

# Business Continuity Management

**Welcome to the first monthly newsletter on business continuity management by Keypoint. This issue of the newsletter contains:**

1. A summary on the new international standard for business continuity – ISO 22301
2. Key highlights on BCP requirements under CBB rulebook
3. Highlights on BCM center setup by Keypoint and BCM services offered by the company

## **ISO 22301: 2012 Societal Security Business Continuity Management Systems - Requirements**

The new international standard for business continuity was published by International Standards Organisation (ISO) on 15 May 2012. The standard is a 24 page document and lays down requirements to plan, establish, implement, operate, monitor, review, maintain and continually improve a documented management system to address disruptive events that could lead to issues of continued operations of a business. The standard replaces BS 25999 and the content of the standard is arranged in the following clauses:

- Clause 4: Context of the organization
- Clause 5: Leadership
- Clause 6: Planning
- Clause 7: Support
- Clause 8: Operations
- Clause 9: Performance evaluation
- Clause 10: Improvement

The standard is an improvement to BS 25999 and provides for a clear definition of the role of management in BCMS, emphasis on setting objectives, monitoring, performance and matrices and planning for resources required for business continuity management.

## **Business Continuity requirement for Banks in the Kingdom of Bahrain**

Section OM 5 of the CBB rulebook for conventional banks deal with requirement for business continuity management.

The rule book highlights the need for business continuity management, scope and key elements of a good BCP, responsibilities of the Board and Senior management of a bank, key activities involved in developing a BCP, recovery levels, maintenance of contact details, requirement for alternate site, detailed procedures for BCP, recovery of business, recovery of IT systems, vital records management, insurance, awareness and training, testing etc. Key requirements under the rulebook include:

1. Board and Senior management are collectively responsible for business continuity (OM 5.3.1)
2. A BCP must set a crisis management plan (OM 5.6.2)
3. Alternate site must be readily accessible and available for occupancy (OM 5.5.9)
4. Annual testing of BCP (OM 5.9.2)
5. Annual review of BCP by individual business units (OM 5.9.6)
6. Copies of Vital records must be stored offsite (OM 5.7.2)
7. Licensees must have proper insurance cover to reduce financial losses during disaster period (OM 5.8.7)
8. Licensees should disclose how their BCP addresses the possibility of future significant business disruptions on their website or by mailing key external parties (OM 5.8.9)
9. The internal audit or external auditors must conduct periodic review of BCP (OM 5.9.10)

### **Keypoint's Business Continuity Centre**

In 2010, Keypoint Technologies (KPT) established a fully functional business continuity center to support the business continuity requirements of banks and financial institutions in Bahrain. The Centre won its first engagement in 2010 with a Bahrain based Islamic commercial bank that outsourced setup and operation of its business continuity to KPT. Subsequently, 5 other financial institutions have contracted with KPT to use the company's business continuity services. KPT offers end to end business continuity services and is modeled on leading global business continuity service providers. Services offered by KPT include:

- Turnkey setup of business continuity facilities
- Program management of the setup of business continuity facilities
- Operating business continuity facilities on contract
- Providing space for companies to operate from during disaster period
- IT Disaster recovery facilities
- Safe storage of backup tapes/disks or other media
- Escrow services for software
- Coordination of operations of a bank during disaster period
- Development of business continuity plans
- BCP testing services
- BCP training and awareness program management

The Business Continuity Centre is ideally located and is accessible 24/7 with multiple access routes:

- Access to Shaikh Khalifa Bin Salman Highway is only 10 minutes' drive and leads onto the King Faisal Highway which is the main highway to the Bahrain International Airport.
- Khalifa Bin Salman Port is only 13km away from the Bahrain International Airport, and accessible via Sheikh Isa Bin Salman Highway.
- Access to the Kingdom of Saudi Arabia via the King Fahad Causeway is only 30km drive.
- The Bahrain International Circuit is also accessible via the Shaikh Khalifa Bin Salman Highway.



Secure, dedicated space for each client



Well spaced, dedicated seats for each user



Access control and monitoring at main entrance, each work room and all access points



Secure data room with rack space for communication equipments



Generator for uninterrupted power