



“a fresh approach”

Zing Consulting Limited is a professional services organisation established to help businesses improve performance by supporting strategy, risk management, finance and change management.

The consulting arm of Zing specialises in the provision of financial and strategic leadership, together with project and change management.

Our “Zing” focus is to be the leading provider of independent consultancy services to both the financial services industry, and to other associated commercial businesses. In order to achieve this Zing employs consultants with an established track record within their own fields of expertise.

As an independent business, Zing is not aligned to specific consultancy models or to particular technology solutions. It is this independence which allows us to offer objective advice and services individually tailored to meet our client’s requirements. This allows us to support and reinforce an organisation’s business strategy and overall risk framework.

Based in the Channel Islands, but with established networks in other locations, Zing aims to service the needs of small and large organisations around the world.

In order to view our services and gain a better understanding of how we can help you, feel free to visit our website.

www.zingcl.com

Business Continuity Management (BCM)

The **Jersey Financial Services Commission** states in their codes of practice:

“A registered person must: ensure that adequate business resumption, disaster recovery and other contingency arrangements are in place and tested at appropriate intervals;”

Likewise, the **Guernsey Financial Services Commission** states in their CSP code of practice:

“CSPs should formulate and keep up to date plans.... for disaster recovery.”

It may seem a very small and insignificant part of the codes, but it is still an important statement which should be acknowledged and acted upon by all financial services businesses.

It is an unfortunate fact that many organisations view BCM as a low profile risk issue, and as a result limit their plans to recovering important systems and a few critical functions.

In the wake of 9/11 and the London Underground bombings, perceptions of this risk to both a local reputation and individual organisations are starting to raise awareness of what damage a poor Business Continuity Plan (BCP) can do.

As recently as 2008, a local telecommunications company managed to dig through a major power cable in Grenville Street, Jersey causing a whole block of businesses to be without power for almost a full day.

Also in 2008 the collapse of the St. Aubins Bay coastal defences caused many buildings to be flooded in the low lying regions of St. Helier, Jersey.

Media communications have also contributed to increased awareness of BCM, and not just to the “normal” business recovery scenarios. Avian flu in particular has caused some businesses to put in place alternative approaches to business continuity such as supplies of masks held on premises and plans for large numbers of staff to work at home.

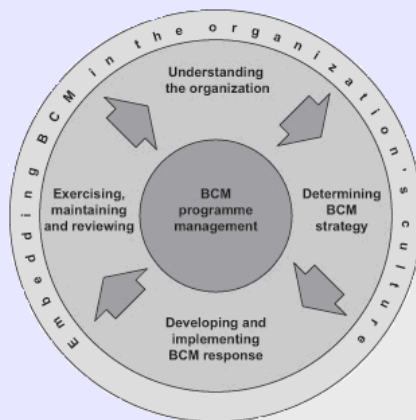


BCM Basics

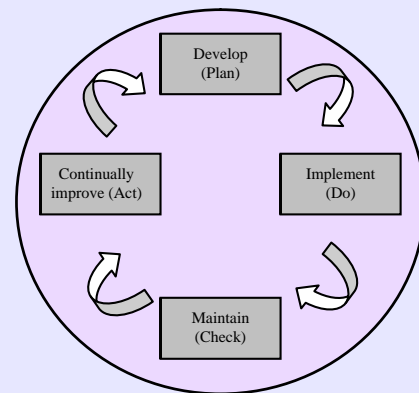
It is important to ensure Business Continuity Management is a living, breathing part of an organisation’s culture. Putting a plan in place with limited knowledge and experience of the organisation will not cover you for what may be ahead.

BCM needs to be reviewed, maintained, improved and tested regularly in order for it to be effective at all times.

BS25999-1 presents an excellent diagrammatic representation of the business continuity lifecycle:



The BS25999-2 presents a good example of a PDCA cycle showing how an organisation should develop, implement, maintain and continually improve a documented BCMS



How Zing can help you with BCM

Zing will work in partnership with your business to gain a good understanding of your organisation, ensuring the final policy and plan are owned by you.

We will:

- Gain a detailed understanding of your business, identifying the current state of your BCM;
- If you have a current strategy in place, assess its appropriateness against industry standards;
- Implement a complete BCM lifecycle including:
 - BCM policy, and adoption of programme management;
 - Business Impact Analysis and risk assessment;
 - BCM Strategy;
 - BCM response or plan;
 - Testing and exercise procedures and awareness training;
- Investigate and prepare for specific risks and threats.

How your engagement with Zing will benefit your business

Eliza Manningham-Buller, Director-General M5 spoke at a Business Continuity conference, where amongst other things she was quoted as saying:

“I am often asked what single piece of advice I can recommend that would be most helpful to the business community. My answer is a simple, but effective, business continuity plan that is regularly reviewed and tested.”

Zing will initiate or put back on track the most important part of your organisations arsenal against business failure. We will also help ensure you are meeting your regulatory requirements in respect of business continuity.

By engaging with Zing you will gain the benefit of the many years of risk, compliance, finance and operations experience within all sectors of the financial services arena.

Who to contact if you want to discuss this further

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