



FIRST THINGS FIRST...

Building a BC Program
from the Ground Up

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BUILDING BLOCKS



UNDERSTAND THE ORGANIZATION



NEEDS OF THE BUSINESS



THE FOUNDATION



BUY-IN



ITERATE



COMMUNICATE



TRAINING & EXERCISES

UNDERSTAND THE ORGANIZATION



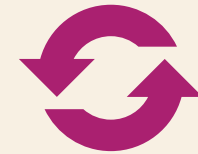
DRIVERS & MOTIVATORS

Beliefs, risk appetites, politics that influence adoption for change



MISSION & GOALS

Create alignment between the organization and goals of the BC program



REGULATIONS

Influences requirements, standards, and maturity goals of the BC program



NEEDS OF THE BUSINESS

CHALLENGE THE STATUS QUO

Avoid building a process to fit the “standard.” Design it to fit the needs of the business and their unique challenges.

VALUE FOCUSED

Metrics and communications should demonstrate how a BC program adds value to the business (e.g., response time reduced, incidents reduced, impact mitigated)

TERMINOLOGY

Use words that are familiar and relatable to the business

BUY-IN



EXECUTIVES

Gain face time/leverage relationships with executives. This builds trust and confidence in the program and sets priorities.



OTHER LEADERS

We achieve our mission through the work of others.
Leverage others to champion the program.



THE BUSINESS

Tell a story in a way that is compelling and personal to the business. Explain how a BC program solves these challenges.



FOUNDATION

PROCESSES

If your organization doesn't have processes, or they are informal, help to champion this.

POLICIES

Policies establish what a program will and won't do, the scope, and key stakeholders. This is the foundation for program governance.

STANDARDS

Sets the stage for what a program will provide to the client, what it won't, and what the client is expected to provide to contribute to the program..

BEST PRACTICES

Leverage best practices - keep what works, through out what doesn't.



COMMUNICATE

- Establish communication channels with IT and the business.
- Without it, silos are created - lack of alignment, competing priorities.
- Building relationships and creating buy-in foster communication.



ITERATE

MINIMUM VIABLE PRODUCT

Adopt agile methodology thinking - iterate, iterate, iterate. Continuous delivery provides continuous value to the business, even during development.

SMALL STEPS ARE STILL STEPS

Aim for progress over perfection. Set expectations with the client around the program, the standard, and deliverables.



TRAINING & EXERCISE

- Underpinning for all Business Continuity elements.
- Changing mindset from tactical/reactive to proactive/strategic response to incidents.
- Deliver the message in a way that connects personally to the audience.



CONCLUSION

- Get to know the company.
- Understand the needs of the business (ask, don't assume)
- Start small - build partnerships and find common ground.
- Align to the organization's mission.
- Develop a foundation that concisely communicates the program's goals.
- Keep it simple.
- Continuously train and make it personal to the audience.

There are no short cuts! Start from the ground up!



THANK YOU

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