



experience the commitment™



# Business Continuity Planning

## A resilient organization

Did the earth move?

It's a sobering thought: in North America, in the past year, one company in ten experienced a serious incident, an interruption of operations or a breakdown significant enough to impact the core activities of its business.

Such problems can be disastrous for a business and for its leaders. In some cases, these events can trigger considerable financial losses and even lead to bankruptcy. And corporate executives and managers who do not take steps to minimize and manage risks could be leaving themselves open to legal action.

CGI has the know-how to help your organization develop and implement a business continuity plan that focuses on restoring operations quickly through structured resumption solutions and back-up facilities.

## STRATEGY FOR PROACTIVE ORGANIZATIONS

A growing number of organizations are recognizing the importance of sound business continuity planning. If your business were to be disrupted suddenly as the result of social upheaval, an environmental accident, or a technological breakdown, how quickly would you be able to resume operations?

Business leaders are becoming more and more aware of how vital it is to protect the safety of their employees and the continuous availability of essential commercial and production systems. Moreover, as organizations expand, they also augment their dependency on single or critical suppliers and intensify their concentration of activities and resources. And that increases their vulnerability.

Regardless of the type of incident your organization needs protection against, your business continuity plan must encompass much more than your technological infrastructure. To emerge unscathed, your organization must adopt a plan that maps out the resumption of all critical activities, such as sales transactions, manufacturing and processing, warehousing, delivery, and customer support.

CGI's expertise extends to all aspects of business continuity planning and is based on a proactive vision that approaches an organization as a whole. It targets the recovery of the technological infrastructure, the stabilizing of commercial software applications and the resumption of all of the organization's activities.

CGI, like its clients, recognizes that establishing rigorous business continuity plans assures full compliance with regulatory standards and plays a crucial role in the organization's survival.

CGI's business continuity planning method is founded on acquiring an in-depth knowledge of each organization's culture and specific needs. It is a method that forges links between key people in your organization who know your sector inside out and our business continuity planning professionals.

Our team of business continuity planning experts have been trained and certified by the **Disaster Recovery Institute (DRI)**.

### A personalized, progressive approach

CGI's business continuity specialists support you at every step of the development and implementation of your continuity plan, from the initial impact analysis to the execution. Our experts can also help you transform traditional contingency plans into a complete, reliable and current business continuity plan.

There are four steps to the CGI approach:

#### Step 1 – Assessment

- Project initiation
- Definition of functional requirements
  - Business impact analysis
  - Assessment of risks and controls
  - Continuity strategies

#### Step 3 – Implementation

- Deployment
  - Emergency response
  - Exercises and simulations
  - Personnel and management awareness
  - Training program

#### Step 2 – Development

- Development of plans
  - Business resumption plan
  - IT recovery plan
  - Emergency management plan
  - Crisis management plan

#### Step 4 – Execution

- Maintenance and ancillary activities
  - Annual exercises
  - Plan maintenance
  - Public relations and communication
  - Community and regional coordination

The methods used by CGI's business continuity planning team focus on fostering accountability among the organization's leaders and the managers responsible for vital and critical business processes. Personnel at all levels of the organization are included in the planning process to ensure the plan is both practical and sound.

CGI also contributes added value to constantly evolving distributed IT environments, providing specialists in related business continuity fields.

More than ever, business continuity is at the very core of corporate success and has become a priority of responsible leaders concerned about safeguarding their business's reputation. Like so many successful organizations, CGI is cognizant of the value of solid continuity planning for vital and critical business processes. That's why it offers a program of business continuity planning and recovery management to address your current and future needs.

### Your partner of choice

CGI's vast experience in business continuity issues spans more than 25 years and comes as the result of working closely with a wide range of organizations. Its methodologies meet the requirements of the **Disaster Recovery Institute (DRI)** in all project phases: start-up; definition of vital and critical business functions; evaluation of risks and controls; business impact analysis; business continuity planning; recovery objectives, recovery planning; development of contingency plans; implementation of controls; documentation; deployment; testing; training programs; updates and execution.

CGI also offers IT recovery solutions, including traditional IT recovery in 24, 48 or 72 hours and high availability of the technological infrastructure.

### Our Commitment

At CGI, we believe in implementing technology that transforms our clients' business environments. That's why we offer our services to a focused set of industries where we have developed deep experience and expertise. We understand our clients' business realities and have the know-how and solutions needed to advance their business goals.

### Corporate profile

Founded in 1976, CGI is a world-class leader in information technology (IT) and business process services. Through our focused industry expertise in financial services, government, healthcare, telecommunications, utilities, retail, distribution and manufacturing, we offer end-to-end services including systems integration, strategic consulting, business solutions and the full management of IT and business functions.

Backed by a rich heritage, global delivery capabilities and a strong financial position, CGI has a solid track record of on-time, on-budget delivery and high-value repeat performance. Rooted in quality and management processes, our goal is to fully meet client objectives, serving as an accountable, flexible and objective partner.

We approach every engagement with one objective in mind—to help clients win and grow.