



IT and Telecom Consulting Inc.

Architecting Innovation

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Dear Emergency Planning Manager,

As an Emergency Planning Manager, you are responsible for developing a business continuity plan, for testing that plan and for putting it into effect when required. Rather than a business recovery plan, you may call it a disaster plan or emergency plan, but the goal is the same – to get your organization up and running after an event that disrupts your operations. The disruption can be as dramatic as a major flood or explosion or as mundane as a power outage or water line break.

Two components in the development of an emergency plan form the foundation for successful recovery – risk identification and impact assessment. While it's common to capture the obvious risks, it's equally common to miss some critical ones. The Fukushima nuclear disaster is a prime example of this; the actual cause of the disaster was only a secondary result of the tsunami. Effective impact assessment can also be challenging as stakeholder input can range from "I can't live a day without email!" to "No problem, customers can just go back to dealing with us in the old ways before email."

The critical step in the development, or redevelopment, of a sound emergency plan is to first involve stakeholders in high level discussions. TMC has developed a particularly effective workshop style of brainstorming and requirements assessments that produces results with a very high degree of participant satisfaction. We often hear "I didn't realize that I knew so much!"

TMC can help you develop or update your business continuity plan. We would:

- conduct a scoping workshop with your project team to ensure that our work exactly meets your requirements
- conduct requirements assessment workshops
- analyze your risks and the associated impacts
- compare you and your existing emergency plans to others and to best practices and provide recommendations, budgets and a roadmap

TMC is independent of all vendors and trusted by our clients to provide sound business advice to optimize business continuity processes and supporting technology. We have the skills and methodology to do the same for you.

We would be happy to meet with you, without obligation, to discuss how we can help you.

Regards,

Ellen

Ellen Koskinen-Dodgson, P.Eng.
Managing Partner

Serving North America since 1988