

Spring Singapore highlighted SSMC's Business Continuity Management effort – TR19 Standard Implementation.

BCM Drill: If anything can go wrong, it will (Murphy's Law), or will it not?



SSMC's BCM Drill is an annual event. In 2008, test case was IT Outage. Mr. Jagadish (CEO) & Chia Beng Chye (Q&A VP) were actively taking part at IT data centre

On 31 Oct, Spring Singapore (a Government agency that is in charge of enabling enterprise in business excellence practise in Singapore) issued a press release that mentioned SSMC as one of the companies which had implemented TR19.

In the recent TR19 audit, at closing review auditors commented "We see a strong effort in SSMC in upholding the BCM practise... We are impressed with

the management commitment and recognising the importance of the BCM. ..It is evident that SSMC is continuously streamlining, fine-tuning the procedures and making an effort to improve current ones." Our CEO, Mr. Jagadish commented "SSMC has benefited greatly in adopting TR19. It provides the framework to build and strengthen the organisation's ability to deal with major disruptions or crisis effectively. It helps to protect the interest of customers, stakeholders and the entire value chain of our business. Our customers appreciate that we can offer them predictability in our business."



Management Team was presence in closing review of BCM drill. The participants expressed that this exercise has helped them clarify their role and responsibility during a crisis, and has brought greater awareness of the problems, needs and concerns of interaction with other departments.

What's BCM? "It is a proactive management process to identify potential incidents and develop appropriate response plans. The objective of BCM is to increase an organization's resilience to business disruptions, changing situations and to minimize their impact using cost-effective measures." It covers the following phases (notice the 6 'R's):

1. **Reduction** – prevention by taking steps to identify and mitigate risk, either by reducing probability of an occurrence or its impact, or both.
2. **Response** – planned reaction to a disruption, such as an incident, emergency, crisis or disaster.
3. **Recovery & Resume** – planned resumption after a disruption.
4. **Restoration & Return** – from temporary measures adapted during a disruption, to a permanent state of operations.

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