

## Product Overview

### Business Continuity & Recovery Services

In a constantly changing and ever increasing complex business and IT environment, unplanned disruptions can be costly, resulting in financial losses, member dissatisfaction and regulatory compliance issues. An outdated recovery plan in the hands of untrained personnel puts your organization at risk.

Developing and implementing a comprehensive Business Continuity Program (BCP) that results in a repeatable process focused on continual improvement is the new standard. Resilience starts when business continuity stops being a series of separate activities, is embraced as a business process, and becomes part of day-to-day decision-making and operations.

CU\*Answers Business Continuity and Recovery Services can help you design and implement a program with cost-effective strategies and test-validated processes to mitigate risk, elevate preparedness levels, and restore critical business functions as quickly as possible in the event of a service disruption or disaster.

## Discover more!

### Business Continuity & Recovery Services

#### CU\*Answers

6000 28th Street SE  
Grand Rapids, MI 49546  
(800) 327-3478

[www.cuanswers.com/solutions/business-continuity](http://www.cuanswers.com/solutions/business-continuity)



**A comprehensive Business Continuity Program is key to sustaining operations during unpredictable and adverse conditions.**



**[Look inside for more information](#)**

## What We Do

Whether your requirements call for the development of a new Business Continuity and Recovery Plan or to improve an existing one, our goal is still the same: to quickly and effectively ensure your organization is prepared for the next unexpected disruption, while also setting the foundation for a long-term program that adapts to your changing needs in both business and technology.

The same talent, skills and expertise used to safeguard core processing for the CU\*Answers network is available to your organization. Our experience in the credit union industry will help guide your program so that it properly measures up to regulatory requirements (NCUA, FFIEC, etc.), standards and guidelines, peers in the industry, and professional best practices. To accomplish this, we offer the right mix of professional services shown in the next column.

**Contact a CU\*Answers Continuity Consultant today to design a custom roadmap and action plan that enhances your organization's recovery capabilities to align with business goals and objectives.**

## Business Resilience

*"The operational and technological readiness that prepares an organization to make day-to-day operations efficient and cost-effective, and to resist, absorb, and recover from or successfully adapt to adversity or a change in conditions."*

## 1 Planning & Consulting Services:

- **Meetings and Conversations**  
Raise awareness and gain an understanding of business continuity principles and practices and how they help protect core credit union assets
- **Needs Assessments**  
Evaluate your organization's recovery capabilities today and develop goals and objectives to bring them where they need to be
- **Audit, Examination and Incident review**  
Identify existing gaps and design a roadmap that defines steps and resources required to implement a Business Continuity Program aligned with business objectives

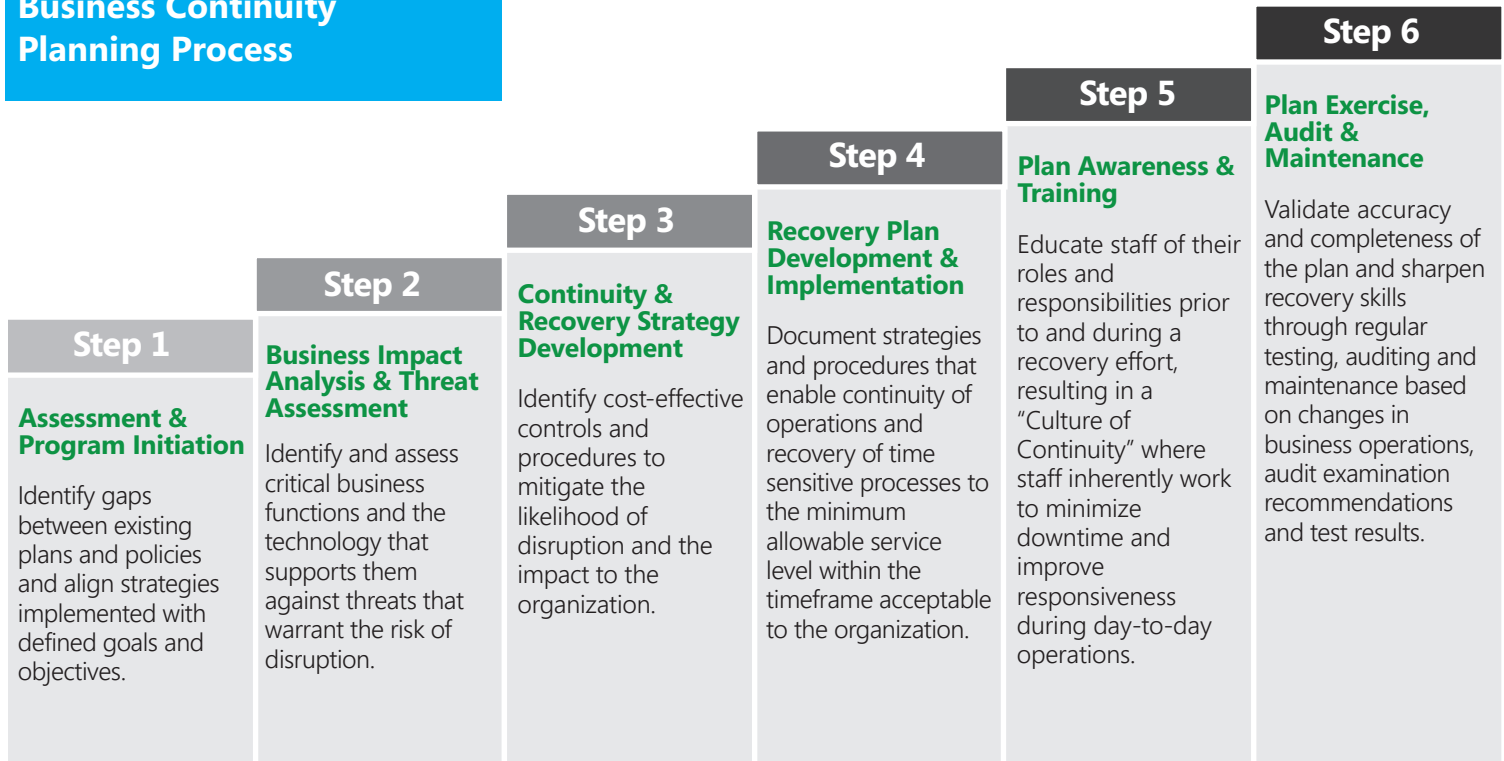
## 2 Design & Development Services:

- **Business Impact and Threat Assessment**  
Identify and prioritize critical business functions and the technology that supports them, to be protected and recovered quickly within acceptable downtime parameters
- **Plan Design and Development**  
Develop a new (or upgrade an existing) Business Continuity Plan that is relevant, complete, and compliant with organizational goals and industry standards where appropriate
- **On-going Plan Maintenance**  
Design and implement a change management process to ensure your plan is updated regularly and relevant with current operations

## 3 Implementation & Coordination Services:

- **Plan & Program Implementation**  
Coordinate and collaborate with existing staff, eliminating the need to hire, train, and retain additional skilled personnel with DR/BC expertise
- **Training & Awareness**  
Design and schedule programs and events with the goal of building a "culture of continuity" where staff is knowledgeable of their roles and responsibilities in a recovery effort
- **Testing & Exercising**  
Develop and implement a testing schedule that validates documented procedures, sharpens recovery skills for personnel, and builds confidence in the organization's ability to recover in a timely and effective manner

## Business Continuity Planning Process



## Professional Engagements

Developing, implementing, and testing continuity and recovery plans can seem an overwhelming task requiring time, resources and skills not available in every organization. Trying to adapt a "one-size-fits-all" approach to your operational environment is neither realistic nor cost-effective and often results in confusion and frustration.

At CU\*Answers, a certified business continuity professional can help you define your recovery objectives and recommend a custom blend of services to best meet your specific needs. Affordable solutions are available ranging from high-level planning and consulting to full program development and implementation, with custom statement of work and proposals provided for each project.

## Who We Are:

A Certified Business Continuity Professional with 20 years of experience in IT management and an in-depth focus on Business Continuity strategies and principles.

The same experts who currently oversee the DR/BC planning for CU\*Answers and the CU\*Asterisk partner network are now available to in-network credit unions for cost-effective solutions to assist in the planning, implementation, and testing of continuity and recovery plans.

**Jim Lawrence, CBCP**  
Manager, Business Continuity and Recovery Services



For more information, visit [www.cuanswers.com/solutions/business-continuity](http://www.cuanswers.com/solutions/business-continuity) today!



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