



# ComAcc Business Services Ltd

## Business Continuity Specialists

# STATEMENT OF CAPABILITY



### ABOUT Us

ComAcc is an independent consultancy with extensive Business Continuity experience in working with blue chip organisations ranging from insurance, retail, broadcasting, manufacturing, motor and finance sectors to high profile government departments requiring security clearance. We provide advice and resource in developing and implementing complete Business Continuity Management Systems in accordance with industry standards or we can assist in specific elements of the Business Continuity Management lifecycle.

Through structured Business Impact Analysis and Risk Assessment, we develop robust Continuity Strategies supported by Crisis Management and Business Continuity Plans to help organisations resume Mission Critical Activities should an event threaten to or cause an interruption to normal business operations.

We carry professional indemnity insurance to the value of £1,000,000 for the protection of our clients.



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## CONSULTANT PROFILE

### Consultant: Sharad Karia

With over 25 years experience in the IT industry, Sharad has been specialising in Business Continuity for the last fifteen years. He has been a member of The Business Continuity Institute (MBCI) since 1999 and is an assessor for evaluating membership applications. He was security cleared to SC level in 2001 for a Foreign & Commonwealth Office assignment.

Sharad has managed many projects with clients in insurance; motor; financial; airline; broadcasting; oil and retail industries as well as various government departments.

He is skilled in scoping, managing and implementing complete Business Continuity Management projects in accordance with Business Continuity Management Standards (ISO 22301). He has carried out a number of Business Impact Analysis and Risk Assessment activities to define recovery and continuity strategies. He has created Crisis Management and Continuity Plans to implement these strategies and to recommend risk reduction measures. He has presented training courses and facilitated workshops at senior management level for rehearsing continuity and Crisis Management Plans.

## SUMMARY OF BUSINESS CONTINUITY ASSIGNMENTS

### **Punter Southall Group**, Pension Administrators and Investment Consultants (London)

Standing in for Business Continuity Manager on long term sick leave. Responsible for:

- Reporting on last group-wide work area recovery test and planning for the next one.
- Updating business recovery plans for all businesses within the group.
- Developing voice communications recovery strategies and plan.
- Identifying and assessing criticality of the group's suppliers of services and products.

### **Aviva Investors**, Investment Management (City of London)

- Carried out over 70 Business Impact Analysis consultations to develop continuity strategies.

### **St James's Place**, Wealth Management (Gloucestershire)

- Developed and delivered a number of rehearsals to:
  - Test unviability of head office premises.
  - Test unavailability of remote office locations.
  - Enhance flu pandemic response plans.
- Developed a process and conducted audits to assess the Business Continuity readiness status of critical suppliers.
- Provided Business Continuity related training to relevant staff.
- Facilitated workshops to create and review Business Continuity Plans.
- Reviewed Emergency Management Plan to develop and facilitate regular rehearsal workshops with senior management team for the Gloucestershire head office.
- Regularly conducted and reviewed Business Impact Analysis to develop Continuity Strategy and to specify recovery time objectives.

### **General Electric (GE) EMEA**, Property and Facilities Management (London)

- Helped develop Business Continuity Management Framework and Standard.
- Managed implementation of Business Continuity Plans across EMEA regions.
- Identified initial costs for implementation of Business Continuity Plans.

### **Aircom International**, Telecommunications Engineering and Consulting (Leatherhead)

- Carried out Risk Assessment and Business Impact Assessment for a business continuity briefing to Senior Management.

### **HM Revenue & Customs, (HMRC)** Central Government Treasury Tax Collection Agency (London, Nottingham, Liverpool)

- Helped develop continuity plans for a critical supplier failure.

### **The Carbon Trust**, Carbon Emission Management (London)

- Consulted with Heads of Departments to identify common threats to normal business operations.
- Presented the risks to Senior Management to develop risk management strategies.
- Reviewed existing continuity document and recommended improvements.

### **Rockspring PIM**, Property Investment Management (UK)

- Conducted Business Impact Analysis.
- Carried out Risk Assessment at Head Office building in London.
- Developed Business Continuity Plans.

**Channel Four Television, Broadcasting (UK), Facilities Management Department**

- Conducted a gap analysis to identify areas of improvement in Business Continuity Plans.
- Carried out Business Impact Analysis to identify critical functions and requirements for recovery.
- Conducted a Risk Assessment for three buildings housing the head office and support functions.
- Developed Continuity Strategies for all critical services provided by the Department.
- Created Crisis Management and Business Resumption Plans for the Department.

**Helphire, Motor Insurance (Bath and Peterlee, UK)**

- Conducted Business Impact Analysis.
- Carried out a resilience study on IT and Telecommunications infrastructures.
- Developed and facilitated workshops with senior management to create crisis management and business recovery plans.
- Developed a framework of Crisis Management and Business Resumption Plans.

**The Automobile Association (AA), Motor Breakdown and Insurance (UK)**

- Created and delivered a Crisis Management Plan Development workshop to Senior Managers, Department Heads and Business Continuity and Facilities Management staff.

**Accenture (UK) Ltd, Global Solutions Operations, Outsourcing and Consultancy (Mauritius)**

- Conducted and reviewed Business Impact Analysis.
- Carried out Risk Assessment of Delivery Centre.
- Developed Business Continuity Plans for clients.

**F&C Management Ltd, Asset Management (City of London and Amsterdam)**

- Provided Business Continuity consultancy to enhance existing Crisis Management Plans for the UK Headquarters and European Offices.
- Conducted Business Impact Analysis for all Departments.
- Developed Business Continuity Plans for 18 UK and 7 Netherlands departments.

**Syntegra, Outsourcing Services (Hampshire)**

- Provided Business Continuity consultancy to support a bid for a multi-million pound facilities management contract for NHS. This defined Syntegra's Business Continuity Management approach and strategy for the prospective client.

**Threadneedle Asset Management Ltd, (City of London)**

- Validated existing Business Impact Analysis to re-establish continuity strategy in preparation for an annual rehearsal of recovery plans.

**B Sky B, Broadcasting (Middlesex)**

- Carried out Business Impact Analysis and reviewed Recovery Requirements documentation to facilitate over 20 workshops for developing departmental Business Recovery Strategies and Crisis Management Plans.

**Office-Shadow Ltd, Business Continuity Software Development (Surrey)**

- Helped specify and test web based Continuity Plan Development software.
- Facilitated management workshops for several clients to develop Recovery Strategies and Crisis Management Plans.
- Reviewed and made recommendations to improve and enhance the primary business process for the newly formed company.

**Strategic Rail Authority (SRA), Rail transport authority (London)**

- Created a Crisis Management Plan for the SRA in its role as the strategic responsibility in the rail industry.

**National Assembly for Wales, Welsh Parliament (Cardiff)**

- Conducted a BS 7799 (standard for information security) Gap Analysis to develop an Information Security Management System for core IT services.
- Conducted Business Impact and Risk Assessment (CRAMM) on IT and other key processes to enable compliance to BS 7799 standard.

**Foreign and Commonwealth Office (FCO), Government department for foreign affairs (London, Milton Keynes)**

- Conducted Business Impact Analysis for various FCO commands and desks.
- Conducted Risk Assessment of the critical processes provided by the FCO Support Services.
- Provided hands-on training to key FCO staff to enable them to continue further Business Impact Analysis and Risk Assessments in order to develop a continuity strategy.

**Burberry of London, Fashion and Luxury Goods (UK and Spain)**

- Developed Recovery Strategies and Crisis Management Plans (detailed and pocket versions) for the Head Office, Distribution Centre, Manufacturing and Retail operations through Business Impact Analysis and workshops.

**General Motors**, Motor Manufacturer (UK)

- Developed and presented a three-day Business Continuity Management training course to Security Management, Risk Management, Insurance and Audit departments.

**JCC**, Credit Card Operator (Cyprus)

- Recommended a common recovery strategy for the consortium of banking organisations.
- Defined high-level specifications for a dedicated IT recovery centre.
- Conducted Risk Assessment on Head Office building to recommend risk reduction measures.

**Scottish & Newcastle Retail**, Public Houses and Budget Hotels (Northampton)

- Reviewed existing Business Continuity Plans to reflect acquisition of new business by:
  - Conducting Business Impact Analysis on all high priority business processes.
  - Reviewing and updating Business Continuity Strategy in accordance with the new business requirements.
  - Reviewing and updating the Crisis Management Plans for the Head Office building.
  - Creating a Pocket Guide version of the Crisis Management Plans.

**G-Tech Ireland**, Lottery Operator (Ireland)

- Reviewed Data Centre Recovery Plans to identify gaps and recommended improvements. The plan was included in a bid to operate the Irish National Lottery.

**Royal Bank of Scotland**, Banking (London and Edinburgh)

- Reviewed and recreated crisis control procedures and plans for the Technology Group to reflect new working practices and organisational changes within the bank's structure.
- Designed and produced a pocket version of the plans.

**Prudential General Insurance**, Insurance (UK)

- Developed Recovery Strategies and Crisis Management Plans for three National Call Centres by:
  - Conducting Business Impact Analysis workshops to determine potential losses to business and the minimum recovery requirements in the event of an incident.
  - Developing a Business Continuity Strategy aligned with the business requirements.
  - Creating Crisis Management Plans (detailed and pocket versions) documenting the immediate actions required of the Crisis Management and Recovery Teams following an incident.
  - Facilitating walkthrough workshops to exercise and validate the Crisis Management Plans. The workshops also helped increase Business Continuity awareness and provided training for the relevant management groups.
- Developed contingency procedures for managing incidents of high volume of calls resulting from extreme weather conditions.

**National Health Service** (UK)

- Presented seminars on Business Continuity Planning and Year 2000 planning to some National Health Service regions.

**British Airways**, Airline (UK)

- Helped create Business Continuity plan templates and facilitated scenario planning workshops for the Year 2000 Programme.

**Kingfisher Group**, Retail – Comet, Woolworths, B&Q (Multinational)

- Developed a Year 2000 BCM Audit Plan framework, conducted the audits at subsidiaries worldwide, reported the findings, made recommendations and provided support to many of the corporation's international businesses by:
  - Developing and presenting Year 2000 BCM workshops.
  - Reviewing the Year 2000 Business Continuity strategies and plans.
  - Reviewing and updating the Crisis Control and Incident Management procedures for the Central Office.

**Phillips Petroleum**, Oil Exploration and Production (Surrey)

- Conducted Business Impact Analysis.
- Created Disaster Recovery Plans for all centrally based IT systems.