

The SSS INTACT integrated action management system contains a business continuity module comprising:

- Business Impact Analysis
- Plan to address these impacts
- Actions arising, including actions to test the plan, where appropriate
- Business continuity report stating exactly what is to be done for different events. This includes contact details at appropriate organisations, such as alternative companies to carry out work and whether or not it has been tested.

Benefits

- As a result of having this plan, an organisation is set up to cope with all identified business impacts, not just the commonly regarded impacts of IT system failure or fire.
- The existence of a business continuity plan is often a requirement of tenders.
- By being part of INTACT, the plan has the benefits of being a live system, where the plan gets updated as actions are completed or sections of the plan tested; it is not just a Word document which becomes out of date.
- By being part of INTACT, automatic reminders to review the plan can easily be set up.

Business Impacts Analysis

Impacts are entered via this form. The severity and likelihood boxes each have a numerical value and these are multiplied to provide a score for the event and its impact.

These scores are used to rank the events/impacts in descending order.

Event	Impact	Downtime	Severity	Likelihood	Score
Loss of ISDN.	Possibility of no e-mail access	24 hours	Medium	Unlikely	6
Loss of internal network.	Loss of ability to view new data on-site	8 hours	Low	Likely	4
Loss of IT data due to faults.	Loss of ability to view new data	2	Low	Unlikely	3
Loss of plate-making facility.	Inability to produce plates	8 hours	High	Very unlikely	8
Loss of screen-making facility	Inability to produce screens	8 hours	High	Very unlikely	8
Loss of ability of plate supplier to supply.	No short term effect		High	Very unlikely	8
Non-availability of a litho press.	Reduction in capacity	8 hours	Medium	Unlikely	6
Non-availability of a digital press.	Reduction in capacity	8 hours	Medium	Unlikely	6
Non-availability of screen press.	Reduction in capacity	8 hours	Medium	Unlikely	6
Non-availability of finishing equipment	Reduction in capacity	8 hours	Low	Unlikely	3

Business Continuity Plan

For each event, INTACT allows you to enter alternative controls and rank them in order of preference. In the example shown, the red outline around the Action button indicates that an action (to identify and contact trade providers) has been set.

Event	Impact	Downtime	Score
Non-availability of a digital press.	Reduction in capacity	8 hours	6
Control			
Use litho as an alternative		<input type="checkbox"/>	2 Action
Increase shifts on remaining presses to cover non-availability.		<input type="checkbox"/>	1 Action
Use trade providers		<input checked="" type="checkbox"/>	3 Action

The Testable box indicates that the plan can (and needs to) be tested. Double-clicking on the control opens a form where you specify details of the control, eg the name, contact details, etc., of the trade provider.

Reports

The output report (not shown here) specifies:

- The event and impact, in descending score order.
- The controls, as a brief statement and in more detail with contacts, etc.
- Actions required, ie what, by whom, by when and what was actually done
- Status statements, showing if the controls have been defined, contacts made, tests are required or have been done.