



J^aBCM Software-as-a-Solution Package

Business Continuity Management (“BCM”)

Currently in Singapore, organisations providing financial services are required by the Singapore Stock Exchange (“SGX”) to implement a suitable business continuity management programme. At the same time, more and more private companies are expecting their supply chain partners to be resilient in order to protect their own operations. It is a growing trend that organisations all over the world are recognising the need to protect their operations from sudden crises.

A BCM programme essentially identifies threats of all kinds that could disrupt business operations. If a threat bears the potential to disrupt business operations beyond the extent that key customers can accept, Management will endeavour to address it. The foremost action in BCM is to take out the threat. However, some cannot be eradicated and will require plans to be prepared to enable the organisation to respond and restore normal business operations in the quickest time possible. Providing uninterrupted customer service is akin to business continuity.

The survey of threats is carried out on an enterprise-wide basis to identify even minor risks, as they can have a domino effect and escalate quickly to affect the organisation in a major way. A solid BCM programme will not only entail paper plans (BC Plans), but also the setting up of a proper crisis management system that can serve as a platform for the organisation to deal with a crisis swiftly. In today’s context, crisis communications have also become a key requirement for organisations with external stakeholders.

There are standard steps in carrying out a BCM programme implementation, which are listed in the various BCM Standards, such as SS540, BS25999 and ISO22301. Unless certain conditions are present, the end result of the installed system may not be adequate as a shield against the advent of calamity. Often, crises do not develop as previously thought, rendering plans to be less than effective. The crisis management team must be ever-ready to deal with rapidly changing situations. The rigidity of paper plans can be a stumbling block when actions or decisions have to be carried out quickly.

J^aBCM Software-as-a-Solution Key Features

The J^aBCM SaaS system is a comprehensive system that organisations can confidently use to implement a BCM programme. It is fully compliant to the ISO 22301 BCM standard.

The J^aBCM SaaS is a friendly “do-it-yourself” solution allowing implementers to install a BCM programme at their own pace. It is a total solution containing resources, risk management techniques, documentation and templates (BC Plans and Critical Action Points), Crisis Management System 4A, Crisis Communications planning, and lots more. The SaaS software can be saved on cloud storage or other devices, or be printed in hard-copies making it accessible whenever required. The greatest advantage is that the SaaS software enables all departments/functions to prepare their Incident Management Plans within minutes.

Key features include:

1. **Customisation** – The software can be customized to meet the needs of any organisation. The Company BCM Coordinator has the authority to pre-set Management-set standards and requirements for various departments’ software. Examples include: BC standards, risk criteria, BCM policy manual, etc. To simplify the process for the Coordinator, he/she only needs to enter common information

shared by all departments only once before replicating software for different users. Replication of the software is quick and easy, done simply by a click of the mouse.

2. **Training Modules** – Step-by-step training in the form of videos and audio clips are found all over the software, in strategic locations to aid users with their implementation. The training covers both BCM concepts as well as help on using the software. A hard copy user manual will also be provided for the Company BCM Coordinator.
3. **BCM Policy Manual** – A BCM policy manual template (in MS Word format) is included in the software, giving standard principles that are in line with ISO22301:2012 and J^aBA’s methodology. The policy manual can be further customized by the Company BCM Coordinator.

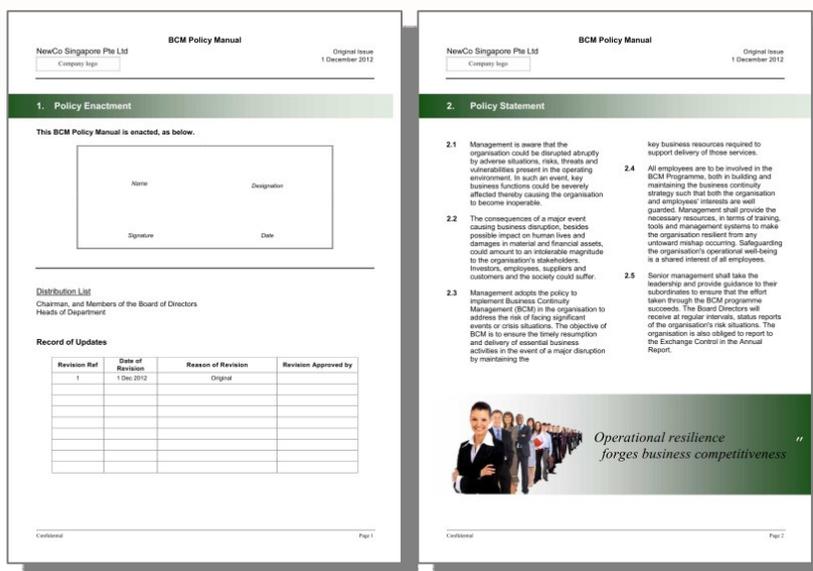


Image 1: Extract of BCM policy manual

4. **Business Impact Analysis** – Business impact analysis (BIA) is done with the help of the Dossier form, which is unique to each department. The Dossier is a document containing information on
 - a. Department’s profile
 - b. Department’s functions
 - c. Department’s specific work and tasks
 - d. Compliance to policy (to ensure work quality and regulatory observation)
 - e. Departmental staff (key persons may leave and may affect operations continuity)

In filling out the Dossier, BCM coordinators are able to focus and drill down on issues existing in the department that might be business continuity risks.

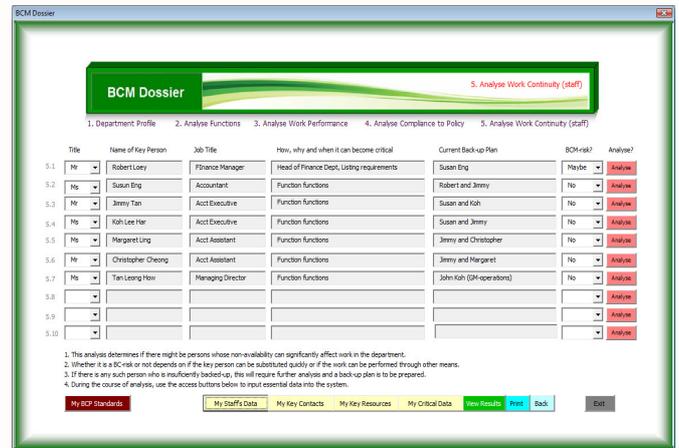
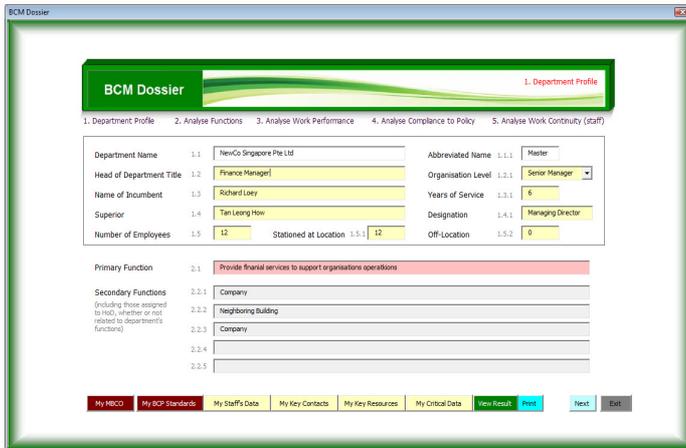


Image 2: Screenshots of 2 pages of the Dossier

5. Business Continuity Planning – This stage of the BCM process is split into two steps: Risk Management and Recovery Planning. Once departmental business continuity risks are identified, risk management is carried out with the objective to eliminate risks altogether. Here, the risk management form provides instructions on analyzing risks to see how they are triggered off, and the maximum potential damage to the company if they occur.

Users are also led to the next step of recovery planning, where users have to identify the recovery strategy to use, necessary resources required and critical action points (CAPs). J³BCM also assists users to ascertain the effectiveness of their recovery actions.

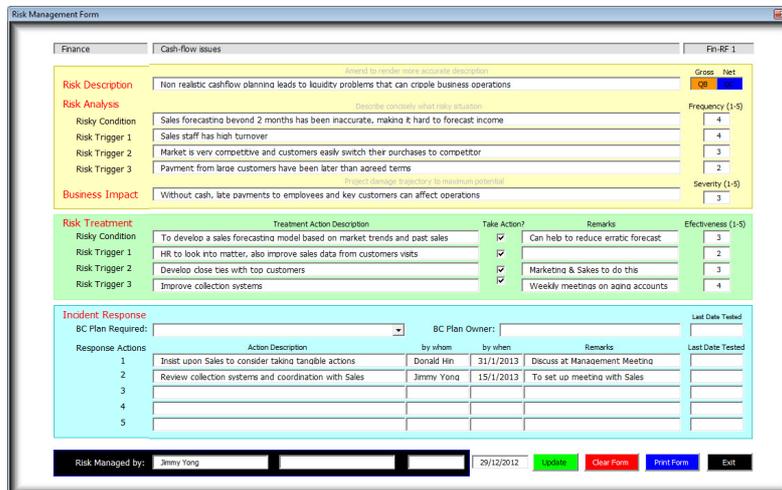


Image 3: Screenshot of Risk Management Form

6. Business Continuity Plans – Business continuity plans comprise two parts: (i) the BC Plan Narrative, which gives Management's policies on recovery, strategy, ownership and maintenance of the Plan, and (ii) the Incident Management Plan, which lists specific actions to take in order to address the crisis situation.

Templates of BC Plan Narratives (in MS Word format) are included in the software. The user just has to download required BC Plan Narratives already embedded within J³BCM into their department's software and customize it to suit their needs.

All of the department's BC plans will be accessible from the BC Plan Portal page, where they can be managed. Each BC plan can be saved as 5 different versions:

- A: Pre-incident management plan
- B: Incident response action plan
- C: Incident close-out action plan
- D: Incident management plan
- E: Practice plan

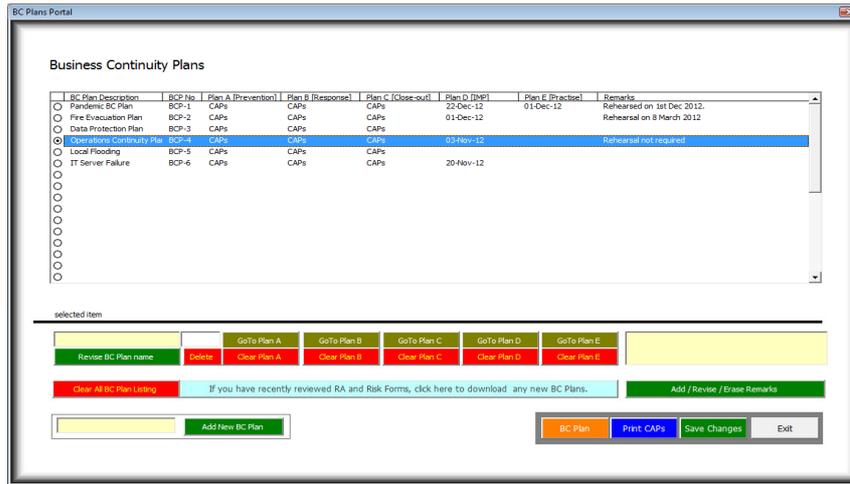


Image 4: BC Plans Portal

Incident Management Plans (IMP) are generated when the user selects Critical Actions Points (CAPs). Standard CAPs for various crisis situations are already included in the software, and the list can easily be modified, added and/or deleted by the user. The benefit of having CAPs is users are spared the load of having to recall all necessary actions that are to be taken to recover from a crisis situation. With the IMP generated, users can distribute them to departmental staff in MS Excel or PDF formats for recovery action in. The simplicity of the task allows the IMP to be generated within a matter of minutes.

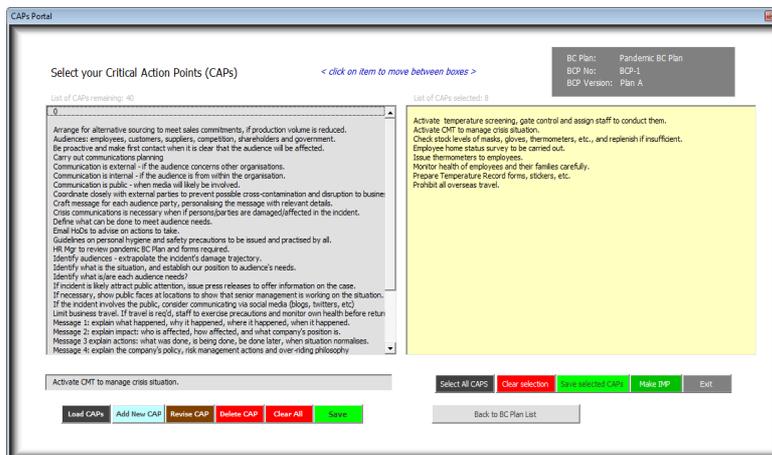


Image 5: Sample of CAPs

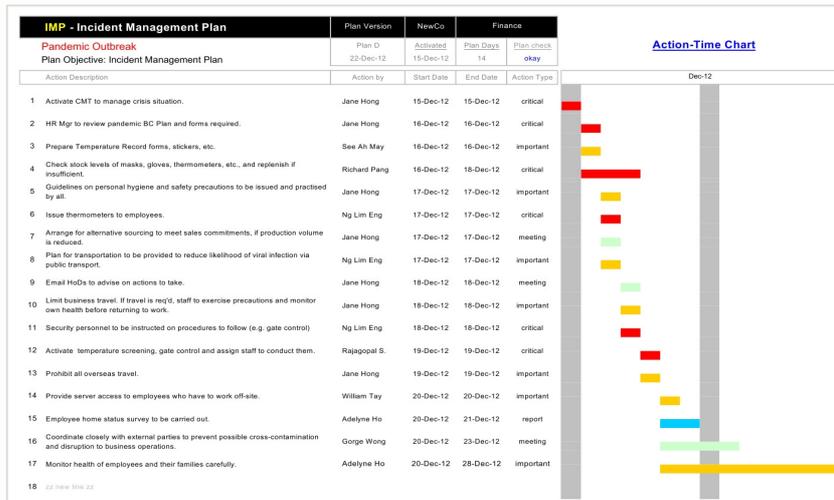


Image 6: Upon selecting CAPs, users can easily generate their Incident Management Plan

7. **Crisis Management System 4A** – Developed by J^aBA, this system sets a complete crisis handling framework. This provides a common platform for the crisis management team to coordinate a total response to the incident within four hours (4th hour call).

Conventional BCM systems do not always contain sufficient depth on crisis management. Paper plans alone will not be sufficient without a well-trained crisis management team with clear roles to give a total response to the incident. J^aBCM SaaS contains the necessary training and materials to internalize a powerful crisis handling capability within the organisation.

8. **Crisis Communications** – In today's context, communication during critical times is most essential to prevent exacerbation of a crisis situation. Many organisations that do not have public relations expertise will find that the crisis communications tips and planning tools in the software most valuable in times of crisis. In addition, crisis communications training in video format is included.

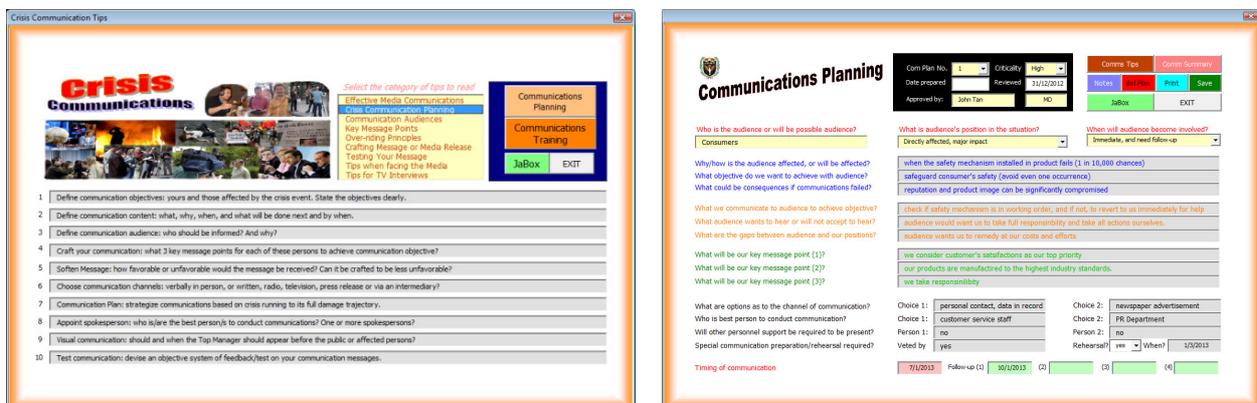


Image 7: Crisis Communications Planning & Management tool

9. **Database of Critical Data** – The software includes a user-friendly database that contains business continuity data, such as employee information, critical external contacts, key resources and critical data required for business continuity. This enables a one-entry system to update all BCM documentation, doing away with the need to manually edit physical documents.
10. **Compiling Critical Information across Different Software** – To ease the workload for the Company BCM Coordinator, key BCM information can be quickly and easily compiled across the various departments' software for monitoring. Company BCM Coordinators can compile key risks, BC plans and IMPs.
11. **Ease of Updating** – Updates can be easily made to each and every software by syncing the software with the Company BCM Coordinator's software.
12. **Confidentiality and Security** – Each department's software is password-protected and can only be accessed by the department or business unit BCM coordinator (and his/her departmental staff with access rights) and the Company BCM Coordinator. Confidential information will not be accessible by other departments.
13. **Additional Features** – The features above are the standard ones in the J^aBCM SaaS. Additional features that might be required can be examined to see if they are feasible to include as J^aBCM is an in-house product and can always be tweaked by our consultants.
14. **Integrating Existing BCM System** – Certain organisations may also be looking into incorporating their current BCM system into our J^aBCM SaaS. In order to determine if the integration can be done, we will have to see what system has already been implemented in your organisation and if there is a fit between the two systems.

Any BCM system has to be light, effective and readily available for use during a sudden advent of a crisis situation. It has to be complete as a tool to enable the organisation to work as a team with all information prepared and at the ready in order to succeed in fighting the crisis. The J^aBCM SaaS is able to do all of that to build a better crisis handling capability within the organisation.

