The right start to your BCM program

To prevail when an incident occurs, you need a clear view of your organization's weaknesses and vulnerabilities.

Establishing a solid and effective continuity program starts with answering these questions:

- Can you quantify financial losses due to a disruption of operations?
- What areas of your organization deserve priority attention during a recovery situation?
- What dependencies could delay the resumption of your business?
- Do you face regulatory mandates or standards, such as Sarbanes-Oxley, BS25999, ISO 27002, or Basel II Accord?

An effective business impact analysis tool will gather data in a timely fashion and deliver highly-accurate results that provide a detailed picture of your organization's financial and operational vulnerabilities. This information forms the basis of your recovery strategies.

An intuitive Business Impact Analysis survey tool

BIA Professional®, the business impact analysis software delivered by SunGard, organizes complex data into a format that can be used to move your continuity program forward: whether you are just establishing a BC/DR plan, or you already have a plan in place and want to refine and deepen it.

BIA Professional breaks down the business impact analysis process into three easy steps: 1) survey design and management, 2) data management, and 3) analysis and data presentation.

Survey design and management

Asking the right questions is at the core of any effective BIA. With BIA Professional, you don't have to guess at what the right questions are: you are provided with a solid base of over 55 questions designed by SunGard's extensive experience and proprietary knowledge. These questions provide a strong start to your company's BIA. You can use them "as is," or customize them for your organization. You can then add questions specific to your company and your needs.

BIA Professional streamlines the survey process by using:

- **Question sequencing** to prompt survey participants to answer only those questions that are relevant to them.
- **Question validation** to guide recipients to provide the responses that are most needed, ensuring the integrity of your results.
- **Question library** to manage questions for future reference and use.

Survey responders work through a web-based interface instead of a spreadsheet, allowing BIA Professional to provide instantaneous feedback when a responder enters erroneous data or leaves a question unanswered. The result is a reduction in the amount of time necessary for responders to complete the survey, and less administrative time and expense spent on support, response validation, or clarification.

Data management

You can use BIA Professional as a standalone application, or easily port into SunGard's Continuity Management Solution (CMS) platform to build your plans.

BIA Professional integrates seamlessly with LDRPS, pulling information from LDRPS to "pre-fill" question areas such as those relating to business processes. Then, after the BIA survey information has been entered and validated, that data can be pushed back to LDRPS to create or update content automatically. With this capability, a tremendous amount of time can be saved by eliminating duplicate data entry, and the integrity of data within the plans is significantly enhanced.

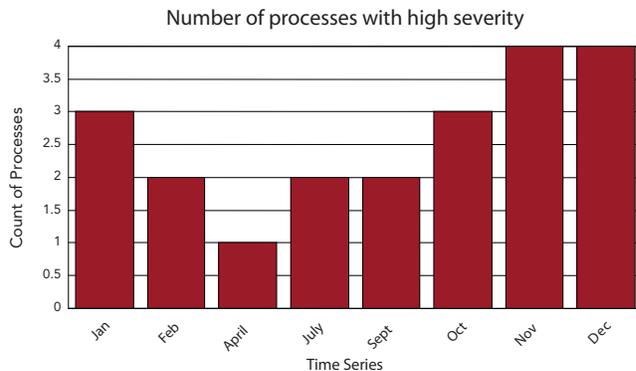Regardless of the continuity management software you utilize, BIA Professional will allow you to:

- Create an unlimited number of survey recipients (either using your internal systems of record or using existing LDRPS users as survey recipients).
- Limit recipients' access so they only view the information they need to in order to complete their survey.

- Establish secure, encrypted URLs to ensure that only invited participants complete the survey.
- Transmit survey responses with SSL security protocols.

In which months would an outage have the greatest impact?

BIA Survey

This question is asked to determine the most critical time of the year for each business process. The most critical time period should be used to determine workloads, transaction volumes, etc., for which business continuity planning should be accomplished. Heavier volumes may reduce the RTO by hastening the time frame at which a process is unrecoverable and may actually rearrange the recovery priorities among the business processes.

Number of processes with high severity

SunGard Continuity Management Solution

BIA Professional is part of the SunGard Continuity Management Solution, a comprehensive software suite that helps your company manage the entire lifecycle of its business continuity program. This flexible solution can be scaled and customized to fit your organization's specific needs. Building on the strength and functionality of a center core platform, additional integrated modules can be added over time as the business continuity management requirements of your company expand or change.

Why SunGard for business continuity management?

Thirty years ago, SunGard Availability Services founded the disaster recovery industry. Ever since then, leading companies from around the world have been relying on SunGard to keep their people and information continuously connected.

Analysis and data presentation

Once the survey is complete, the reporting functionality of BIA Professional simplifies analysis, presentation, and distribution of your survey results. You can draw on over 150 proprietary reports to analyze data from multiple angles. These reports reflect SunGard's vast experience in performing BIAs for companies around the world, providing you with instant insight into the data you have collected.

BIA Professional also provides automated report creation for each custom question, enabling you to immediately analyze data gathered through those questions. Additionally, you can build custom reports to explore issues and areas of interest specific to your company.

Finally, BIA Professional can perform calculations within a survey and across questions and deliver the results to you in real-time, helping you refine and hone your BC/DR plan.

Here's what you can expect:

- **Unparalleled support.** SunGard software support is more than just a phone number: our experts are available for questions or planning advice 24 hours a day, 7 days a week, 365 days a year.
- **Unlimited training.** SunGard provides free training for an unlimited number of your personnel at our USA and UK facilities. Additionally, you can take advantage of our online training opportunities.
- **Expert consultation.** We are recognized leaders in continuity planning, having completed countless engagements across all industries and around the world. We are ready to put that knowledge and experience to work for you.
- **User events.** Our International User Group Forum (UGF), Regional User Groups, and Technical Advisory Groups provide collaborative environments for sharing ideas with fellow SunGard software users and give us the opportunity to refine and expand our software products with customer-driven enhancements.

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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