

## Business Continuity ReFlex Review

ReFlex reviews focus on outcomes rather than process compliance, helping senior management to focus on the things that really make a difference to the success or failure of their risk management capabilities. ReFlex reviews are designed to help senior management quickly highlight “blind spots” where there may be uncertainty over critical aspects of risk management capabilities.

This brief questionnaire poses 7 critical assertions related to business continuity capability and prompts you to respond with the level of confidence that you have in these assertions applying to your organisation. Your choices when answering these assertions give an indication of how you see your organisations business continuity capabilities and whether there are any “blind spots”.

When completing the ReFlex review keep in mind:

- Respond to each assertion with your “gut” reaction – this is about YOUR perception of the business continuity capabilities of your organisation.
- Asking several your colleagues to complete a copy of the questionnaire will develop an overall consensus. This can create a powerful perspective on how capable you really are.

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Key Assertion	Confidence Level (%)
<i>We have established a team to coordinate activities in the event of a major disruption. Each member of the team has a role, they know what actions they should take &amp; under what circumstances</i>	
<i>Methods of communication within this group, to the wider organisation and impacted stakeholders have been established</i>	
<i>Basic &amp; <b>proven</b> recovery capabilities are in place:</i> <ul style="list-style-type: none"><li>-IT Recovery (covering the restoration of both <b>systems &amp; data</b>)</li><li>- Workplace</li><li>- Supply chain disruption</li></ul>	
<i>The business is aware of these recovery capabilities and have been accepted them as capable of mitigating risks to reputation, customer goodwill and revenue generation.</i>	
<i>We have action plans in place to support the recovery and resumption of our priority services and to support our customers during the period of disruption</i>	
<i>We can demonstrate to third parties (including customers and regulators) that our business continuity capabilities can be relied upon to meet <b>their</b> expectations of our overall recovery capabilities.</i>	
<i>I know what's going on with business continuity within my organisation and whether there's anything that needs attention</i>	

**Your implied confidence level in your organisations business continuity capability is:**