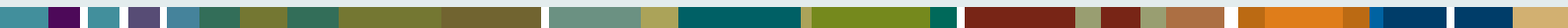


YOUR 10 STEP GUIDE TO BECOMING GAMES READY



With the start of the Olympics less than six months away, a number of organisations will be up-to-speed on planning, but for those of you that haven't started yet there is still time to be Games Ready, as the diagram above demonstrates speed of response is critical!





STEP 1 – FEBRUARY 2012

Conduct or refresh your Business Impact Assessment (BIA) – if you don't have one, establish someone responsible for business continuity (BC) and give them authority to create a BC function. Establish a team of leaders responsible across the business for managing organisational incidents – this is your Incident Management Team (IMT).

Your BC manager should drive a project to learn how the Games will impact your business. Look at the issue in terms of your locations/buildings, people, technology, supply chain and the security of your business. Do this yourself or bring in a consultancy to accelerate your plans and preparedness.

Examine your HR policies; make sure they are suitable to ensure your business is adequately staffed during the Games. Try to strike the right balance of policy enforcement and relaxation where appropriate, so employees can celebrate the Games.

STEP 2 – FEBRUARY 2012 continued

Evaluate options and solutions to mitigate the risks identified in your BIA. You will need to ensure that your critical staff can travel to the office, especially if it is not their usual

place of work. Transport for London has been trying to persuade London commuters to stay off the public transport network during the Games period and have actively encouraged people to work from home or in outer London offices. Some financial services firms are switching demand and capacity to other offices in the UK, Europe, New York and India.

If you opt to provide homeworking, make sure you have the technology infrastructure to deliver this. It is now possible to provide virtual and thin client solutions that piggy back on your staffs' home devices whilst ensuring the security and integrity of your data and calls.

Supply chain – put in place additional suppliers and order extra stock sooner rather than later. If you expect to trade significantly higher as a result of the Games, forward plan to compensate and/or override auto procurement and inventory management systems.

Proactively communicate with suppliers, customers and stakeholders setting out your readiness for doing business during the Games and what service levels you expect and intend to deliver to your customers.

If you have an emergency generator set (genset), check to see what it powers. Whilst it may power the PCs and servers, it may not power the air conditioning for example.

STEP 3 – MARCH 2012

Procure solutions from your chosen BC and DR solution provider as soon as you can to ensure supply and service. This is especially important to allow time to install and if required to train your staff and test your solution before the last minute rush.

STEP 4 – APRIL 2012

Implement equipment and solutions – train staff and conduct your first desktop Incident Management (IM)/BC test using an Olympic disruption scenario. Most likely risks are: low staffing levels, transport disruption and late arrival of urgent supplies. Evaluate your performance; put in place measures to correct and update IM and BC plans accordingly. Communicate these changes to your staff.

STEP 5 – MAY/JUNE 2012

Carry out a final test – correct and optimise your first test performance. Document any additional changes to IM and BC plans. If your business or technology changes, make sure these are captured and plans are updated weekly.

STEP 6 – JUNE 2012

Policy reminder – communicate and remind staff of your policies relating to HR, security, the Olympics, BC and IM.

STEP 7 – JULY 2012

Implement proactive measures – your nominated IM team will be in a state of high alert, ready to react to any incident. Celebrate the Games, involve staff and use the Games to team build and strive for new levels of business performance.



STEP 8 – AUGUST 2012

Implement proactive measures – your nominated IM team will be in a state of high alert, ready to react to any incident. Celebrate the Games, involve staff and use the Games to team build and strive for new levels of business performance.

STEP 9 – SEPTEMBER 2012

After the Games, stand down from the state of high alert and ensure you capture any issues/opportunities the Games afforded you.

STEP 10 – OCTOBER 2012

Formally review success and learning points of this project. Leverage your Olympic investment made in BC/DR capability by marketing it to attract and win new business. Use your new BC and IM resources to mitigate future disruptions which could stem from, for example, severe weather, industrial disputes and power & technical outages.

Get yourself Games Ready and then take the credit for a job well done!