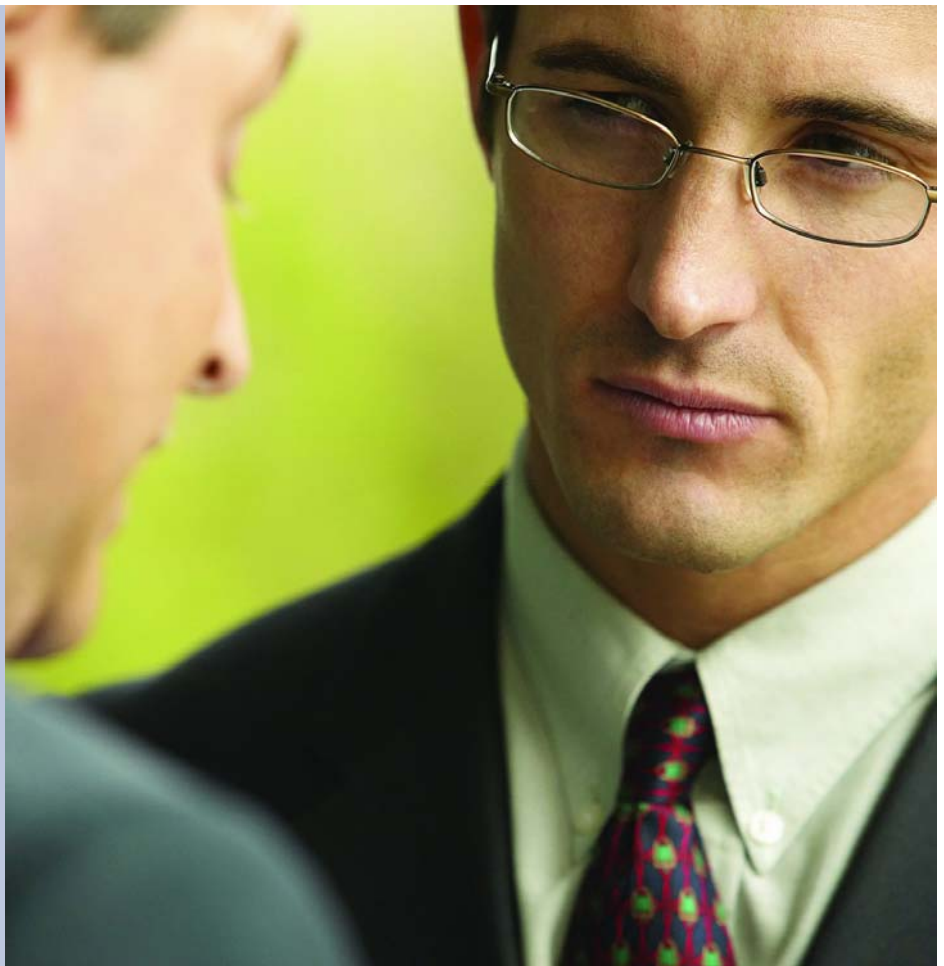


Product Application Profiles:

Business Continuity and CRAMM



CRAMM provides tools that help in developing business continuity strategy

Siemens has developed a proven business continuity management (BCM) process model, which forms the basis of the ITIL (Government centre for information system IT Infrastructure Library) guides on BCM.

This process model is used widely by organisations across both the public and private sectors.

CRAMM Worked Example:

An international publishing company wishes to develop and implement a business continuity strategy

Having initiated the BCM project, CRAMM was used to undertake a business impact assessment which identified critical business processes and assessed the business impacts that could result if those processes were disrupted. The most critical processes were found to be those involved in producing, printing and distributing high selling weekly magazines and a recovery objective was set - high selling weeklies should be no more than one day late on sale following a business disruption.

CRAMM was used to record the time within which key groups had to be recovered following a disruption, and the minimum supporting facilities and service levels necessary to allow the recovery objective to be achieved.

CRAMM was then used to identify the risks that could disrupt the high selling weeklies – these included fire, water damage, terrorism, various technical failures and human errors. The level of threat and extent of vulnerability (including single points of failure) were assessed using CRAMM questionnaires. Overall measures of risk were calculated by CRAMM which allowed the publisher to see where the greatest risks to its business lay.

Potential countermeasures were extracted from the CRAMM database based on the findings from the risk assessment and included improved resilience, fire protection, physical security and a range of options for work place and IT disaster recovery (DR).

These were costed and evaluated and a strategy developed which would allow the recovery objectives to be met.

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