

High Street Bank BCM Audit Case Study

Situation

Obrar were asked by the UK's largest high street bank to undertake an audit of their existing telephony solution delivery and Disaster Recovery capability with a goal of making recommendations for improvement to the incumbent Business Continuity Management process.

The bank indicated that the audit should initially cover three locations. Priority should focus on finding a solution that resolved their standard Business As Usual (BAU) scenarios. The solutions should focus not only on speed of deployment, cost and flexibility but in addition should take into consideration where possible any strategic positioning from the Bank's telephony group.

Action

Given the priority for three locations Obrar conducted an audit of the current resumption plans as well as information gathered by the Banks Business Continuity Managers for each service at each of the three priority locations. The following actions were completed on request:

- Audit of the existing BT resumption plans with the objective of bringing them up to date and providing recommended improvements for the existing BCM plans in place
- Review existing telephony redirection plan and provide recommendations for improved alternatives
- Review existing documentation where available and bring up to date, also recommend where no documentation exists, compose and sign off
- Audit three priority locations and provide recommendations for infrastructural and architectural improvements during a disaster scenario
- Provide the Bank with a Disaster Recovery recommendations report which would detail all recommendations and possible options

Results

- Successful sign-off on the Disaster Recovery recommendations report
- Highlighted four different options and capabilities available to the Bank in the event of disaster activation
- Provided the Bank with an analysis of each option based on cost, implementation, support and maintenance, strategic fit with the Bank's telephony requirements and longevity
- Comprehensive list of next steps to successfully implement the proposed options