



# Case Study: Business Continuity



ISO 9001:2015 Certified

## THE CHALLENGE

In 2007, ICS performed Continuity of Operations & Continuity of Government Planning for a Florida state agency to ensure agency operations could be conducted efficiently in the face of a disaster.

## THE INTEGRATED SOLUTION

The first phase of the planning effort was a Business Impact Assessment (BIA). The objective of the BIA was as follows:

- Validate current Business Continuity Management (BCM) program capabilities and resources
- Establish a BCM program baseline of performance
- Prioritize critical business applications and processes
- Determine critical resource requirements
- Define recovery time objectives and recovery point objectives
- Identify risks to accept, mitigate, transfer, or avoid
- Identify general costs associated with the BCM program
- Incorporate industry best practice techniques

In the second phase, ICS worked with agency personnel to develop comprehensive plans which ensure continued performance of mission essential functions during a wide range of potential emergencies. The deliverables conformed to multiple applicable standards, including:

- Department of Homeland Security (DHS)
- Standardized Emergency Management System
- Business Continuity Management
- Federal Emergency Management Agency (FEMA)
- National Incident Management System
- Incident Command System

The third stage consisted of training, testing and plan enhancements to ensure that personnel were sufficiently trained, and verify that resources and equipment were capable of supporting the BCM program.

## THE RESULT

As a result of the engagement, the agency now has a structured and comprehensive Continuity of Operations Plan and supporting documents compatible with State and Federal Emergency Operations plans to ensure they are prepared to continue operations in the event of a disaster.



At ICS, we pride ourselves in our unique ability to integrate comprehensive strategy and cutting edge security into information operations. As the information age advances by leaps and bounds, it is imperative that your organization take a proactive, holistic approach to information operations. By leveraging our comprehensive strategy of integrating information security tenets into every aspect of IT service delivery, your organization will be armed with the technology, processes and policies necessary to win the ever-evolving battle to ensure the continuous availability and integrity of your organization's information.

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