

Business Continuity Management with credit unions in mind

PLANet® is a web-based planning tool that helps ensure business continuity plans are constructed according to NCUA regulations.

Yesterday's face to face credit union environment has been replaced with ATMs, online financial transactions, and customer's expectations of instantaneous service and availability. Customers are far less tolerant of something like a service disruption or a major disaster affecting the credit union that has been entrusted with their financial assets. These expectations, coupled with the expanding business continuity NCUA regulations, reinforce the need to address business continuity as more than simply a plan on the shelf, but rather as a program that must be maintained, and must have executive and board endorsement to ensure its success.

PLANet is a comprehensive tool to help you satisfy these needs and requirements. PLANet has been providing Business Continuity Management (BCM) support to credit unions for more than a decade.

Lowered risk and simplified regulatory compliance

Best practices and NCUA regulations frequently change due to various human, natural and technical disruptions that happen all over the country. In lieu of a full-time certified Business Continuity Planner, most plan coordinators struggle to stay on top of these changes, let alone verify their plans are effective in the case of a disruption.

Is the credit union's internal planning methodology designed and pressure-tested to withstand a real-time disaster?

- PLANet's content is automatically updated with the latest best practices and NCUA guidelines at no additional charge to subscribers.
- PLANet's step-by-step guidelines help ensure that all federal requirements are met and that your plan audit will go smoothly.

In a time of crisis, is the credit union confident it could reach personnel quickly, without human error?
PLANet Notification enables you to:

- Focus on crisis response tasks and execute the recovery plan.

A recognized partner – PLANet has gained the trust and confidence of credit unions all over the nation as a preferred service provider for Continuity Management software.

Business continuity certified consultants – SunGard is a leader in continuity planning consulting services with successful engagements in every facet of the financial industry.

Improved ROI – On average, PLANet customers save hundreds of hours per year resulting in significant cost savings over traditional word processing methods. PLANet also saves money through reduced maintenance costs over the life of your continuity program.

- Contact important audiences with clear, consistent messages, rather than relying on manual phone trees where the message can inadvertently change from person to person.

A more successful, proven BCM program

With PLANet, the future of the credit union's security is no longer dependent upon the availability and intellectual property of a few employees.

What if the plan coordinator is absent, changes positions or leaves the company, when the plan needs to be enacted? With PLANet:

- Subscribers enjoy unlimited BCP training for all employees.
- A step-by-step methodology and detailed instructions allow inexperienced planners to be productive quickly.

PLANet provides a built-in methodology and guided interface, based on proven best practices and real-world experience from our team of certified consultants. Getting started is easy, too. Since PLANet is a hosted application, there is no need for you to worry about servers, software or equipment — if you're online, you have access to the very latest version of both your program and PLANet itself.

A more efficient and dynamic BCM program

Employees, vendors, equipment, contacts and facilities information are always changing. The more change the credit union experiences, the more time it takes to manage all of this information. We interact with countless business continuity planners every year who come to realize that it is next to impossible to update this information in a spreadsheet or word processing document. PLANet's relational database enables users to make a single change that is reflected throughout the entire plan.

In the event of a disaster, can you count on the ability to access your internal network to retrieve the latest plans?










- SunGard saves and stores all information entered into PLANet 24/7 via our secure data centers; your plan is backed up at no additional cost.

PLANet is a Web-based tool that enables you to access an actionable, up-to-date copy of your plan anywhere around the world. PLANet's unique features provide guidance and support throughout the entire planning and recovery process in a secure, reliable environment. Your subscription includes:

- Risk Assessment and Business Impact Analysis: Identify your institution's most vulnerable exposures, then assess your credit union's processes to identify which aspects of your business are most critical for recovery.
- Pre-defined content: PLANet includes pre-written strategies for recovering the most critical processes and functions performed by credit unions.
- Over 100 standard reports: Analyze any particular piece of your program for testing or quality analysis.
- Plan testing: Record and track plan exercises, allowing you to show proof of testing during an audit.

Easy-to-navigate graphical interface

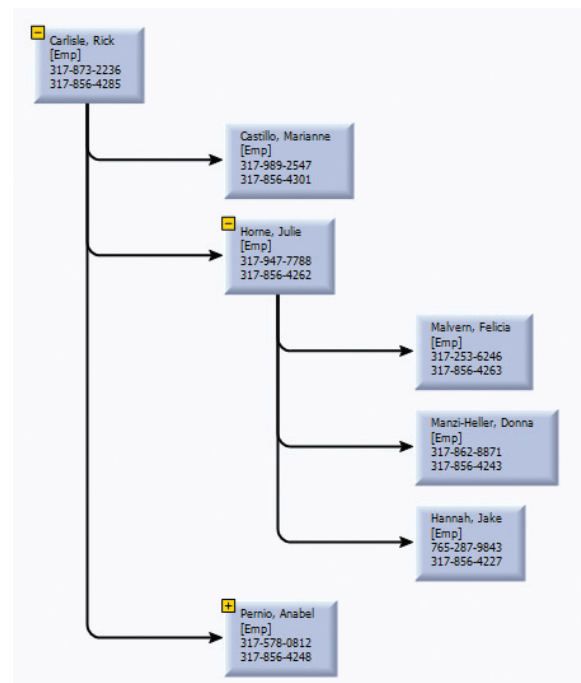
Welcome to PLANet Your Business Continuity Planning Solution

	Global Decisions Perform a global risk assessment, define disaster declaration criteria and personnel, and define the objectives and scope of your plan.
	Business Impact Analysis Conduct a business impact analysis (BIA) to identify vulnerabilities and their consequences. Use the information you collect here to set priorities and develop ways to ensure business continuity.
	Manage Data Dictionaries Collect data that can be assigned to plans. Import existing records or create new ones from scratch.
	Build Plan Build, update, and print your plan.
	Test and Approve Plan Perform tests to verify the validity of your plan. Then approve individual processes and submit the plan to the board for approval.
	Publish Plans Print Plans using Tables of Contents, thereby ensuring consistency in the output of your Plans.
	Document and Report Manager Manage PLANet Reports, upload Documents to PLANet, and define Tables of Contents used for publishing PLANet data and Documents.
	Administration Create and maintain plans and users, and customize field labels.
	Notifications Set up PLANet Notification options, then create and send Notifications to people in your call list.

ROI Considerations:

- How many hours do you spend on plan development?
- How many hours do you spend on plan maintenance?
 - How many people are involved?
 - What are their salaries?
- How many people do you train as part of your program?
- How much would it cost for you to host an application like this internally?
 - Cost of hardware purchased
 - Salary of individual responsible for installation and ongoing maintenance
- How many hours do you spend currently preparing for an audit of your BCP program?
 - How many people are involved in prep work for your audits?
 - How much follow-up work is necessary after an audit?

Simple drag-and-drop functionality



Why SunGard for Business Continuity Management?

Solid products become real solutions when you listen to your customers — and when you choose a leader in business continuity services, you're also in the company of your peers. Our customer driven International User Group, Regional User Groups, and our Technical Advisory Groups all combine to help us identify, develop and refine our software products.

Here's what else you can expect:

- **Unlimited, free product instruction.** Training is critically important, and SunGard provides product training through a variety of modes including formal training within the US and UK, or online through our web site delivered by our experienced team of instructors.
- **Customer support** available 24/7/365 to answer technical questions or provide software guidance.
- Access to continuity program and software **consulting services** from recognized industry experts.

Actionable plans that can be used during recovery or during an audit

Process Action Plan		Credit Union
PLANet		Business Continuity Plan
5/11/2010		
Process - Pandemic Event Response (PCS0000078)		Critical Rating - 1 (greatest impact)
RTO (Hours) - 8.00		RPO (Hours) - 0.00
Task - Pandemic Coordinator - Reactive Task The Pandemic Coordinator must oversee the event response and escalate issues to the Crisis Management Team.		
<u>Task Owner(s)</u> Crisis Management Team Lead (Crisis Management Team)		
<u>Seq.</u>	<u>Subtask / Action</u>	
1	Determine whether declaration is necessary Upon attainment of a pre-defined trigger, the Pandemic Coordinator will call the Crisis Management Team together to review the situation and make any required declaration.	
	<u>Assigned Roles</u>	<u>People</u>
	Crisis Management Team Lead (Crisis Management Team)	Smith Joe (E)
	Pandemic Coordinator (Crisis Management Team)	Smith, Jane (E)
2	Oversee pandemic strategy implementation The Pandemic Coordinator will oversee the execution of all pandemic strategies. Last minute priority alignments will be directed through the Crisis Management Team.	

About SunGard Availability Services

Sungard Availability Services provides disaster recovery, managed IT, and information availability consulting services to more than 10,000 customers in North America and Europe. We also provide Business Continuity Management Software to customers globally.

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