Online Business Continuity Planning
BCP Builder Guide - 2021

recoverdex

Hello and welcome. Let me take this opportuning to sincerely thank you for being a recoverdex Customer. recoverdex will do it best and beyond to ensure that you are completely satisfied with our service.

You may contact us at any time on help@recoverdex.co.za or **012-655-0310** or WhatsApp us on **083-299-5811**.

Please ensure you follow this guide in the given steps. The entire process should take no longer than 4 hours. You do not need any business continuity skills, however it does help to know and understand your business.

We recommend you completed this process on a PC/Laptop as some of the files that you need to complete are in MS excel.

Let us start:

1. Logon onto recoverdex (www.recoverdex.co.za)

info@recoverdex.co.za
012 655 0310
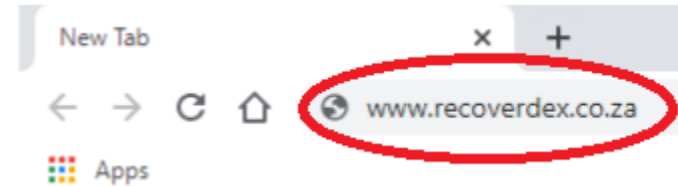
recoverdex

| BCP for SMME | BCP for Individuals (Contractors) | BCP for Corporates & SOE's | COVID-19 Working Remotely Checklists |

Disaster Recovery
resilience, recovery, resumption...

Audit and Assurance
recoverdex is uniquely positioned...

IT Risk Management
recoverdex has a qualified and experienced team...

Consulting
We have a highly skilled and qualified workforce...

Training
recoverdex offers superior training...

Sign In
Get a copy of your Disaster Recovery plan, Continuity Plan and Certificate of Assurance.

SPARE PAGE

recoverdex

| BCP for SMME | BCP for Individuals (Contractors) | BCP for Corporates & SOE's | COVID-19 |

Click on **BCP for SMME**

Business Continuity Process for SMME's

recoverdex has created both an online and manual process for SMME's to create their own BCP and obtain a Continuity Certificate of Assurance (CCOA). The CCOA, like your tax or BEE certificate, illustrates your commitment to good corporate governance and provides your clients and employers with assurance that their companies will not be adversely impacted, in the event of a disaster at either end.

- Company Details & Contact Persons
- Brief description of what your company does
- Company Processes (the services you provide or the functions within your company))
- Next of Kin List
- Asset Register & Insurance Policy Details
- Escalation List (who to contact when things go wrong)
- Data Backup information
- Core systems and network information
- A list of all emergency numbers (police, ambulance, hospital, insurance, etc.)
- Any other information that you want included in the BCP
- Distribution List (list of people who will have a copy of these plans)

Click on online

Read this carefully!

Sign-In.

Email
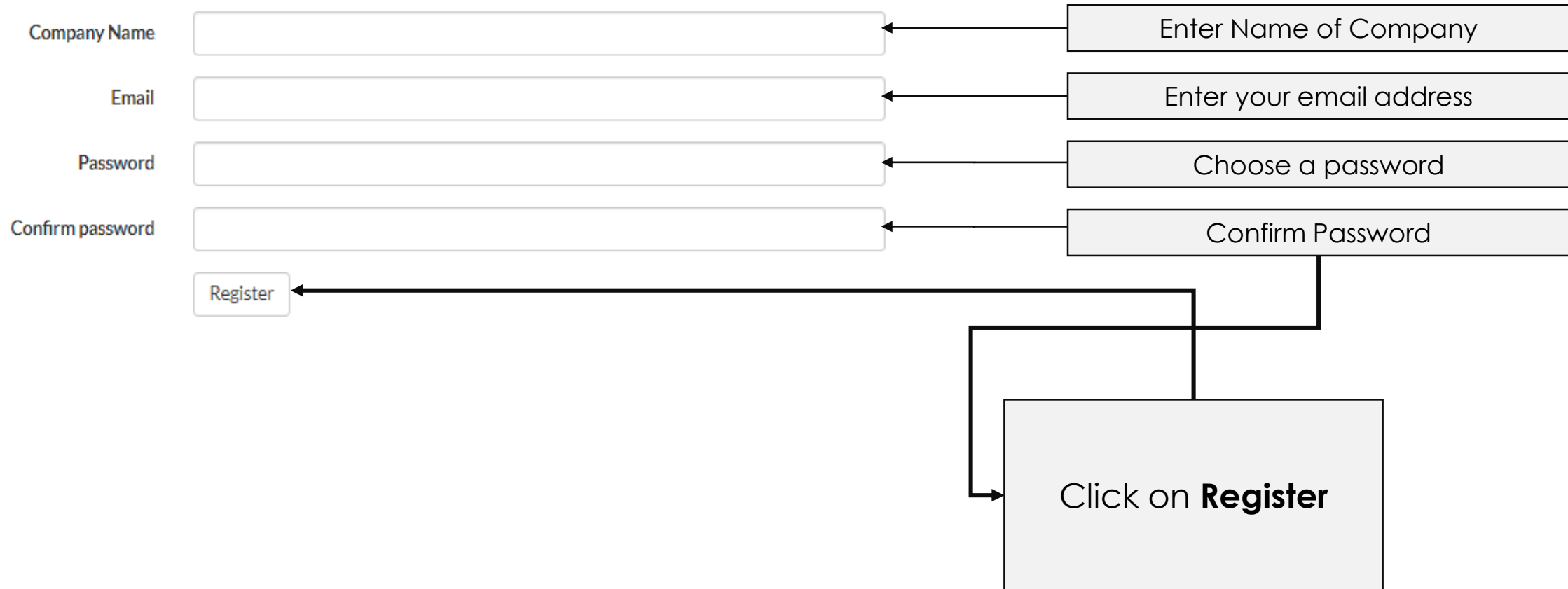
Password

☐ Remember me? | Forgot Password | Register

Log in

Click on Register

DO NOT fill in any details at this stage. Just click on Register!

Register.

Create a new account.

Company Name [   ] ← Enter Name of Company

Email [   ] ← Enter your email address

Password [   ] ← Choose a password

Confirm password [   ] ← Confirm Password

[Register]

Click on **Register**

Password must be at least 8 characters long with uppercase, Number and special character

Register.

Create a new account.

Company Name	recoverdex
Email	test@recoverdex.co.za
Password	••••••••••
Confirm password	••••••••••

Register

Click on Register

Once you have registered it will take you back to the SIGN-IN screen.
IGNORE THIS AND GO TO YOUR INBOX!

Sign-In.

Email
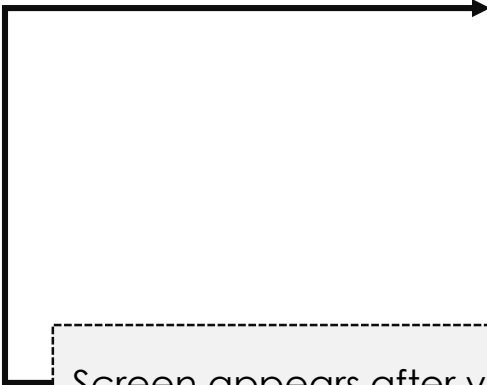
test@recoverdex.co.za

Password

•••••••••
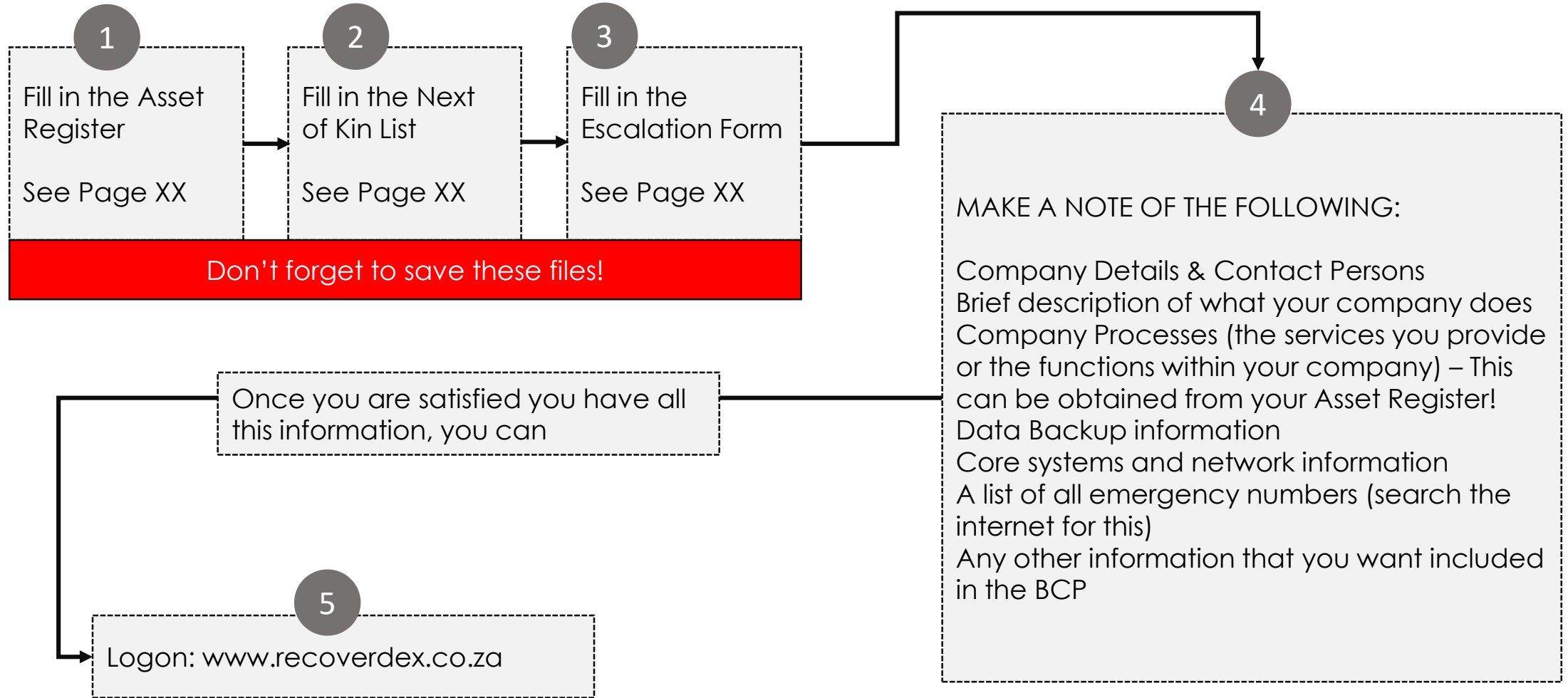
☐ Remember me? | Forgot Password? | Register

Log in

Screen appears after you have registered

DO NOT LOGIN!

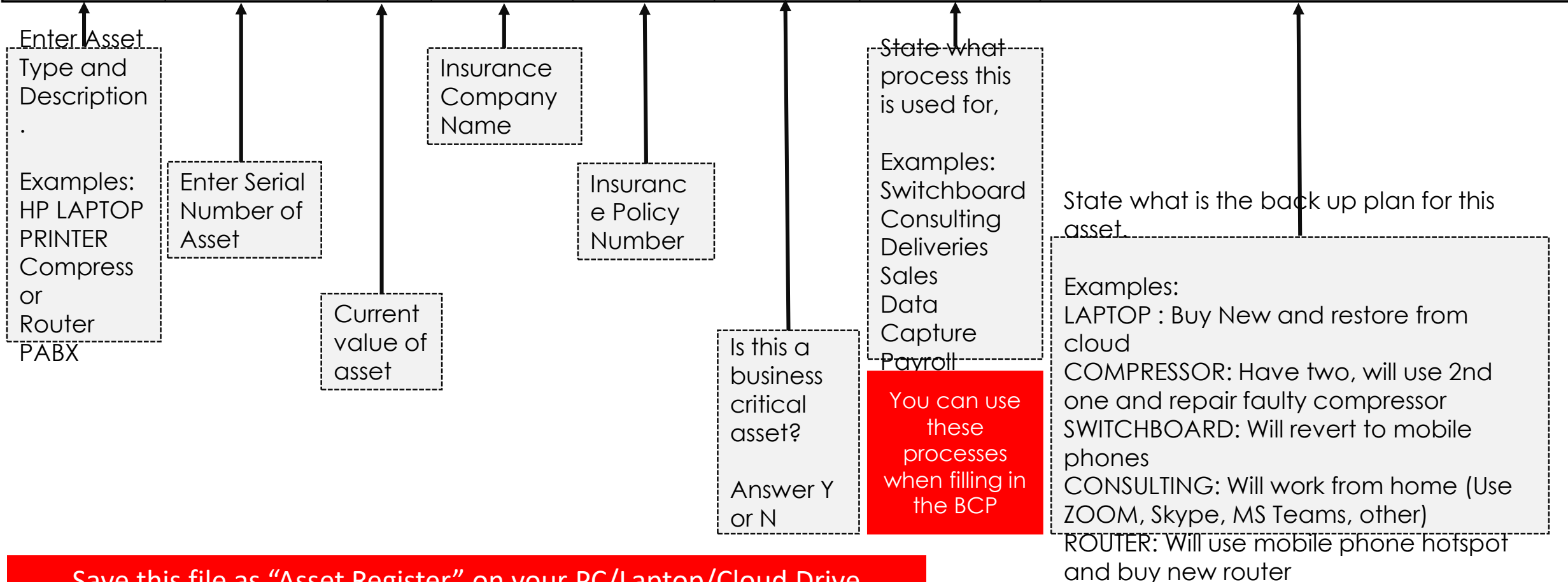Go to your inbox and click on email sent from welcome@recoverdex.co.za

Read the email carefully

Once you have received the welcome email, you need to open the attached files and proceed as follows:

1 Fill in the Asset Register

See Page XX

2 Fill in the Next of Kin List

See Page XX

3 Fill in the Escalation Form

See Page XX

Don't forget to save these files!

4 MAKE A NOTE OF THE FOLLOWING:

Company Details & Contact Persons
Brief description of what your company does
Company Processes (the services you provide or the functions within your company) – This can be obtained from your Asset Register!
Data Backup information
Core systems and network information
A list of all emergency numbers (search the internet for this)
Any other information that you want included in the BCP

Once you are satisfied you have all this information, you can

5 Logon: www.recoverdex.co.za

How to fill in the Asset Register

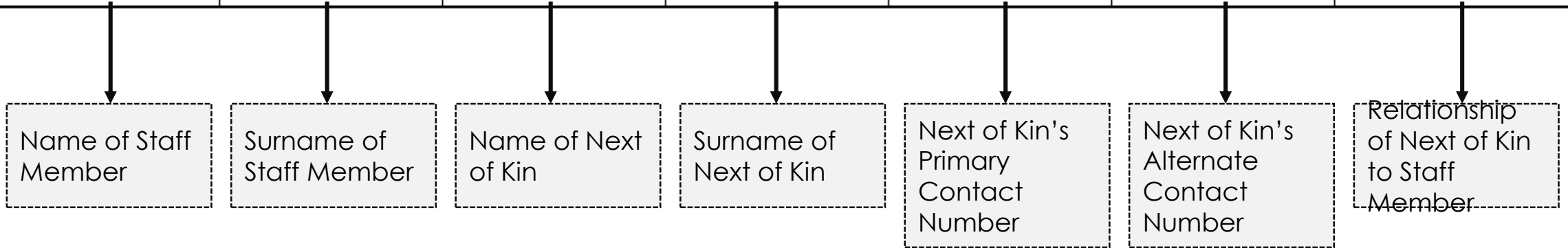| Asset Type	Asset or Serial Number	Value (ZAR)	Policy Details		Business Critical Asset? Y or N	State what Process this asset is used for?	State backup plan in the event of loss of the asset if business critical asset
			Company	Policy Number			

Asset Register - Company Name

Enter Asset Type and Description.

Examples:
HP LAPTOP
PRINTER
Compress
or
Router
PABX

Enter Serial Number of Asset

Current value of asset

Insurance Company Name

Insurance Policy Number

Is this a business critical asset?

Answer Y or N

State what process this is used for,

Examples:
Switchboard
Consulting
Deliveries
Sales
Data
Capture
Payroll

You can use these processes when filling in the BCP

State what is the back up plan for this asset

Examples:
LAPTOP : Buy New and restore from cloud
COMPRESSOR: Have two, will use 2nd one and repair faulty compressor
SWITCHBOARD: Will revert to mobile phones
CONSULTING: Will work from home (Use ZOOM, Skype, MS Teams, other)
ROUTER: Will use mobile phone hotspot and buy new router

Save this file as "Asset Register" on your PC/Laptop/Cloud Drive

How to fill in the Next of Kin (NOK) List

NEXT OF KIN (NOK) - Company Name						
Staff Member Details		Next of Kin Contact Information				
Name	Surname	Name	Surname	Primary Contact	Alternate Contact	Relationship

Name of Staff Member

Surname of Staff Member

Name of Next of Kin

Surname of Next of Kin

Next of Kin's Primary Contact Number

Next of Kin's Alternate Contact Number

Relationship of Next of Kin to Staff Member

Save this file as "NOK" on your PC/Laptop/Cloud Drive

How to fill in the Escalation List

Escalation List - Company name					
Name	Surname	Contact Number	Alternate Number	Role/Title	Physical Address

Name of Person that will be contacted	Surname of Person that will be contacted	Mobile or Emergency Phone Number	Alternate Number (Home)	Role, Title or Designation	Physical address (in cases where the person is unreachable via phone)

Save this file as "Escalation List" on your PC/Laptop/Cloud Drive

Once you have filled in the Asset Register, NOK Escalation List and noted down the information required for the BCP, you can SIGN IN by clicking on the SIGN-IN icon on the recoverdex web site:

Sign In

Get a copy of your Disaster Recovery plan, Continuity Plan and Certificate of Assurance.

Sign-In.

Email

test@recoverdex.co.za

Password

•••••••••

☐ Remember me? | Forgot Password? | Register

Log in

MAIN MENU

Step ①	Step ②	Step ③	
Payment	Start Building BCP	DownLoad CCOA	My Profile
Pay by Card or EFT	Online Process	Download and Mantain CCOA	View | Edit My Profile

Click on Payment

Have your payment card ready.

Pay for Plans

Pay Now

Online Payment

Credit or Debit Card

Please go to Step ② after you have made payment

Cost = R1500.00

Click on   Pay Now

Business Continuity Plans

Payment total	**R 5.00** ZAR

Credit & Cheque card	Instant EFT	Masterpass	Zapper

Enter your Credit or cheque card details

Email address | ← Enter email address

Card number

Expires   MM   YY

CVV   What is the CVV number?

Enter CARD information

Name on card

Pay R1500

For more information on 3D Secure, click here

The payment will appear on your statement as:
PAYFAST*recoverdex

Sign-In.

Email

test@recoverdex.co.za

Password

•••••••••

☐ Remember me? | Forgot Password? | Register

Log in

Click on BCP for SMME

Step ①

Payment

Pay by Card or EFT

Step ②

Start Building BCP

Online Process

Step ③

DownLoad CCOA

Download and Mantain CCOA

My Profile

View | Edit My Profile

Start Building BCP

Click on Start Building BCP

Welcome

Thank you for registering for the Online BCP Service.
Please ensure that you have made payment before proceeding.

Please enter your voucher code:

GKC108

This voucher code is supplied either on the letter from your customer or one of our recoverdex members.
You may just click on the continue button below if you don't have a voucher code.

A welcome pack will be sent your inbox which contains: the Asset Register, Next of Kin form, Escation form and BCP Guide.
Please follow the instructions carefully.

Continue

Click on BCP for SMME
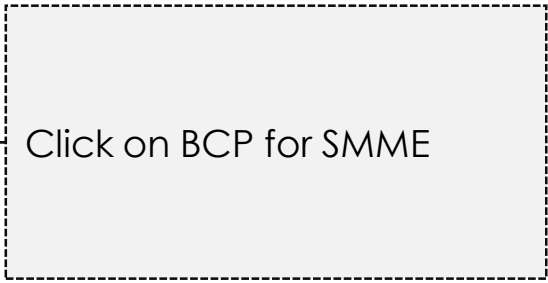
Company Details

Company

Company Name

recoverdex

Company Logo

Choose File | No file chosen

Company Registration Number

1234/789/02

VAT Number

9939383838388

Business Sector

ICT

Recovery Time Ojective (Hours)

48

BCP Co-odinator Name

Joe Soap

Number Of Staff

10

About recoverdex

recoverdex is a South African company offering world class services to protect your comp

RTO is time your company can afford to be down or out of service , before your company starts to impact its customers. This is normal measured in hours

About your company:
Just a brief description of what you company does.

BCP Co-ordinator: The person assigned to build the BCP and also co-ordinate activities in the event of a incident at your company

Physical Address

Physical Address Line 1	Physical Address Line 2
13 Medborn Road	Midstream Estate

Physical Address Line 3	Physical Address Line 4
Midstream	

Province	Physical Address Postal Code
Gauteng	1692

Postal Address

Postal AddressLine 1	Postal Address Line 2
P O Box 1234	Lyttleton

Postal Address Line 3	Postal Address Line 4
Centurion	

Postal Address Postal Code

0180

XXXXXXXXXXXXXXX XXX

Contact Details

BCP Co-ordinator and Deputy Name, Surname and Contact Number;

BCP Primary Contact

Joe Soap

BCP Primary Contact Number

0812345678

BCP Deputy Contact

John Doe

BCP Deputy Contact Number

0823456789

Switchboard Number

0126550310

Email Address

BCP@recoverdex.co.za

Website

www.recoverdex.co.za

Social Media

Social Media Contact Details (if applicable):

Instagram

instagram.com/recoverdex

Twitter

#recoverdex

Skype/Zoom/Teams

Invite: zoom@recoverdex.co.za

LinkedIn

recoverdex

WhatsApp Number

0832995811

Facebook

recoverdex BCM

State what communications tools your company uses and the username, e.g.: Skype, username = recoverdex.

Process Management

Create New

Process Name	Process Description	
Name a Function (Example=Admin)	Describe that Function (Example = Administration of the office)	Delete | Edit
Admin	Administration of office including switchboard	Delete | Edit

Processes are the key activities in your company, such as:
Sales, Marketing, Finance, Admin,
Call Centre (In-Bound)
Call Centre (Out-Bound)
Repairs, Maintenance
Plumbing, Building
Interior Designing
Spray Painting, Distribution, Transport, Hair Stylist
Invoicing, etc.

Processes Description: Each Process must be described is the shortest possible way

Add as many processes as the company has!

Refer you Asset Register to see what processes are in the company!

Risk Management

Process Name	Risk Type	Risk Description	
Name a Function (Example=Admin)	Natural Disaster	Example = Fire at office	Edit
Admin	Natural Disaster	Fire at Offices	Edit

Process Name will automatically pull through from here-on.

Risk Type: State what type of risk could impact the process.

Natural Disaster: Fire, Floods, earthquake, etc.
Pandemic: Flu, COVID-19, H1N1 Virus, etc.
System/Network Failure: Server crashed, Hacking, Ransomware, network problem, etc.
Human Error: Delete a file, erase data, incorrect data capture
Other: Strikes, Economy, etc.

Describe the Risk. Examples:

Fire at Head Office
Drivers on strike
COVID-19
Server Crashed

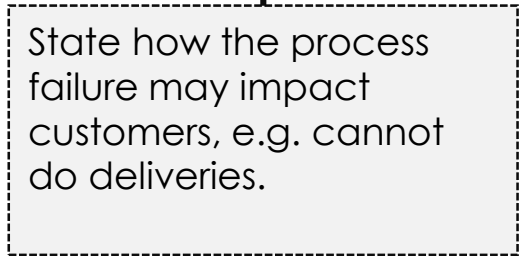**Work on worse case scenario, e.g. fire at office!**

Impact Analysis

Impact to Customer

Process Name	Impact to Customers	
Name a Function (Example=Admin)	How does the Fire at the offices impact your customers?	Edit
Admin	Customers cannot contact us	Edit

State how the process failure may impact customers, e.g. cannot do deliveries.

Impact Analysis

Impact to Company

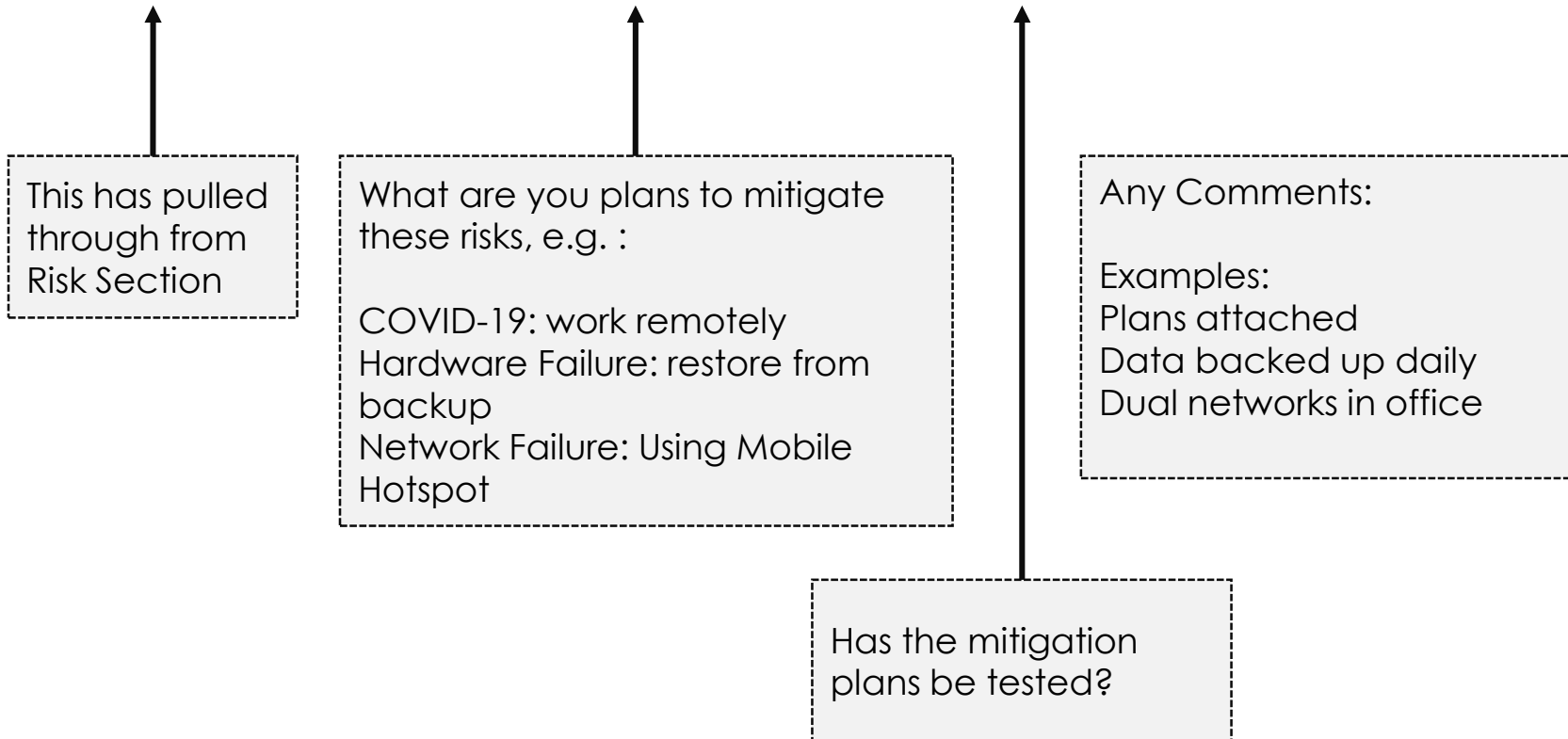| Process Name	Impact to Company	
Name a Function (Example=Admin)	How does the Fire at the offices impact your company?	Edit
Admin	Unable to service customers	Edit

State how the process failure may impact your company, e.g. financial loss due to hiring additional staff

Process Resumption

Process Name	Risk Description	Risk Mitigation	Tested?	Comments	
Name a Function (Example=Admin)	Example = Fire at office	What plans are in place to recover your offices after the Fire?	Yes	State if you have plans or documentation	Edit
Admin	Fire at Offices	Reinstate office/systems at DR site	Yes	Plans are tested annually	Edit

This has pulled through from Risk Section

What are you plans to mitigate these risks, e.g. :

COVID-19: work remotely
Hardware Failure: restore from backup
Network Failure: Using Mobile Hotspot

Any Comments:

Examples:
Plans attached
Data backed up daily
Dual networks in office

Has the mitigation plans be tested?

Emergency Contact Numbers

Name	Type	Number	
Police	Emergency Number	10111	Add Number
Ambulance Services	Emergency Number	084124	Add Number
Hospital	Closest Hospital	082911	Add Number
Fire Brigade	Emergency Number	10111	Add Number
Press Media	Primary Contact	0122345678	Add Number
Disaster Recovery Site if applicable	Primary Contact	0114567891	Add Number
Mobile Phone Company	From Mobile Phone	112	Add Number
Private Care	Primary Contact	0121234567	Add Number
Insurance	Call Centre (Claims)	0860987654	Add Number

Add in all numbers that you may need in the event of an incident at your offices.

BCP Distribution List

Create New

Name	Surname	Role/Title	Activity/Responsibility	
Joe	Soap	BCP Co-ordinator	Communication to all stake holders	Delete | Edit
Mary	Jane	IT Analyst	Restore all systems	Delete | Edit
Desmond	Barrow	CEO	Approves Finance	Delete | Edit

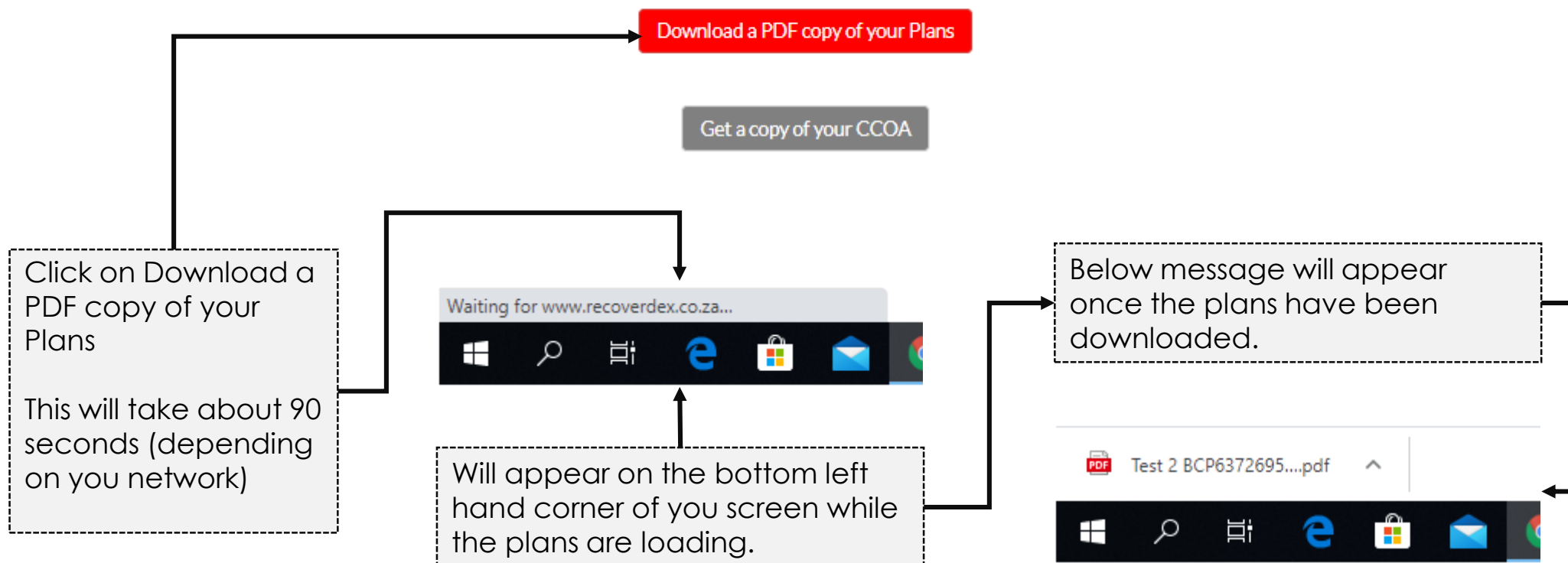Name and Surname of Persons in company that will have a set of plans

What is their role, title or designation in the company?

State their activity, responsibility or dependency n the event this plan has to be enacted.

Congratulations, you have built the BCP for you company.

Download BCP

Your Business Continuity Plans are ready.

Download a PDF copy of your Plans

Get a copy of your CCOA

Click on Download a PDF copy of your Plans

This will take about 90 seconds (depending on you network)

Waiting for www.recoverdex.co.za...

Will appear on the bottom left hand corner of you screen while the plans are loading.

Below message will appear once the plans have been downloaded.
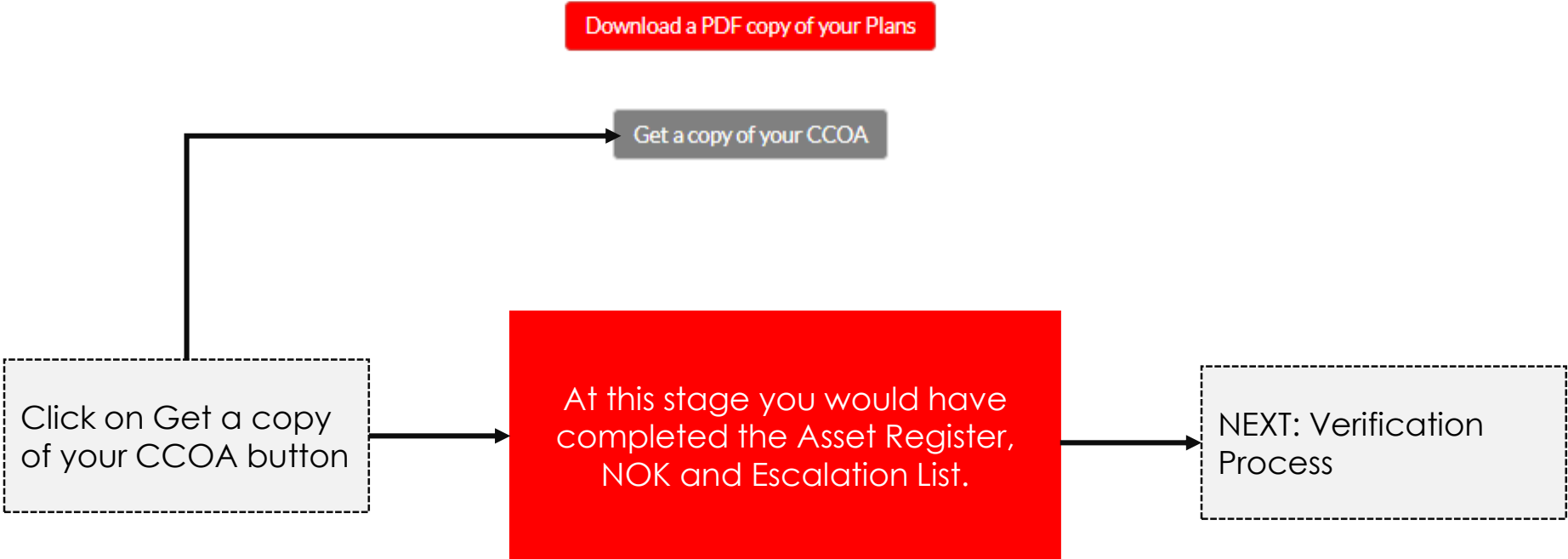
PDF Test 2 BCP6372695....pdf

You can either log off and download your CCOA at a later stage or click on the CCOA button and download a copy!

Downloading you CCOA:

Download BCP

Your Business Continuity Plans are ready.

Download a PDF copy of your Plans

Get a copy of your CCOA

Click on Get a copy of your CCOA button

At this stage you would have completed the Asset Register, NOK and Escalation List.

NEXT: Verification Process

Downloading you CCOA:

Submit Plan

Back

Have you filled in the Next of Kin (NOK) and saved a copy?   Yes

Have you filled in the Asset Register (AR) and saved a copy?   Yes
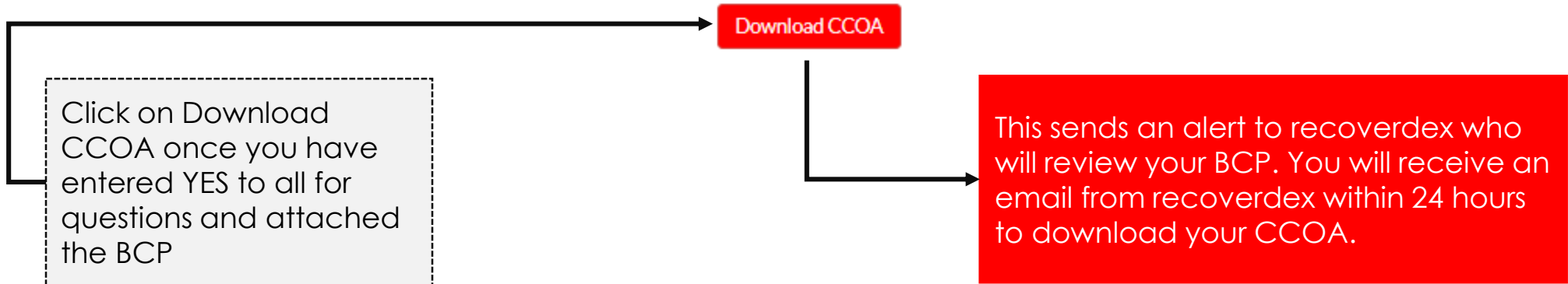
Have you filled in the Escalation and saved a copy?   Yes

Is all the information complete and accurate in your BCP?   Yes

Attach a copy of your completed BCP   Choose File Test 2 BCP637269568956718610.pdf

Attach other supporting document (Not Mandatory)   Choose File No file chosen

You can not proceed any further if you do not answer YES to the 4 questions.
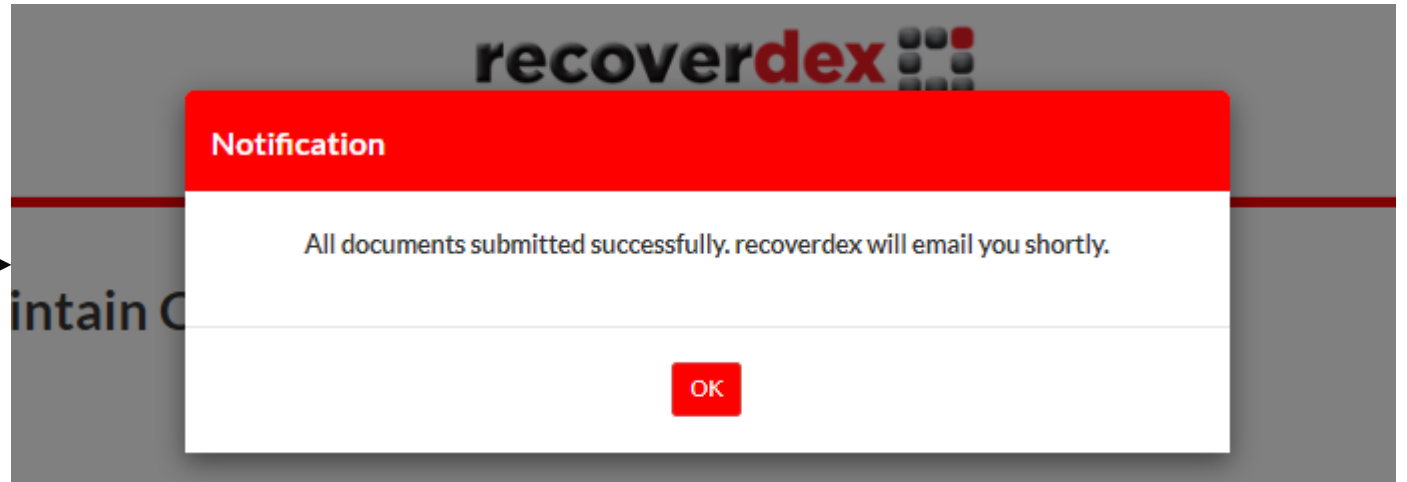
The BCP document must also be attached

*Only answer YES if you have completed all the forms

Download CCOA

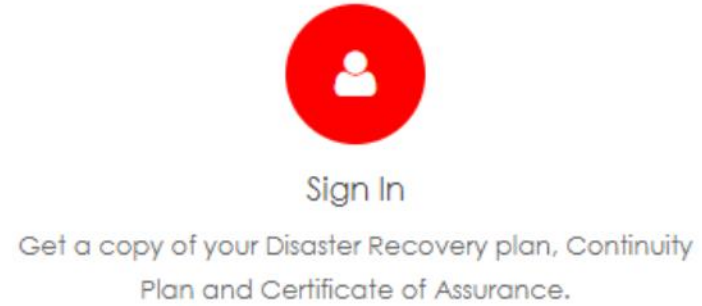Click on Download CCOA once you have entered YES to all for questions and attached the BCP

This sends an alert to recoverdex who will review your BCP. You will receive an email from recoverdex within 24 hours to download your CCOA.

YES to all for

Downloading you CCOA:

This screen appears

recoverdex

Notification

All documents submitted successfully. recoverdex will email you shortly.
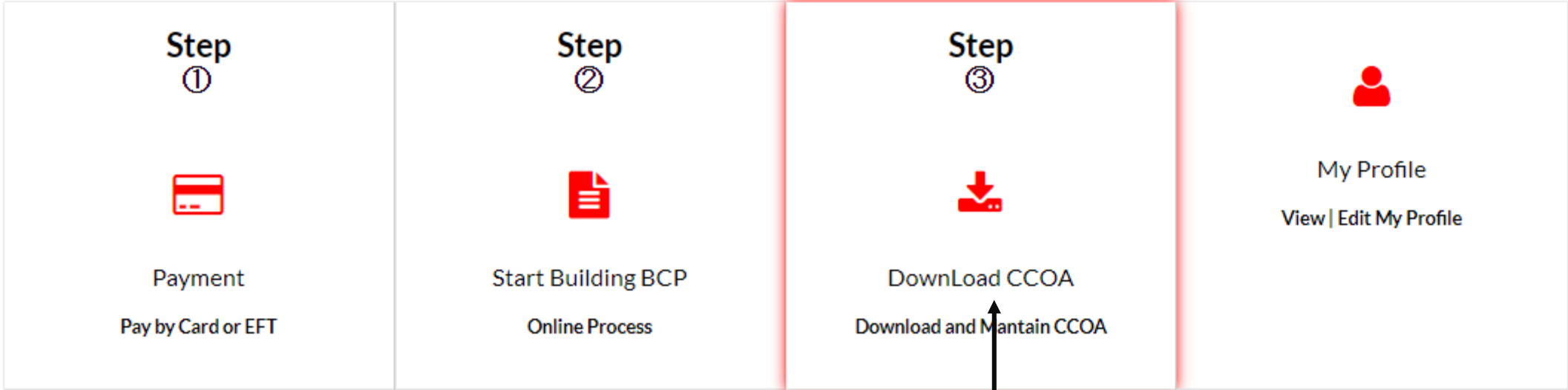
OK

intain C

Click OK and log off the online App.

Check you inbox regularly. You may SIGN-IN again once you have received confirmation from recoverdex that the CCOA is ready for download.

Sign In

Get a copy of your Disaster Recovery plan, Continuity Plan and Certificate of Assurance.

Downloading you CCOA:

MAIN MENU

Step ①

Payment

Pay by Card or EFT

Step ②

Start Building BCP

Online Process

Step ③

DownLoad CCOA

Download and Mantain CCOA

My Profile

View | Edit My Profile

Click on **Download CCOA**

Downloading you CCOA:

Print and Maintain CCOA

Back

Date Verified	Valid Until	
5/29/2020 3:27:02 PM	5/29/2021 3:27:02 PM	Download

Click on **Download**
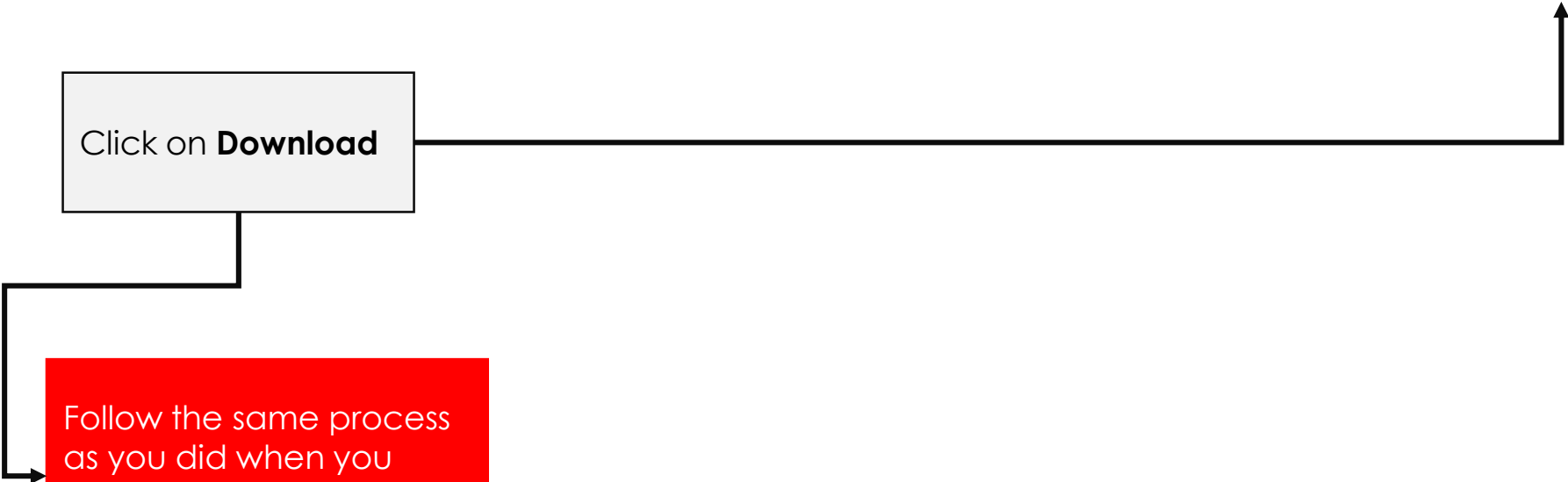
Follow the same process as you did when you download a copy of the BCP.