

IT Business Continuity Management

We strongly believe that business continuity forms part of the overall management strategy of the company. It's vital that we create and maintain good working practices within a safe environment for all our employees and clients.

With the understanding and participation of every member of staff, we can ensure that our Business Continuity strategy is an effective part of company culture.

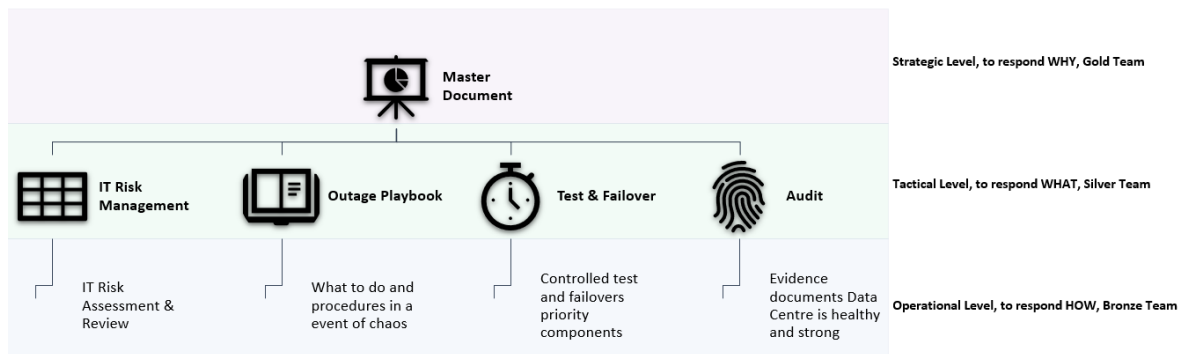
Introduction

Business Continuity Management (BCM) is the process involved in creating a system of prevention and recovery from potential threats to the company. It involves defining any and all risks that can affect the company's operation, making it an important part of the organization's risk management strategy, providing an effective response that safeguards the interests of its major stakeholders. It was written based on good practice guidelines and BS25999 by BSI (British Standards Institution).

Find out more [by clicking here](#).

Implementation

The program will be implemented during the course of 2019/2020 whilst we understand the needs of the business in relation to business continuity management.



IT BCM Program Rollout

IT Risk Management

Risk management will become part of the technology team's DNA in everything we do. Risks will be constantly assessed in order to provide reasonable plans in order to mitigate against any issues that would cause critical impact on operational activities. Documented risks will then be accessible and reviewed in a timely manner through an online risk assessment dashboard



IT Risk Management Portal Dashboard

Outage Playbook

An outage playbook document is currently being created which will be shared amongst key stakeholders. This document provides the steps that must be taken prior to, during and following an adverse event that affects the functions of Colart's business with the potential to cause significant disruption.

Service Outage Alerts

In order to provide better visibility and build confidence from the beginning of a major incident to its resolution, communication will be provided by the Mission Control Squad (MCS), through the following email: MissionControlSquad@Colart.com. This group will comprise of technical heads and business owners. The MCS will provide clear and timely communication to relevant stakeholders to give a better understanding of what steps are being taken to resolve the incidents and any impacts on business. **An example of what is being prepared is listed below with description of each field:**

			<i>Next Update:</i>	xx/xx/xx xx:xx
Status:	In Progress			
Reported Issue:	Severe Latency issue with M3 tool			
Severity:	Severity 2			
Business Impact:	Unable to process order or send documents printout services			
Ticket Opened:	XXXXX			
Incident Start	Paris	03/08/2019 09:00	Incident End	03/08/2019 13:00
	London	03/08/2019 08:00		03/08/2019 12:00
	New York	03/08/2019 03:00		03/08/2019 07:00
	Not listed? Find the time at your location here			
Ownership:	Stuart Cooney <S.Cooney@colart.co.uk>;			
Current Status:	06/08 10:22 AM: IT reported is going to be resolved within 3 hours...			
	01/08 10:22 AM: Operations reported that users are facing issues....			
Outage Bridge:	If relevant a bridge might be set up between incident manager and key stakeholders			

Next Steps

Testing of failover scenarios for key business systems will be developed to guarantee correct steps are in place and can be triggered easily when needed. This will ensure standards are being met and audit requirements followed.

Contacts in case of doubts



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