

# Planned Activation

## Planned test of your Business Continuity Plan

### Solution Highlights

- Test your business continuity plan during a time of calm
- Simulate a “real” crisis by physically relocating staff
- Customised scope per activation exercise
- On-the-day support
- Peace-of-mind for stakeholders

### A "fire-drill" for your Business Continuity Plan to ensure your staff and recovery processes are well rehearsed and effective

A Planned Activation allows you to practice what you would do to keep your business running during an unplanned event where you were unable to access your office, normal server infrastructure, telephony or data communications. It physically tests your business’ actual capability to respond to a crisis during a non-critical time.

We can rehearse your people, test your server recovery, check phone diversions, review data communications access and check physical setup in one of our office environments or manage a Facilitated Exercise at your site.

The scope of your test will be customised to suit you.

### Why do you need it?

A physical test of your Business Continuity Plan helps you identify any weaknesses in your plan before they become a problem. We can walk your team through what is expected of them in a crisis to ensure they can act more quickly during an unexpected event.

In addition to minimising unnecessary down time, you will also receive a report that can be used to show stakeholders that you have an effective recovery plan.

### Why this solution?

Plan B’s Planned Activations make it easy for you to:

- **Be confident you can meet your recovery targets** by testing your plan and people.
- Take some or all of your team to one of our Standby Office facilities to **help rehearse their emergency response**.
- Ensure maximum value to your business with a **customised activation exercise**.
- **Outsource your activation exercise** to our team who will arrange resources as appropriate to test your scenario or scenarios.
- **Give shareholders, staff and customers reassurance** that the business can continue if the unexpected happens.

Our Planned Activation ensures your team know what to do in a crisis, and have practised their response, so you can continue business operations with minimal delay.



## Key Features

### Supported Platforms

- Within our Standby Office facilities, we offer the following platforms:
  - Most of our facilities deploy a Virtual Desktop Infrastructure, and have Wyse terminals and LCD monitors on the desks (providing a Windows-based environment).
  - Physical desktop computers are available in our Auckland facilities for specific customer requirements.
  - All locations use VoIP phone systems with ShoreTel.

### Data Communications

- A key part of delivering a Planned Activation is how everything connects together, which will be unique to your scenario.
- Where we have an existing communications plan in place for your business we will use this as the basis of your Planned Activation.

### Security

- All Plan B facilities have full alarm systems which are monitored 24/7 by a third party security company, with access provided to clients as appropriate.
- In addition, all sites have major entry and exit points covered by CCTV cameras with 90 days of footage recorded and retained.
- Dedicated suites have individual security policies as agreed with each suite owner.

### Reporting

- The core outcome of a Planned Activation is a written report that details timings and any issues identified during the activity, along with any suggested resolutions to these issues.

## How does it work?

A Planned Activation is used to identify how long it will take your business to recover to a state which allows you to operate. It is an opportunity to put your team through a “real” business continuity event and test how your plan and people perform, which allows an opportunity to refine and improve.

Planned Activations are scheduled well in advance to make the best use of both your resources and the Plan B team, to ensure we meet your expectations and most effectively test the scenarios you prioritise.

External scenarios can include any of the following:

- Catastrophic event e.g. building destroyed by fire/flood/explosion;
- Power interruption;
- Telecommunication interruption;
- Neighbouring building destroyed by fire/flood/explosion;
- Influenza pandemic;
- Terrorist attack; or
- Interruption to supply chain.

Internal scenarios may include:

- Employee sabotage to data;
- Water damage e.g. accidental activation of fire sprinklers;
- Loss of back up data; or
- Unexpected staff shortages (influenza pandemic).

Once we have prioritised your scenarios, the Planned Activation is aligned with what parts of your Business Continuity Plan you want to test, most likely one or more of the following:

- **Loss of access to workplace building** – short term (homicide, gas leak, adjacent building issue).
- **Loss of workplace building** (fire, flood, explosion, earthquake).
- **Loss of key staff** (death, pandemic, disabling accident).
- **Loss of single piece of IT infrastructure** (switch, router, server, ESX host, SAN, specialised equipment).
- **Short term interruption to data centre** (power outage, data centre move, communication/switching issue).
- **Loss of all IT infrastructure** (data centre fire, power failure).
- **Loss of communications links** (branches, head office, data centre).

## About Plan B & ICONZ

Plan B provides NZ-hosted and supported business continuity, cloud infrastructure, and networking solutions to organisations around New Zealand, including many of the most recognised global and local brands.

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