

PROFESSIONAL SERVICES

Keeping People and Information Connected



Professional Services

“Our Mission is to be the leading enabler of business continuity management across all industry sectors worldwide through the application of best practice principles that empathise with individual customer culture and management style.”

Information Availability and business continuity management

Information Availability is crucial to your business and it is vital to understand the threats and risks that the business may be vulnerable to.

Ensuring Information Availability requires an understanding of your business processes, technologies, priorities and both internal and external dependencies.

The importance and complexity of information management and protection issues make it increasingly difficult to design and implement solutions without expert assistance. For that help, a growing number of organisations – large and small – are turning to Professional Services (PS), a division of SunGard Availability Services.

Why Choose SunGard Professional Services?

- **Experienced** – consulting solutions delivered since 1979 to all industry sectors
- **Best-practice** – our approach conforms to PAS 56, BCI and FSA guidelines
- **Capable** – understanding of both business *and* technology issues
- **Flexible** – comprehensive portfolio of consultant-led and software-based options to suit the needs of your business
- **Proven** – tried and tested risk management methodologies
- **Innovative** – pioneering business continuity management services
- **Complete** – able to construct enterprise-wide availability strategies
- **Global** – consulting services available on an international basis.

Understanding your business

As experienced practitioners, PS realise that threats and risks to your business are everywhere. They have a likelihood of occurrence and associated impact – both of which may vary. Left unchecked, it is possible that an event (or series of events) could disrupt your business, your chain of supply – or even result in the failure of your business and organisations dependent upon it.

Conducting a Business Impact Analysis and Risk Assessment enables you to put in place the appropriate prevention, containment and recovery strategies to protect your business from such impacts.

Business Impact Analysis (BIA)

This provides an extensive analysis of an organisation's business functions. The BIA helps to identify the following:

- The critical processes, priorities and single points of failure
- The key dependencies, both internal and external
- The inherent risks and vulnerabilities that may exist.

Risk Assessment (RA)

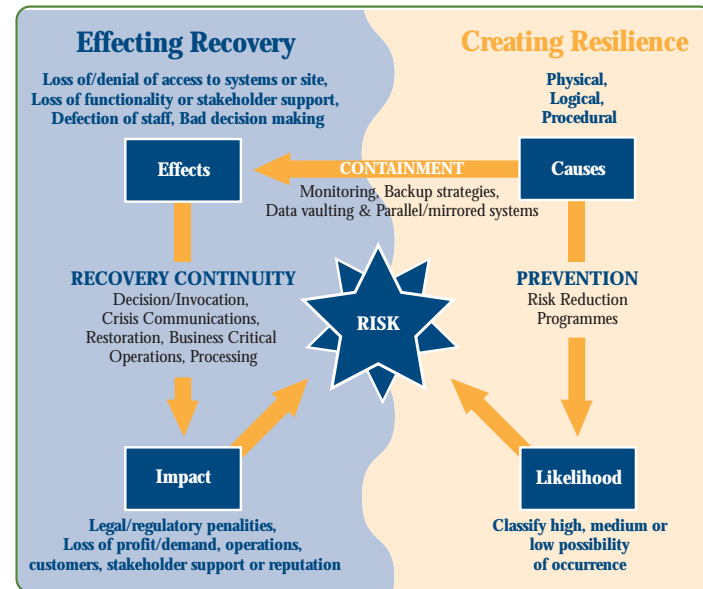
The RA provides a review of the business's risks and threats, looking at physical, logical and procedural risks. It allows the business to act on recommendations to reduce their exposure to risks and vulnerabilities.

As a result of both BIA and RA, the business will have a better understanding of the impacts and risks facing it and will therefore be better positioned to determine priorities and timescales for continuity and be able to establish a risk mitigation process. This will form the basis for putting in place a viable continuity strategy.

SUNGARD®
Availability Services

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The Business Risk Model

Business continuity strategies

In common with PAS 56 recommendations, PS recognises that effective BCM depends upon a lifecycle approach. Such a *strategic* approach enables business continuity to happen in the most efficient manner and is something SunGard can help you to achieve.

Continuity Strategy (STR)

Having identified the impacts and risks and consequent needs, PS will be able to develop a viable continuity strategy to allow the business to make sound decisions for recovery, in the event of disruption or failure to the business. The strategy provides end-to-end availability in accordance with defined management objectives.

Strategy Implementation

PS can provide you with strategic continuity options that best suit your business and which are also cost effective and can assist you with their implementation to help your organisation reduce cost and risk in the event of disaster.

Develop and implement the business continuity response

A range of services is available in order to ensure the success of your business continuity planning process and implementation.

Business Continuity Planning (BCP)

PS works with you to design customised plans for recovering the key business functions – such as data centre, workplace and telecommunications – upon which your organisation depends. Our plans are designed to be user friendly, dynamic documents that provide practical help when you need it most. They assist your business and infrastructure units in recovering operations whilst allowing senior management to maintain an overview of the process.

Project Management

This service enables you to draw upon SunGard's Project Management methodology and expertise in managing complex multi-task business continuity projects.

Policies

PS is able to develop and design business continuity policies to compliment and drive your BCM programme.

Implementation

The strategy will need to be formalised and implemented and continuity plans need to be produced to compliment the agreed continuity strategy. But this is not the end of the story. PS can put in place an ongoing process of business continuity risk management to ensure the business is positioned to respond to any disruption. This may require policy definition, training, testing, risk management review cycles and other elements to ensure ongoing business continuity health.

Building and embedding a continuity culture

BCM is dependent upon creating an organisational culture that is business continuity *aware* and business continuity *competent*. To this end, we provide training programmes, which address the components of BCM.

Business Continuity Awareness

A training programme designed to provide awareness of key drivers for business continuity: e.g. regulations and good practice, and the key components of the BCM process.

Business Continuity Plan Walkthrough

PS have developed a structured walkthrough programme to ensure all the relevant personnel are familiar with the structure and methodology of your BCP.

Crisis Communications

A vital training process to ensure your company has the right structure and procedures required to ensure the correct message and information is disseminated, both internally and externally.

Crisis Management

PS offers structured training scenario-based workshops of varying complexity to ensure your crisis management team have the ability to make the relevant management decisions.

Emergency Response

To ensure all relevant personnel have the ability and capability to respond in an emergency and take the correct decisions to support the continuity process.

Information Security Management

This training incorporates the main standards and good practice associated with international standard, ISO 17799.

Problem and Change Management

Training aligned to the requirements identified in the Information Security standards that apply equally to BCM.

Exercising, maintenance and audit

Whether you wish to audit an existing BCM process or want to ensure your new implementation remains fit for purpose, these services – which our training portfolio complements – can help.

Business Continuity Management Review (BCMR)

PS is able to provide an independent assessment on the status of your BCMR. The following questions are raised:

- Do you have a BCP; are you convinced it is current, maintained and tested?
- Do you have staff dedicated to develop, implement and maintain Business Continuity in your organisation?
- What is the risk management policy in your organisation and who is responsible?
- Do you carry out regular BIA and RAs?
- Have the necessary controls and processes been carried out to ensure the company has a viable continuity solution?

Business Continuity Plan Audit

In addition to helping you structure and design your BCP, PS can also provide an ongoing review and maintenance programme, or perform a gap analysis of an existing BCP, the objective being to ensure it complies with PAS 56 and BCI guidelines.

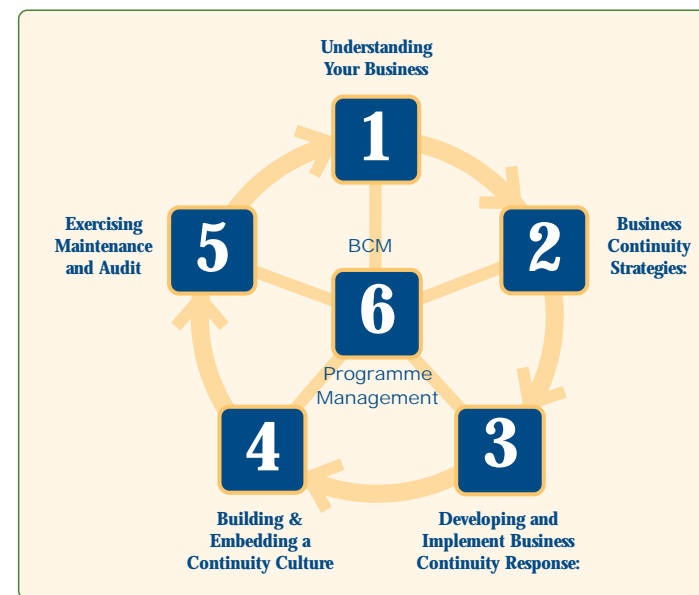
Testing

PS are able to provide a comprehensive range of testing services, ranging from desktop BCP testing, to a fully managed test of all the components of your BCM programme and turnkey outsourcing or 'Managed Services'.

PS is able to draw on the wealth of experience within SunGard Availability Services to support all aspects of your testing programme.

Programme management

As we have seen, the key stages towards holistic BCM involve assessment, planning, solutions implementation, creating awareness and ensuring ongoing risk management – but this latter aspect will not happen in the absence of a structured programme.



For many reasons – amongst them, shrinking IT departments, increased workload or lack of internal expertise – a growing number of organisations are outsourcing Information Availability and continuity responsibility to PS.

Continuity Programme Management (CPM)

If you opt for our CPM service, our consultants will become on-site managers of your entire continuity programme, providing an accountable single-source solution.

Our CPM service pulls these elements together by exploiting our extensive knowledge and expertise. The service also provides quality assurance, timely reporting, software tools and continuous programme monitoring and improvement.



Continuity Programme Management

Business continuity software solutions

As organisations of all sizes recognise the urgent need to plan for optimised availability and recovery from a possible business interruption, most are challenged by staff shortages and find it difficult to create standardised plans company wide.

At PS, we have harnessed our 25 years of Information Availability expertise to develop world leading software planning tools for organisations wanting to increase the efficiency and effectiveness of their continuity programmes.

The only continuity planning system backed by our industry-leading methodology, these PAS 56 compliant software tools help ensure the recoverability of your entire enterprise from the desktop to the network to large central processing sites. They help you to make the right continuity planning decisions - no matter what stage of the process you're in and are available in web-enabled or client/server formats.



Enterprise-wide Information Availability

Since 1978, SunGard Availability Services has pioneered Information Availability and business continuity. We understand the enormous impact technology change has upon business and that any organisation's vital ingredients are its people and information.

That is why we developed a continuum of **proactive, reactive** and **interactive Information Availability** solutions comprising **business continuity, disaster recovery** and **high availability/managed services**. For a complete, robust, future-proof solution that will keep your business critical processes running, talk to us – whatever your business sector or size, IT, time or budget requirements.

10,000 customers worldwide trust us to keep them in business by keeping their people and information connected. Regardless of whether you measure your tolerance to disaster in seconds, minutes, hours or days; **trust us to do the same for you.**

Local presence, global strength

- > 20,000 end-user positions
- > 60 locations
- > 3 million sq ft of secure dedicated operations space
- > 25,000 miles of dedicated network backbone
- > 50 mobile recovery units
- > 100,000 recovery tests undertaken
- > 10,000 business continuity projects undertaken
- > 10,000 clients worldwide
- > 2,500 Information Availability professionals at hand
- > 1,500 invocations supported with 100% success!

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SunGard Availability Services

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