BCM Automation Guide

Build the Business Case for Business Continuity Software

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Business Continuity Automation Guide

We help organizations build strong business continuity programs.

The **BCM Automation Guide** summarizes five steps that are proven to optimize your limited time and resources while accelerating the growth of your program throughout your organization.

The end result?

You'll get **more done** than ever before.

With **less effort** than ever before.

If you're ready to accomplish more this year than you ever thought possible, let's get started!

40% of BC program mangers report having **additional responsibilities outside of BCM**

SOURCE: BC MANAGEMENT BCM TRENDING REPORT 2018

69% of BC program mangers report that they **don't have enough resources**

SOURCE: BC MANAGEMENT PROGRAM MATURITY REPORT 2019

DOES THIS SOUND FAMILIAR?

You're responsible for building a business continuity program, but you're only one person and have other responsibilities outside of BCM.

You're sick of spending your time on administrative work – constantly emailing and editing word documents, chasing people down, and manually creating countless dashboards.

You have no way to ensure BIA and plan content is consistent across departments, and it's even harder to verify that you have the correct version documented in a central location.

Your task list just keeps growing – and you can't keep up.

We hear you, and we understand how you're feeling!

THE TRUTH IS...

Business continuity is crucial to the long-term health of a business, but it can often feel mundane and bureaucratic since so much time is spent on documentation and administrative tasks.

What if you could maximize the time spent on **high-value** activities and automate the rest – all without increasing your headcount?

How would such a shift affect your program's performance and increase your job satisfaction?

The following steps will show you how to leverage business continuity software to **get more done with less effort and better results!**

Ready to go? Let's dive in!

BCM Automation Guide

Build the Business Case for Business Continuity Software

Calculate Your Value	Identify Low Value Activities	Delegate or Automate	Envision It Differently	Present Your Case
01	02	03	04	05

01 Calculate Your Value

Your time and effort should be focused on closing program gaps, addressing program shifts based on organizational change, and liaising with other risk disciplines to increase efficiencies and the overall resilience of your organization.

You can't do that in any meaningful way if you're spending all your time doing administrative work, chasing people around for BIA and plan updates, and wasting time trying to manually build dashboards off of disparate data sets.

Have you ever taken a step back to explore how your value aligns to the activities you're focused on?

It's critical that you **UNDERSTAND** and **RECOGNIZE** your value, as well as the value of other people involved in the program – including your team and those across the business.

So, to get started, calculate your value using this simple equation: **Annual Salary / 2080 = Your Effective Hourly Rate.**

Next, calculate the value of the other people involved in the program. For those outside your team, we recommend using an average salary that is appropriate for your industry and geography. Use the worksheet at the end of this document to calculate your value.

02 Identify Low Value Activities

Now that you have a sense of hourly rate, identify all the **low value activities** that you're currently doing, as well as the time you're currently spending on them.

An example list of low value activities for a **business continuity program manager** may include:

- Meeting and documenting business impact analysis (BIA) updates for departments

- Meeting and documenting plan updates for departments

- Updating contact information

- Sending reminders and logging approvals for BIAs

- Sending reminders and logging approvals for plans

- Sending reminders for exercise action items

- Compiling data for a BIA summary report

- Manually gathering and dissecting data to understand gaps in dependencies

- Compiling data for metrics and reports

An example list of low value activities for a **department-level business continuity coordinator** may include:

✓ Completing surveys for a BIA

✓ Updating contact information in plans

✓ Updating technical information in IT disaster recovery plans

✓ Documenting approvals

For example, if you've spent the last two weeks conducting follow-ups to obtain BIA approvals, you would log 80 hours for processing those approvals. Use the worksheet at the end of this document to create your list of low value activities.

" Automate low value activities so you can focus on driving your program forward.

03 Delegate or Automate

Now that you have your list of low value activities, what do you do with them? Well, there are three key options:

DELEGATE: Can you transfer this task to someone else?

Typically, this would be someone on your team, but this also could mean delegating externally to a third-party.

AUTOMATE: Can you leverage software to perform this task?

Hint... The answer is yes! Everything in our examples above can be performed by **Riskonnect's business continuity and resilience software.**

DELETE: Are there some things you can just stop doing?

It's okay if the answer here is yes. And, if you're unsure, try stopping them for a few weeks to see if there are any impacts to your program or the organization. By the way, this is a great experiment to try!

So, apply your choice to each item identified in step two as a low value activity. This will enable you to calculate the costs involved in delegating, automating, or deleting each activity.

Specific to automating, this list will be a key part of your requirements for software selection. You'll need to make sure you clearly understand how a software will help you automate these activities to free you up.

04 Envision It Differently

Freeing up more of your time is only half the battle – getting clear about what you should be spending your time on is the other part! Here is how to get clear on where to focus:

MAKE A LIST

Make a list of the things in your current role that you love to do and are **GREAT** at. Keep those and evaluate if you need to spend more on these actions.

ASK OTHERS

Specifically, your boss and the business continuity program sponsor. But, don't ask them what you should be doing.

You should **FIRST** ask them about their top priorities. Brainstorm with them on how you could help them achieve their goals. This discussion can be very rewarding and will help you confirm the areas in which you should be focusing!

WRITE IT DOWN

Based on the goals of your boss and what you're great at, make a specific list of actions and tasks that you want to spend more time on as a result of delegating, automating, and deleting. Add it to the worksheet on the following pages. In addition to the specific areas of focus, add the goals you plan to achieve and the outcomes you expect.

05 Present Your Case

If you complete steps one through four above, you will have a complete business case to get the help you need, covering:

1. What you're trying to achieve (save yourself and others time);

2. What is needed to achieve it (in terms of people, time, and money); and

3. The benefit to the organization (specifically, new goals and projected outcomes).

Present this case to your boss and you're steering committee for feedback and encourage discussion around it!

66 Apply these steps to optimize your limited time and resources and accelerate the growth of your program.

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If you can optimize your limited time and resources, you'll be free to focus on high impact activities that will accelerate the growth of your program and help you to achieve the right level of resilience for your organization.

EFFECTIVE HOURLY RATE

Calculate your effective hourly rate, as well as the rate for your team and those across the business involved in the business continuity program.

YOUR HOURLY RATE

$ _____ [Salary] / 2080 = $ _____ Per Hour

YOUR TEAM'S HOURLY RATE

$ _____ [Salary] / 2080 = $ _____ Per Hour

$ _____ [Salary] / 2080 = $ _____ Per Hour

$ _____ [Salary] / 2080 = $ _____ Per Hour

HOURLY RATE OF THE BUSINESS

$ _____ [Salary] / 2080 = $ _____ Per Hour

To calculate the hourly rate for BCM program participants outside of your team, we recommend using an average salary that is appropriate for your industry and geography. This section doesn't have to be exact; it's more directional since salaries will vary across the business.

- Program Participants:
- Annual BC-Related Hours:
- Average Hourly Rate:
- Total Cost:

Use this data to complete the sections on the right.

LOW VALUE ACTIVITIES

Identify all low value activities that you're currently doing, as well as the time you're currently spending on them.

ACTIVITY	PEOPLE	HOURS	COST	ACTION
			TOTAL	

HIGH VALUE ACTIVITIES

Identify high impact activities that will enable you to increase your organization's overall level of resilience.

ACTIVITY	GOAL	OUTCOME

Next Steps

Skimming this guide and filing it away "for future use" **won't get you where you want to be.** If you're stuck and only focused on low value activities, please promise that you'll invest some time here.

Just imagine... How would it positively affect your program's performance and increase your job satisfaction if you could maximize the time spent on **high-value** activities and **automate the rest?**

Make the time to map out how you can apply the **BCM Automation Guide** to optimize your limited time and resources while accelerating the growth of your program throughout your organization.

If you're ready to automate your program and quickly get results, please book a strategy session with a member of the Riskonnect team today so we can identify the best way to help you accomplish your goals!

BOOK A MEETING

Riskonnect is the leading integrated risk management software solution provider. Our technology empowers organizations with the ability to anticipate, manage, and respond in real-time to strategic and operational risks across the extended enterprise. More than 2,000 customers across six continents use our unique risk-correlation technology to gain previously unattainable insights that deliver better business outcomes. Riskonnect has more than 800 risk management experts in the Americas, Europe, and Asia.

For more information, visit riskonnect.com.