

BOARD

The Board has a fiduciary duty of care, skill and diligence with respect to the business:

- A core responsibility to ensure the ongoing viability of the business
- Compliance with industry standards or guidelines is a requirement for ongoing operations. E.g. in the financial sector GS-007 states “Business and information systems recovery plans are documented, approved, tested and maintained” and for Healthcare sector the RACGP Standards for general practices (4th edition) states that “Servers are backed up and checked at frequent intervals, consistent with a documented business continuity plan”



HEAD OF IT

Even with the scope of BC reaching beyond technology alone, it is likely that a significant number of activities will still fall to the IT function:

- They will be interested in ease of deployment and use, as well as clearly defined SLAs
- The wider BC agenda may create additional IT requirements e.g. avoiding multiple senior executives travelling on the same flights may require a rules based travel booking system (there are many SaaS offerings in this space)



FINANCE

Costs have historically been the challenge in the cost/benefit equation. The finance department could now be a key advocate instead of a blocker:

- An OPEX vs CAPEX cost structure
- Only paying for the “mirror” infrastructure at the point of disaster (and testing)



LINE OF BUSINESS MANAGERS E.G. SALES

Day to day operations are where disasters are first felt. The ability for LoB’s to bypass IT and directly consume SaaS offerings is both an opportunity and a challenge. At the basic level they just want to keep the business running:

- Customer support to keep receiving and making calls
- Sales people able to overcome the loss of a mobile device ensuring that they can keep selling

