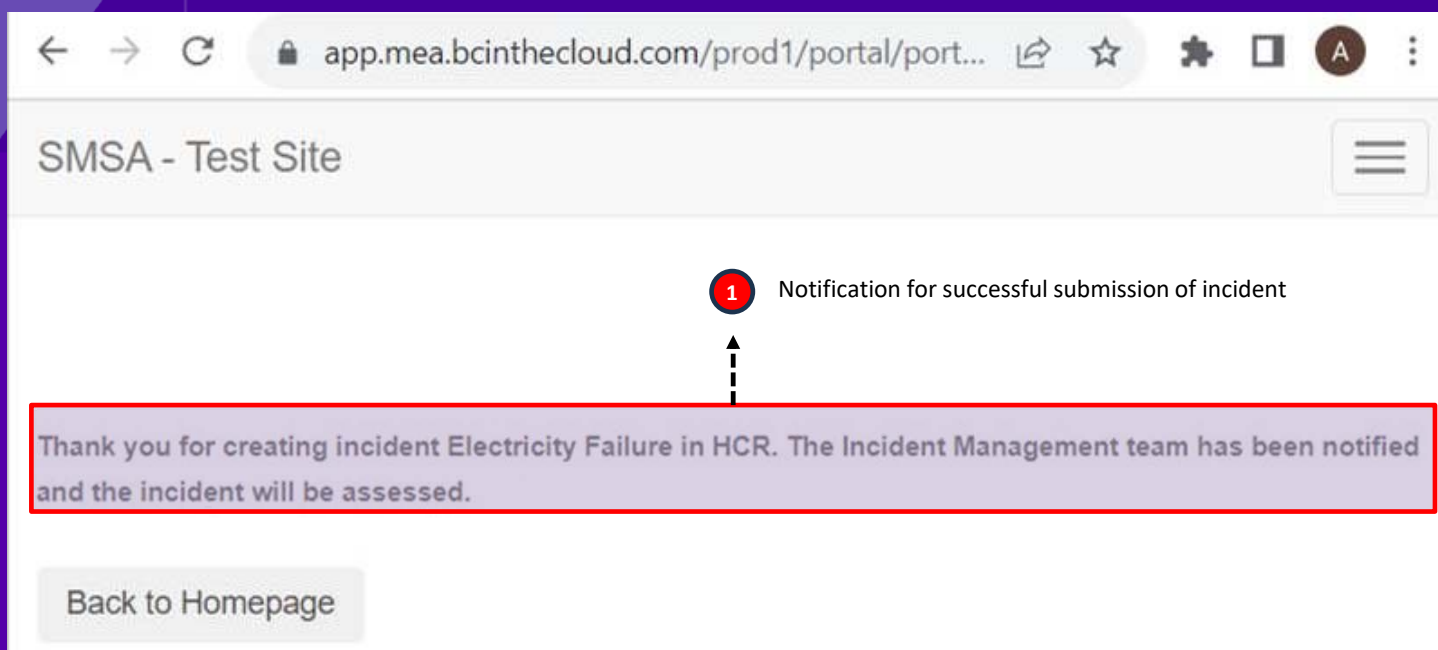
2 Give a brief description of the incident

3 Select Incident Type

4 Select component affected due to incident

5 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.mea.bcinthecloud.com/prod1/m/main.jsp?pagelId=204085&applId=210835&tabId=210141&id=563802

BC in the Cloud® BC BCDR System Mohamed

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

Incident: Electricity Failure in HCR

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

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

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 | | |

Business Continuity Management System (BC Incident Management)

app.mea.bcinthecloud.com/prod1/m/main.jsp?pagelId=204085&id=563802&returnId=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

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

Assessors

Assessment Recommendation **Declare Incident**

Assessment Questions Incident Assessment

| Actions | Incident Assessment Question | Response Impact | Question Score | Comments | Updated At | Updated By |
|--------------------------------------|-------------------------------------|-----------------|----------------------------|----------|---------------------|------------------|
| Incident Type: Infrastructure | | | | | | |
| <input type="checkbox"/> | Can staff get to work? | Yes | 3.0 | | 09/19/2023, 4:31 PM | Mohamed Altamush |
| <input type="checkbox"/> | Does the building have electricity? | 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

2 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

Business Continuity Management System (BC Incident Management)

app.mea.bcinthecloud.com/prod1/m/main.jsp?id=563802&relatedId=563802&relatedObjDefId=193428&pageId=200072&actionId=197578&destId...

BC in the Cloud BCDR System Mohamed

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

Electricity Failure in HCR: Declare Incident

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

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

- 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

Business Continuity Management System (BC Incident Management)

app.mea.bcinthecloud.com/prod1/m/main.jsp?pagelId=204085&applId=210835&tabId=210141&id=563831&returnId=563802&result%5BinfoMessa...

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

Dashboard Preview Incident Report Perform Roll Call Close Incident

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

Objectives All Recover Object...

1 Once incident is declared, these buttons appear

| Status Summary | Objective | Component | Dependent On | Objective Participants | Dependency Summary | Workflow Actions |
|----------------|--|-------------|---|------------------------|--|------------------|
| Completed | Recover Process Cold Room and Freezer Room Operation | Process | Recover Application Hand Held Recover Application Excel Recover Application WMS | | Completed Dependencies • Application (2 of 3) | |
| Completed | Recover Application WMS | Application | | | | |
| Completed | Recover Application Hand Held | Application | | | | |
| Not Started | Recover Application Excel | Application | | | | |
| Not Started | Recover Location NUPCO Logistics - Medicine (WH 01 - 10) | Location | | | | |

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

In Progress
Out of Scope
Add Participants
Failed
Completed

Business Continuity Management System (BC Incident Management)

app.mea.bcinthecloud.com/prod1/m/main.jsp?pagelId=204085&id=563807&returnId=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

Dashboard Preview Incident Report Perform Roll Call Close Incident

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)

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

Password

[Forgot your password?](#)

1 Enter User login & password

2 Click "Login" button

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 |
|-----------|------------------|--|-------------|-------------|------------------------|---|-------|---------------------|------------------|------------|
| During | | | | | | | | | | |
| Edit | Ready to Recover | Recover Process Cold Room and Freezer Room Operation | Process | Edwin Ramos | Completed Dependencies | Initial Notification -Cold & Freezer Rooms-Working Hours, If the 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 | |
| Completed | | Recover Application WMS | Application | | | | | 09/19/2023, 6:38 AM | Mohamed Altamush | |
| Completed | | Recover Application | Application | | | | | 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 4 Status can be changed here upon taking complete action

Objective Comment 5 Update any comments here

1 Actions can be seen here on what to do

| 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

2 Update the start & end time
3 Status can be updated –

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

Business Continuity Management System (BC Incident Management)

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

1
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)

app.mea.bcinthecloud.com/prod1/m/main.jsp?pagelId=204085&appId=210835&tabId=-1&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

Dashboard Preview Incident Report Perform Roll Call Close Incident

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

Action Items All Public Actions It...

1 Action items can be opened for any issues identified to be addressed

| Actions | Due Date | Action Item | Type | Priority | Status Summary | Exercises | Incident | Assigned To | Updated At | Updated By |
|--------------------------|------------|-------------------------------|----------|----------|----------------|-----------|----------------------------|------------------|---------------------|------------------|
| <input type="checkbox"/> | 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 |

2 List of action items appear here

3 Status of the action item is visible here

1 - 1 of 1 items

Business Continuity Management System (BC Incident Management)

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

BC user Mohamed

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

Incident: Electricity Failure in HCR

Dashboard Preview Incident Report Perform Roll Call Close Incident

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

Incident Issues All Issues

1 Issues are visible by pressing the "Issues" tab

| 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 |

2 All issues raised during the incident will appear here

1 - 1 of 1 items

Business Continuity Management System (BC Incident Management)

app.mea.bcinthecloud.com/prod1/m/main.jsp?pagelId=191490&applId=210835&tabId=210141&destId=204085&listId=190427&cellId=204146&obj...

BC in the Cloud BCDR System Mohamed

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

New Action Item

Cancel Save

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

* Can be closed by BC user only

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

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

Business Continuity Management System (BC Incident Management)

The screenshot displays the BCM System interface. At the top, there's a navigation bar with 'BC in the Cloud' and 'BCDR System' tabs. Below this is a menu with options like 'Admin Home', 'Organization', 'Resources', 'BC User Home', 'IT User Home', 'BIA', 'Risks', 'Plans', 'Exercises', and 'Incidents'. The main content area shows an 'Action Item: Get new generator from vendor'. A red box highlights the status buttons: 'Go To Task', 'In Progress', 'Completed', and 'Delegate'. A dashed arrow points from the 'Completed' button to a text box that says 'Status of the action once completed can be changed from here'. Below the status buttons, there's a section for 'Action Item Details' with tabs for 'Action Item Details' and 'System Info'. The 'Action Item Details' tab is active, showing information about the task, including instructions on how to use the 'Go To Task' button and how to mark the task as complete. The 'Action Item/Task Details' section shows the task type as 'Incident', subject as 'Get new generator from vendor', assigned to 'Mohamed Altamush', and private. The 'Status Summary' section shows the status as 'Assigned', due date as '09/20/2023', and priority as 'Normal'. The 'Details' section at the bottom contains the text 'Please get new generator immediately from existing vendor'.

Business Continuity Management System (BC Incident Management)

BCDR System

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

Incident: Electricity Failure in HCR
Dashboard Preview Incident Report Perform Roll Call Close Incident

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

Expenses
+ Incident Expense

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

1

2

3

List of expenses will appear here to keep track of expenses

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

Click here to add expenses

Business Continuity Management System (BC Incident Management)

BCDR System

Mohamed

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

Electricity Failure in HCR: Close Incident

Cancel
Submit

Close Incident

1

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

Closed Time

09/19/2023, 12:00 AM

2

Update closing time here

Closure Comments

All ok

3

Update closure comments here

Root Cause

SCECO failure

4

Identify root cause of the incident here

Issues Encountered

5

Any issues raised previously will appear here

6

Click here to submit & close the incident

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

Add Issue

Business Continuity Management System (BC Incident Management)

app.mea.bcinthecloud.com/prod1/m/main.jsp?pagelId=198380&appld=210835&tabId=210131

BC in the Cloud BCDR System Mohamed

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

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

Exercise Issues All Issues

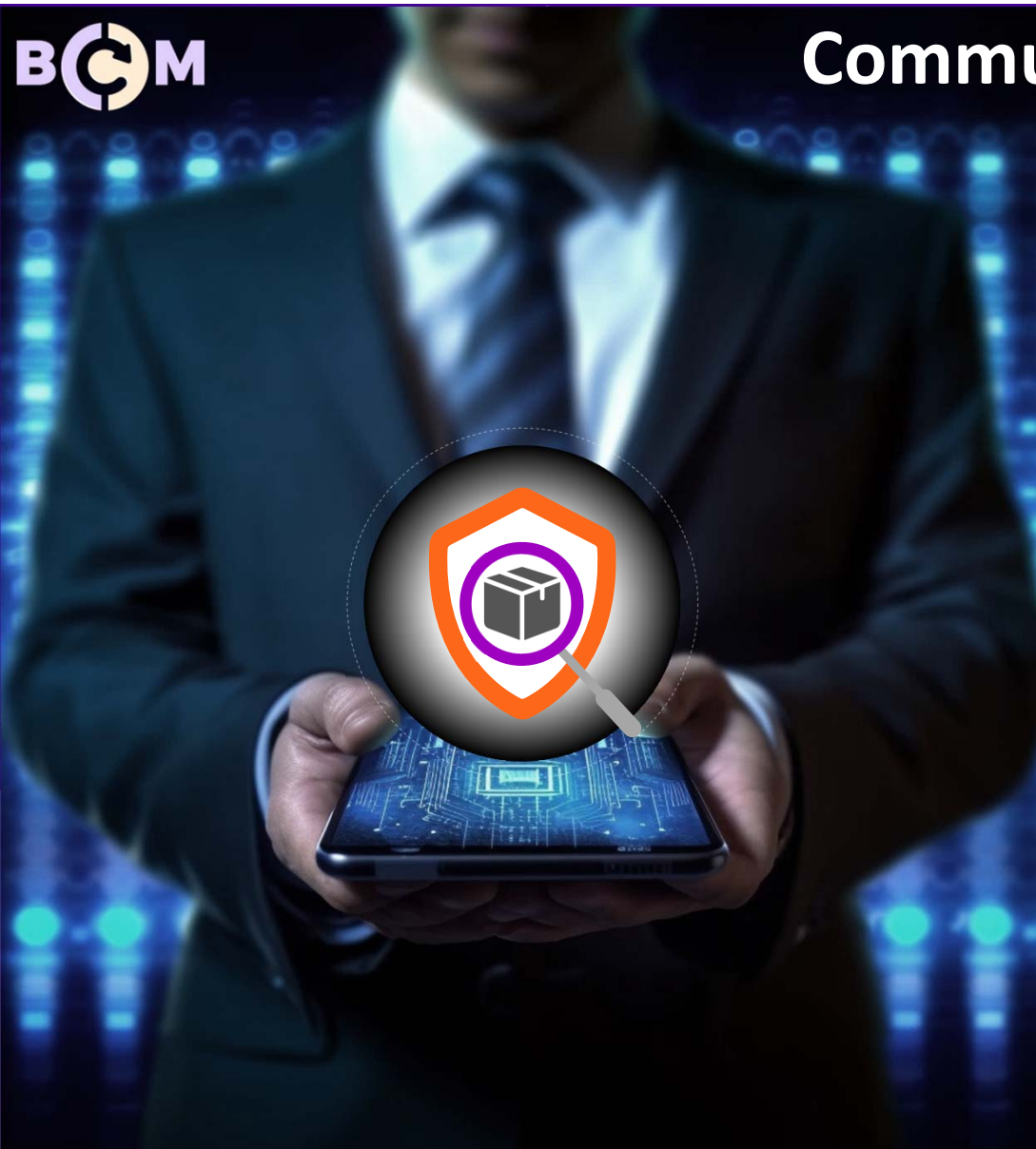
| | Actions | Issue | Description | Objective | Exercise | Incident | Updated At | Updated By |
|--------------------------|---------|--|---|--|-------------------------------|----------------------------|----------------------|------------------|
| <input type="checkbox"/> | | Vendor delay | Generator 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 Exercise 001 | | 08/08/2023, 4:35 PM | Mohamed Altamush |

1 - 6 of 6 items

Business Continuity Management system

Communication Management





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.

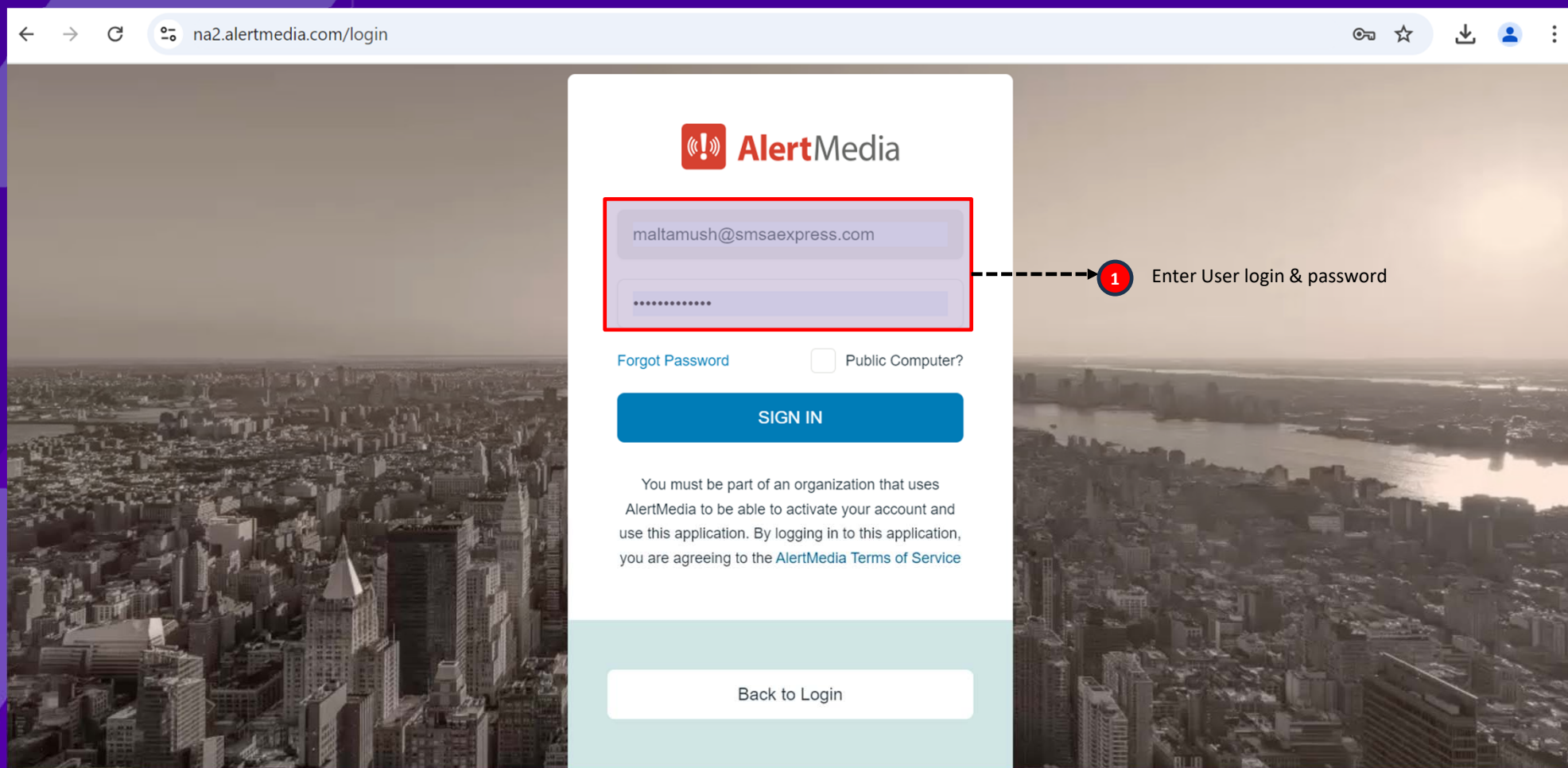
Regularly:

Keep the information flowing at all times.


After the Event:

Share your experience and feedback during debriefs.

Business Continuity Management System (BC Communication Management)



na2.alertmedia.com/login

 **AlertMedia**

maltamush@smsaexpress.com

.....

[Forgot Password](#) ☐ Public Computer?

SIGN IN

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

1 Enter User login & password

Business Continuity Management System (BC Communication Management)

The screenshot shows the AlertMedia login interface in a web browser. The URL is `na2.alertmedia.com/login`. The login form includes the AlertMedia logo, a text input field for the verification code, a "SIGN IN" button, and a "Resend code" link. A dashed arrow points from the input field to an annotated SMS message. The SMS message is from "ALRTMEDIASA" and contains the verification code "490657".

AlertMedia

Enter Verification Code ⓘ

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](#)

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

< **ALRTMEDIASA** 2

Monday, 26 August

AlertMedia verification code: 490657 11:52

Business Continuity Management System (BC Communication Management)

The screenshot shows the AlertMedia dashboard interface. The left sidebar contains navigation links: Dashboard, Map, Communication, Incoming Messages (1), Notifications (1), Events, Scheduled Notifications, Templates, Threat Intelligence, Threat List, and Live Feed. The main content area includes sections for Threat Intelligence (with 240 High Severity, 158 Medium Severity, and 747 Low Severity threats), Audience Location (0 Groups, 4 Locations), and Recent Threats (Los Angeles CA US - Structure Fire). Annotations 1-5 point to specific features: 1. New Notification button; 2. Threat Intelligence map overview; 3. Incoming Messages and Notifications status; 4. Standard message templates; 5. Live threats in the country.

1 New notification can be created and sent via SMS, email, voice call during emergencies/tests

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

3 These show any incoming messages and event notifications status.

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.

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

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Business Continuity Management System (BC Communication Management)

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 |
|---|--------|-------------|-----------|----------|---------|
| <p>1</p> <p>You can schedule automatic recurring notifications via SMS, email and voice call e.g. – schedule equipment's checks, maintenance reminder, BIA update etc.</p> | | | | | |

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Business Continuity Management System (BC Communication Management)

The screenshot displays the AlertMedia web application interface. The browser address bar shows the URL `na2.alertmedia.com/templates/notifications`. The top navigation bar includes the AlertMedia logo, a search bar with the text "Click here to search (or CTRL + K)", and user information for SMSA, (512) 842-6517, and Mohammed Altamush Khan, along with a Logout button.

The left sidebar contains a navigation menu with the following items: Dashboard, Map, Communication, Incoming Messages (with a red notification badge '1'), Notifications (with a red notification badge '1'), Events, Scheduled Notifications, Templates (highlighted in light blue), Threat Intelligence, Threat List, and Live Feed.

The main content area features a "Filter by name" search bar and a "Reorder" button. Below these is a table of notification templates. The table has three columns: TEMPLATE NAME, SEND TO, and ACTIONS. The templates listed are:

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

A red box highlights the "TEMPLATE NAME" column. A dashed arrow points from the "AlertMedia Enablement" template to a red circle with the number "1". Next to this circle is the text: "Various types of templates can be created and saved depending on the scenarios and emergency situations."

Business Continuity Management System (BC Communication Management)

SMSA
(512) 842-6517
MA Mohammed Altamush Khan

What is a notification template?

Notification templates allow you to prepare communications for different events ahead of time. Create notification templates for quick response during an event.

Author
AlertMedia Service Account

Creation Date
06-03-2024

Update Date
06-03-2024

Folder ⓘ
Office Safety ▼

Template Name

Power Outage

1 Select template name

1 What type of notification is this?

Notification

Read Confirmation

Survey

Conference Call

2 Select type of notification to be sent

2 How would you like to send?

Text

App

Voice

Email

3 Select how you want to send the notification

Cancel
Save

Business Continuity Management System (BC Communication Management)

SMSA
(512) 842-6517
MA Mohammed Altamush Khan

3 What message do you want to send?

Type # to search and include template variables in your notification message ⓘ

Sync Messages

☐ Keep messages the same across all channels ⓘ

TEXT

APP

VOICE

EMAIL

For the Text (SMS) version of your message, please review and update the message below as needed.

Text Message

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 teh incident please login to the BC in the Cloud System using the link BCincloud.smsaexpress.com

Cancel
Save

Business Continuity Management System (BC Communication Management)

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

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

4 Who do you want to send this to?

Recipients [New Filter Group](#) [Preview Recipients](#)

Buraydah Station

Cairo Gateway

Cairo HUB

Call Center

Corporate

Corporate Communications

Cancel Save

1 You can select the recipients individually or as groups- predefined for you on the system

Business Continuity Management System (BC Communication Management)

The screenshot displays the AlertMedia web interface. The left sidebar contains navigation links: Dashboard, Map, Communication, Incoming Messages (1), Notifications (1), Events, Scheduled Notifications, Templates, Threat Intelligence, Threat List, Live Feed, Subscriptions, Settings, and People. The main content area is titled 'Delivery Channels' and shows two status indicators: 'All' (100%) and 'Messages' (100%). Below this is a 'Delivery Statuses' section with a green semi-circular progress indicator showing '2 Recipients'. A red box highlights the 'Delivery Statuses' section, and a dashed arrow points from it to a red circle with the number '1'.

The right sidebar shows a search bar, a 'Complete (2)' status, and a '+ NOTIFY' button. Below this is a table with columns: NAME, EMAIL, MOBILE PHONE, and ACTIONS.

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

Notification delivery status can be tracked on the system

Comparison ISO 22301 vs. BCIC 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

Security & Risk

Abdullah Al Enazi: +966 50 444 1348

Quality Reports

Marwan Siddiq: +966 53 761 1405

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

Altamush Khan: +966 56 731 2568



QRM Email Addresses

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tellus@smsaexpress.com