

Aqua Resources Group provides consultancy in the following specialist areas. The following breakdown is to assist the reader in identifying where Aqua can add value. The experts deployed will cover the list in logical groupings, e.g. an Aqua technical consultant may act for the client in defining and selecting software as well as work with the facility development team on server setup.

1) PROJECT INITIATION

a) Requirements Capture

- i) Identify & Determine:
- Scope of work and best-fit approach
 - Milestones and deadlines
 - Participants
 - Management and technical considerations
 - Planned major business developments
- ii) Document and Communicate Planned Activities:
- BCM Control Files and Update System
 - Communication Events Senior and Cascade

2) BUSINESS CONTINUITY ASSESSMENT

a) Business Analysis

- i) Risk & Business Impact Analysis
- Functional and team workshops
 - Senior team briefings
 - System prioritisation and audit
 - Data capture and report
- ii) Critical Processes & Services Analysis
- Determine Recovery Time Objectives (RTO)
 - Identify single points of failure (SPF)
 - Prioritise business activities & processes
 - Define and present BCM Strategy

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Service Portfolio

Executive Search and Selection
Interim Management
HR Consultancy



b) Select Continuity Strategies

- i) Prevention & Mitigation of Loss
 - Identify cost effective measures to reduce risk
 - Determine cost effective levels of insurance
- ii) Identify Minimum Recovery Requirements
 - Numbers and types of staff
 - Resources and infrastructure required to sustain key business activities & processes
- iii) Strategy Development
 - Identify & consider resilience and continuity options
 - Determine feasibility and costs of proposed solutions
 - Develop and manage a bid process as appropriate
 - Obtain management review and approval
- iv) Alternate Networks / Services
 - Negotiate with all service providers
 - Review & negotiate insurance
- v) Risk Reduction
 - Manage implementation of risk reduction plan
 - Re-evaluate risk profile

3) BUSINESS CONTINUITY IMPLEMENTATION

a) Develop the Response

- i) Plan Development
 - Determine Recovery Team structure
 - Identify plan owners & specify responsibilities
 - Develop 'Emergency Call List'
 - Determine crisis communications response
 - Evaluate and select continuity software tools
 - Design and set up plan templates
 - Establish BCM Website

b) Plan Implementation

- i) Management Review & Control
 - Establish and implement procedures
 - Education & Awareness
 - Conduct training and presentations
 - Design guides, web pages & documentation



- ii) Internal Relations
 - Establish and implement procedures
 - Manage education process
- iii) Co-ordination with Public Authorities
 - Establish and implement procedures
 - Plan simulations
- c) Exercise & Update the Plan**
- i) Change Control
 - Establish & implement procedures
- ii) Plan Reviews & Updates
 - Perform data collection & plan updates
- iii) Testing & Simulation
 - Develop test strategy
 - Conduct workshops and walkthroughs
 - Conduct tests
- iv) Quality Assurance
 - Assess & critique overall BCM plan
 - Evaluate and analyse test invocations

- 4) BCM FACILITY DEVELOPMENT**
- a) Design and Develop**
- i) Plan Development
 - Translate BCM requirement to facility design
 - Liaise with Architect/Civil Engineers
 - Source, brief and select suppliers
 - Advise on completion milestones
 - Advise on specific design criteria, e.g. power distribution, access control
- ii) Consultation and Advice
 - Advise development team
 - On-site incremental control of build
 - System and build testing
 - Supplier goods acceptance and quality control



b) Template Provision

i) Physical

- Environmental Control
- Fireproofing and fire suppression
- Security and access
- Machine room construction
- Monitoring and management systems
- Workstation layouts and ergonomics
- Multiple invocation modelling
- Power distribution
- Communications structures

ii) Technology

- Encryption
- Intrusion protection
- Networking
- Data management
- Server systems
- Backup systems [inc RTDB]
- Virtual desktop
- Telecommunications
- Testing and simulation