

Your IT Checklist:

At Allstream, we recommend a five-step process to developing the IT and networking elements of your business continuity strategy.

Step 1 Team Building/Goal-Setting

- Build a planning team featuring key resources – including expertise in business continuity (BCP) or emergency planning, network technology, IT support, training, and facilities management.
- Set team goals in mitigating business continuity risks and build assumptions around acceptable level of service you need to deliver during an emergency or a disaster.
- Get executive support and buy-in. Your key stakeholder and your business continuity plan owner ultimately has to be a senior executive.

Step 2 Business Impact Analysis

- Identify your key processes and resources. (data, tools, facilities, people)
- Define business recovery time objectives/priorities in an emergency. Some of your key processes need to be continued at any cost and others can be assigned a lower priority.
- Define data recovery objectives.
- Map internal/external process interdependencies.
- Define risks and constraints that has to do with technology, partners, customers, and employees.
- Define level of impact, e.g. financial, brand, customer service, contractual, etc.

Step 3 Site Risk Assessment

- Review IT infrastructure to determine capability and robustness.
- Identify risks that pose the greatest threat to business assets and operations.
- Recommendations to mitigate risks of greatest impact and significance.
- Ensure you have network, security and workforce productivity solutions that will enable remote working in an emergency.

Step 4 IT Response and Recovery Procedures and Documentation

- Define the resources, actions, tasks and data required to manage the business and the IT response and recovery process in the event of an interruption.
- Ensure procedures and policies are in place for deploying emergency teleworking solutions, satellite offices, or other operating models.
- Define recovery goals for your IT/networking infrastructure/services.
- Develop a crisis management structure – a group ready to take control of response and recovery operations in disasters. Quickly implementing a plan of action can prevent the loss of life and minimize injury and property damage.

Step 5 Continuous Lifecycle Loop

- Run simulation activities to test preparedness/plan effectiveness.
- Update plans with “lessons learned” from simulations/real events.
- Continuously review and update procedures/policies.
- Manage changes in infrastructure/resources/IT team.
- Keep informed of technology innovation in order to update your virtual workplace solutions with newer or richer capabilities.

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