ROGSI / DMS SUITE

BCM LIFECYCLE

Professional BCM Solution from Germany

Introduction

The documentation at hand provides an overview of ROGSI/DMS Suite.
The graphics contained and the corresponding texts refer to the current version 4.2. Should ever versions have been created in the interim, they could differ from the information at hand. Please contact us to receive the most current version.

We have tried to represent the complete BCM cycle here. To do this, the respective ROGSI modules have been listed and the services depicted.

It is not possible to describe all data and functions in this overview. To give you a complete overview, we offer a non-binding presentation at no charge. This can take place at your location or via a “remote” presentation. Please contact us for more information.

The Company - ROG GmbH

In 1989, the founder of ROG GmbH came to the decision to develop software which supports the management of emergency documentation. At the time, there were some tools from the US in use here, but these products tended to focus on tornados and other environmental disasters.

By 1990, the first version had been released both in German and English.

ROGSI/DMS was thereby the first PC-based tool from Germany for customers in Germany.

Since this time, ROGSI/DMS has been continually developed and provides a scope of services which you have to search for in other products.

The experiences at hand come from projects in many European as well as non-European countries. Thanks to these experiences, our customers not only profit from the functions of the ROGSI/DMS software, but also from the accompanying project work.

BCM Lifecycle

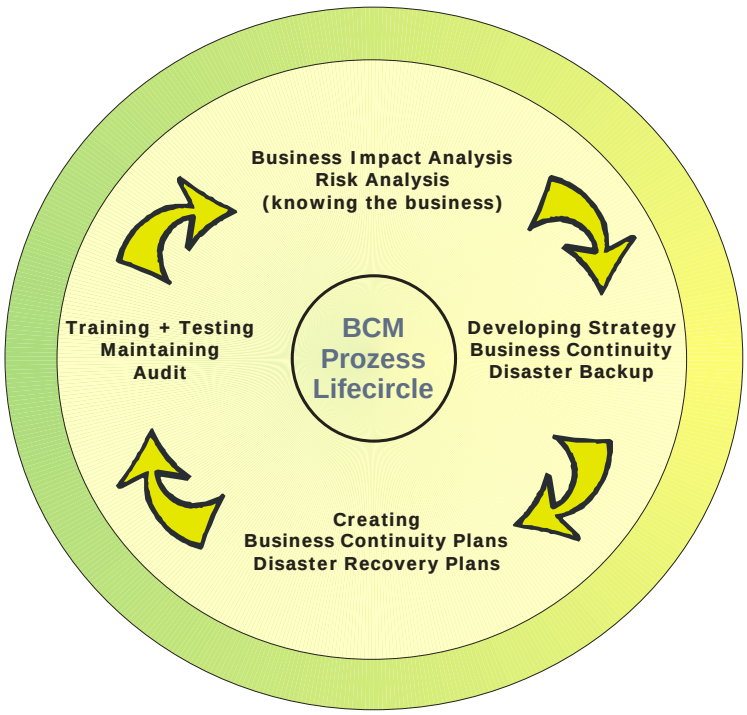
Goal

The goal of a business continuity management lifestyle is to edit and document the complete cycle. This is achieved by following the specifications of BS25999 or BSI100-4 or other standards.

The use of a BCM suite simplifies this process considerably and ensures that no essential aspects are left out while doing so.

The ROGSI/DMS suite encompasses various modules which cover the entire cycle. Depending on the requirement, either all modules or only the necessary components can be used. If you have already performed a BIA by other means, ROGSI/BIA is not used.

The results of the BIA performed are then transferred into the ROGSI/DMS database by whatever measures appropriate.



BCM Process Life Circle

In addition to services and functions of the ROGSI/DMS suite, experience in the realization of such projects is required. Since 1990, ROG has been implementing projects in the areas of emergency preparedness planning and BCM. The ROG team thereby has many years of experience in the implementation of BCM projects.

Implementation of the BCM Lifecycle

The dependencies between the individual steps require corresponding implementation. After the RIA and BIA have been done, an assessment of the situation can be performed. The risks detected by the **RIA** can then be minimized and weak points can be eliminated with appropriate measures.

The results of the **BIA** demonstrate which requirements exist for processes as well as for IT. At this point, a consideration of the time and effort as well as the costs for improving availability is essential.

The data of the BIA is transferred into **ROGSI/DMS** and creates the basis for documentation.

Emergency plans are developed for all critical processes and linked to the processes.

Master data, such as people, roles, companies and locations is input or imported into the database.

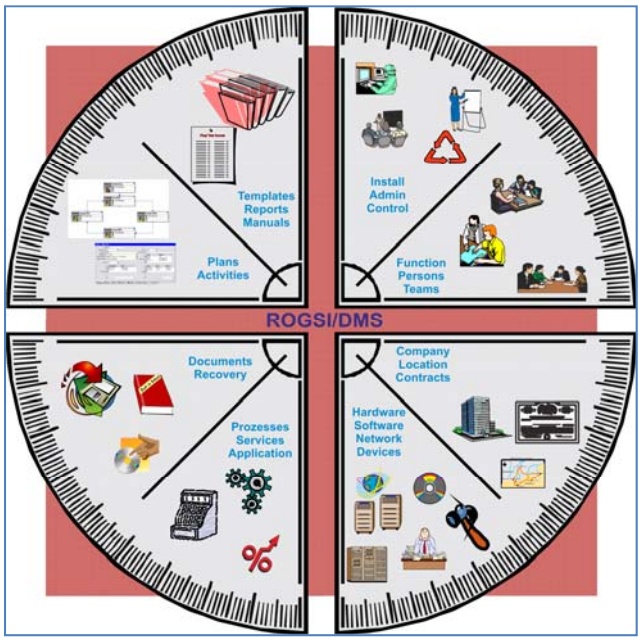
All types of resources such as hardware, software or other devices are input or imported.

If all data has been input into the system, the (supplied) reports are adapted and the manuals are created.

The tests and drills are planned and performed. Tests can start out in limited form and then be extended into entire tests.

After the expiration of a defined time, the cycle begins anew, this time with the examination of risks and possibly modified requirements for the processes. Changes are then transferred into the documentation.

The composition of the documentation is represented in this schema. All data is incorporated in the system according to availability and requirements.



The data areas are grouped together to enable quick creation of documentation.

ROGSI/RIA

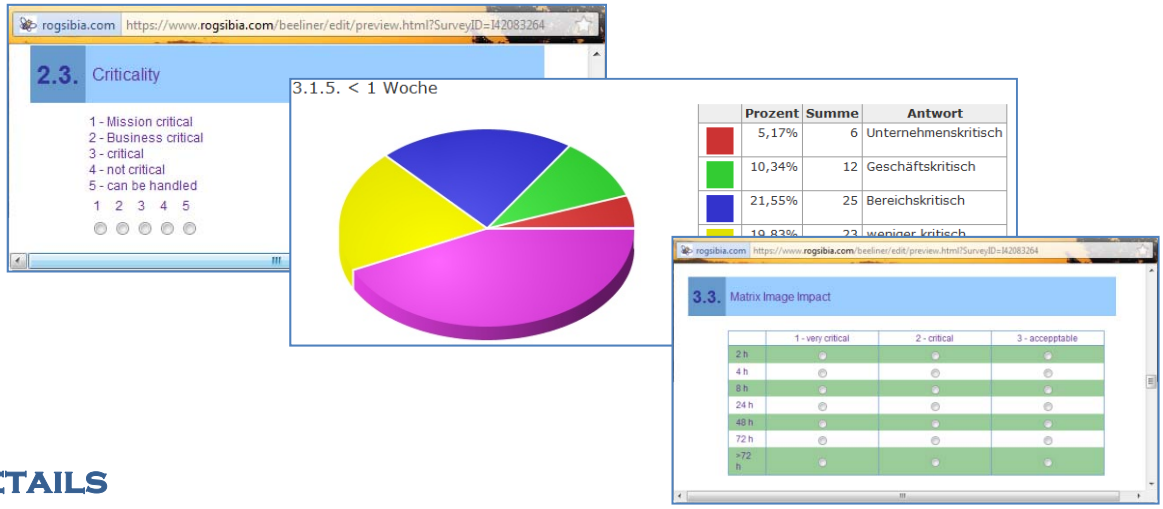
Goal

ROGSI/RIA is an online survey module. Pre-defined questions which can be extended or changed arbitrarily form the basis for the quick survey of existing risks.
The evaluation of results can either be done in the project or via integrated reporting.

Advantages

- Pre-defined questions simplify the composition of the surveys
- Recording of answers in the central database
- Integrated reporting provides real-time evaluations
- Transfer of data into other systems

Data



Details

Question catalog

- Various types of questions, can be extended flexibly
- Surveys can be duplicated for repeats
- Freely defined parameters
- Pre-defined question catalogue

Reporting

- Status of survey
- Summarized results, individual results
- Graphic representation
- Export of files as XLS or for ROGSI/DMS

ROGSI/BIA

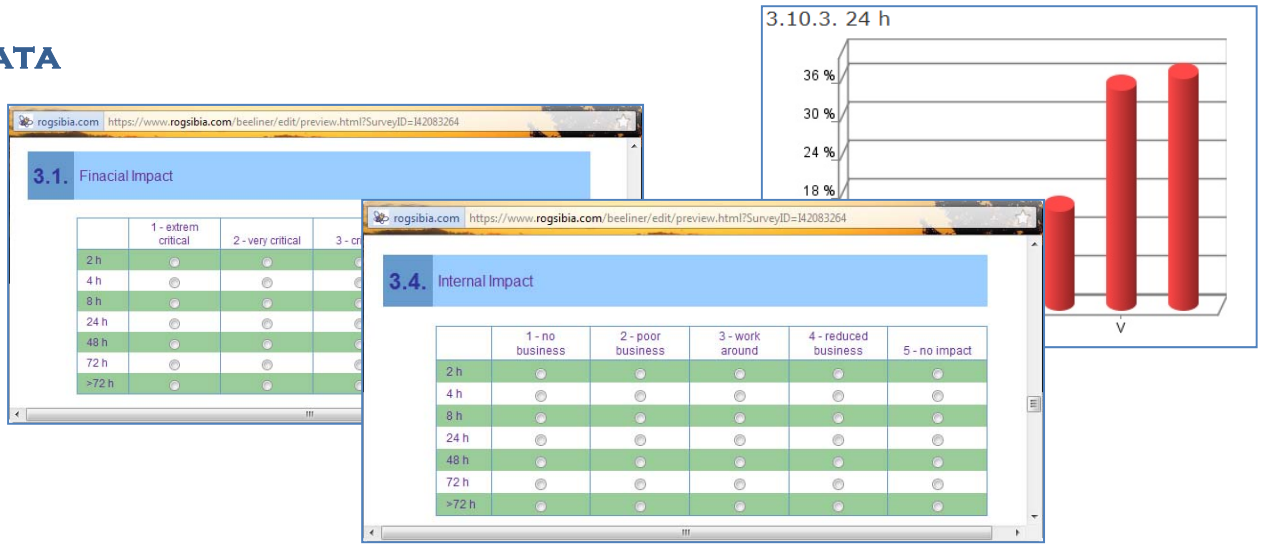
Goal

ROGSI/RIA is an online survey module. Pre-defined questions which can be extended or changed arbitrarily form the basis for the quick survey of business processes and/or applications.

Advantages

- Pre-defined questions simplify the composition of the surveys
- Recording of answers in the central database
- Integrated reporting provides real-time evaluations
- Transfer of data into other systems – ROSI/DMS

Data



Details

Question catalog

- Various types of questions, can be extended flexibly
- Surveys can be duplicated for repeats
- Freely defined parameters / Pre-defined question catalog

Reporting

- Status of survey
- Summarized results, individual results
- Graphic representation
- Export of files as XLS or for ROGSI/DMS

Concept

Goal

Based on the results of the risk analysis (RIA) and the business impact analysis (BIA), concepts are created for:

- Elimination of weak points
- Risk reduction
- Documentation of processes
- Creation of business continuity plans
- Creation of disaster recovery plans
- Creation of test and drill calendar

Advantages

The concepts enable quick composition of documentation as well as the quick implementation of measures prepared.
Use of ROGSI/DMS at an early stage allows all measures to be logged in an auditable manner.

Details

Team building

- Determination of teams and tasks

Elimination of weak points

- Organization and structural measures for the elimination of internal weak points (e.g. fire prevention, energy supply)
- Organization and structural measures for the elimination of external weak points (fire hazards, storms, etc.)

Reduction of risks

- Measures for sustainable reduction of existing and non-eliminable risks
- Elimination of weak points

Documentation of business processes

- Type and extent of process documentation in ROGSI/DMS
- Analysis and results from the BIA

Business continuity plans

- Type and extent of plans for continuation in the event of accidents

Disaster recovery plans

- Type and extent of plans for continuation in the event of accidents
- Plans for all scenarios, processes, applications and systems

Manual concept

- Determination of composition and content

Test and drill calendar

- Determination of appointments, type and extent of tests and drills

ROGSI/DMS

Goal

The occurrence of an accident necessitates an immediate initiation of all measures that prevent the spreading of the accident or make it possible to restart operations.
This demands that all required people are “on-site” in the shortest time possible and can react to the situation occurring using clear and up-to-date documentation.

Advantages

All information for an orderly operational restart is stored in the ROGSI/DMS database. The data is connected via relations so that all relevant information is available at the push of a button.
Graphic plans clearly show which measures have to be taken in which order. All necessary resources are also linked to the individual steps here, and can be displayed at the push of a button or printed along with the manual.
The so-called “execution” of plans automatically logs all times and events. Thereby, at the end of a process (e.g. a test), a complete log of the process is available – at the push of a button. The necessary report is already included in the database, along with 90 additional reports and two pre-defined manuals.
Reports and manuals are created by the integrated report generator.
The data management is considerably simplified by the Import and Export modules. This means fewer human resources are tied up for this task.

Highest availability

Emergency documentation is really only helpful if it is available at a moment’s notice. ROGSI/DMS is the only system that provides availability on many levels.

1. Classic client/server application with the best performance base system with all functions
2. Read access to all information via IE
   Online access to all information, read-only access
3. Offline version (application and database) on USB memory stick
   Full version for availability in the event of complete system failure
4. Brower access for data management (piloted)
   Online access

Processes

Goal

The complete and up-to-date overview of all business processes enables a reaction to accidents that satisfies regulations.

Advantages

All processes can be linked to the resources. Therefore all necessary information is available at the push of a button. This results in transparency which is otherwise only achieved by accessing various applications.
The “criticality” of processes is automatically passed down to the linked resources. This ensures consistency.

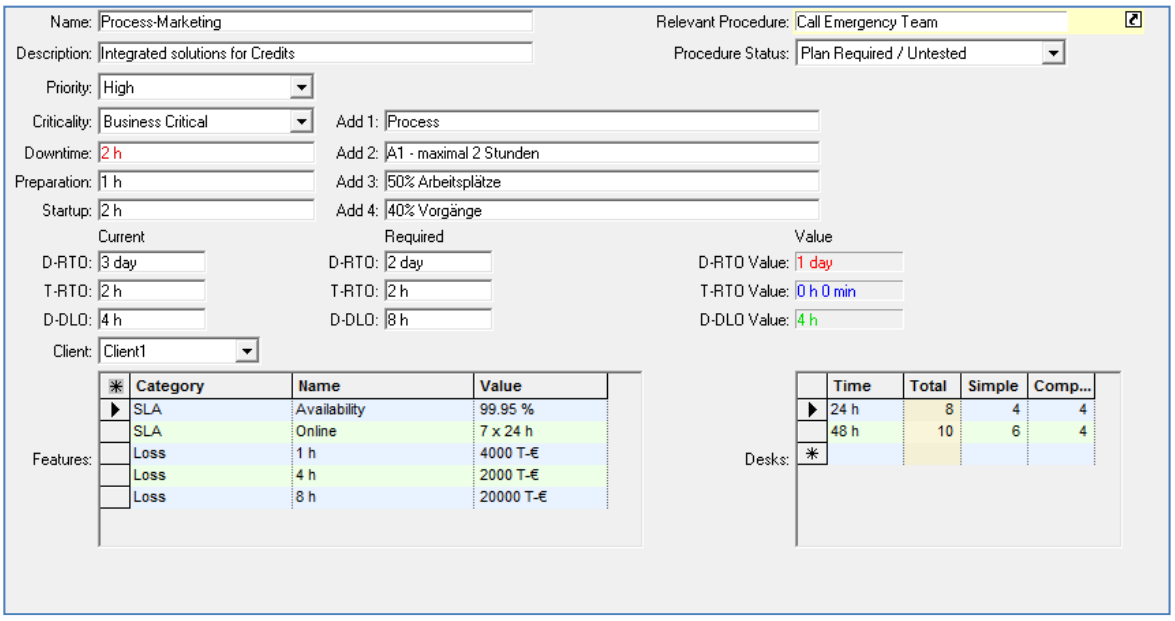
Data

All process data is stored in the database:

- Process name, dependency on and to other processes
- Accountability and areas of responsibility
- Downtime and impacts of downtimes
- Necessary resources – IT and other
- Links to plans – with status of the plan (tested – yes/no)
- And much more data

Application menu processes

The menu contains all important data on the first page. Further links are available on various “maps”.



Application

Goal

The complete and up-to-date overview of all applications enables a reaction to an accident that satisfies regulations.

Advantages

All processes can be linked to the resources. Therefore all necessary information is available at the push of a button. This results in transparency which is otherwise only achieved by accessing various applications. The “criticality” of processes is automatically passed down to the linked resources.

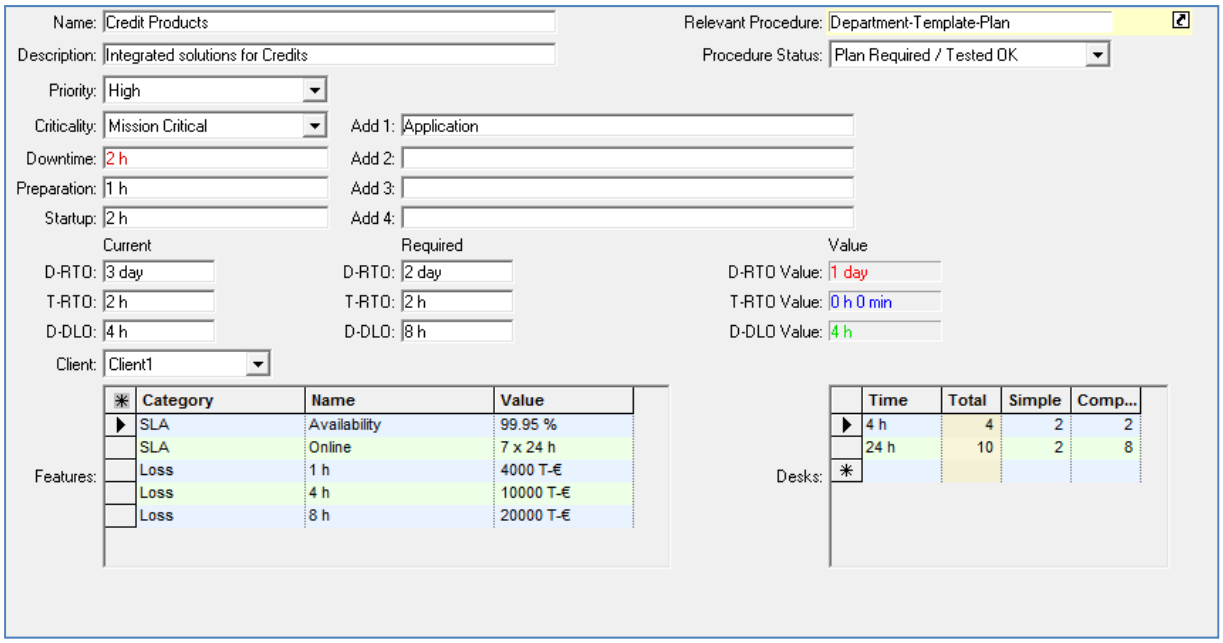
Data

The inventory data is stored in the database:

- Applications – also structured
- Accountability and areas of responsibility
- Downtime and impacts of downtimes
- Necessary resources – IT – and much more
- Links to plans

Application menu applications

The menu contains all important data on the first page. Further links are available on various “maps” (e.g. dependencies, resources, among others).



IT-Resources

Goal

When IT is down, no data is available via installation. In the ROGSI database, all important data is available to provide the necessary systems or relocate critical applications to alternative systems.

Advantages

The data is what ensures short interruption times and systematic steps to renewed availability.

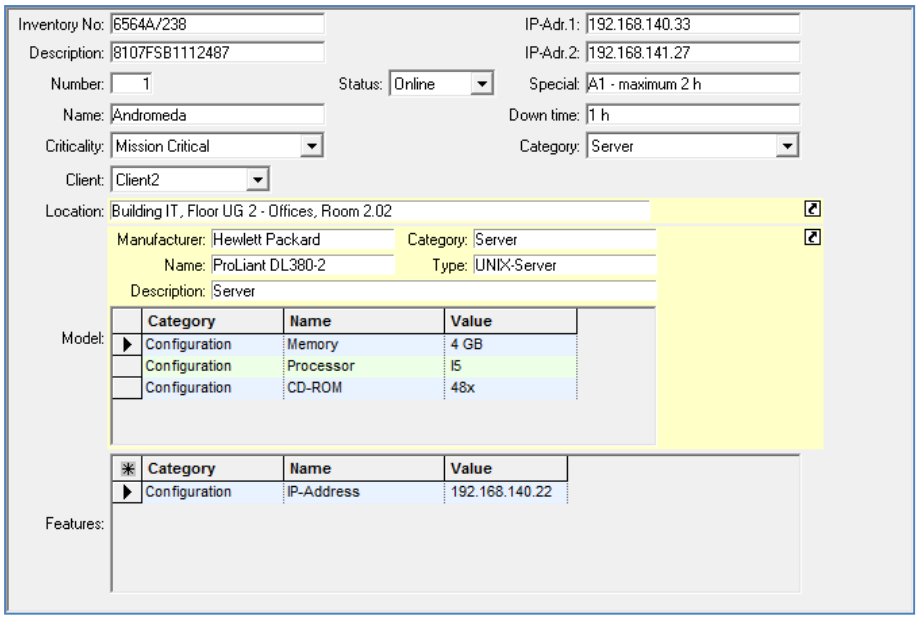
Data

All inventory data is stored in the database:

- Hardware, software, network
- Technical data, capacities, services
- Suppliers, responsibilities
- Locations
- Links to processes and applications

Application menu IT resources, hardware

All relevant data is visible in the mask and is supplemented by additional links (e.g. responsibility, supplier, software, among others).



Other Resources

Goal

In addition to IT resources, a variety of other resources belong to the documentation of business processes.

These are an essential part of the documentation. All resources that are required by the different areas of the company must be available in the database. The following information is important:

- WHAT is required – exact information about the resources
- HOW MUCH is required – the number needed
- WHEN is it required – number with time period
- WHERE is it required – location and place of storage
- WHAT FOR description of use (optional)

Advantages

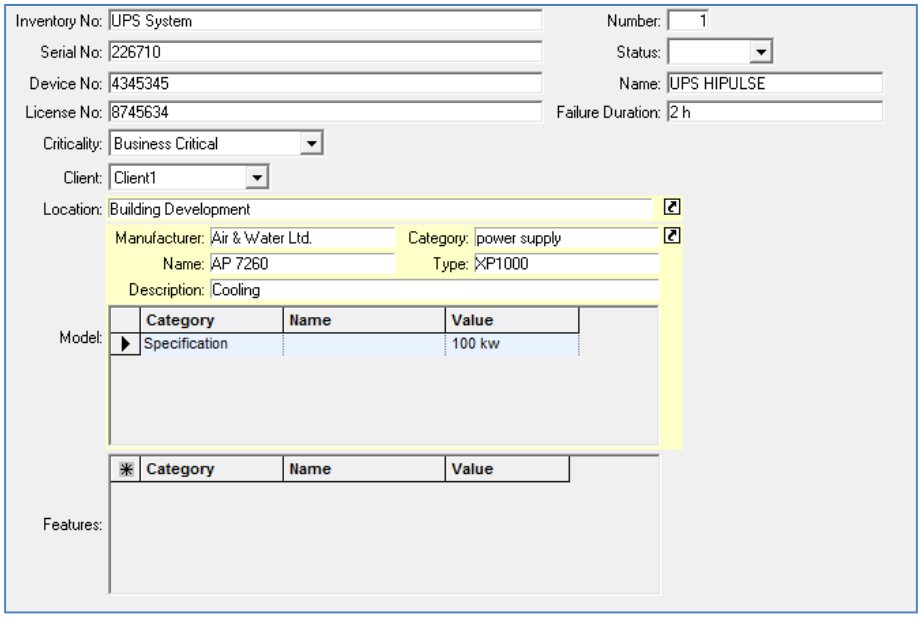
Due to the description of resources and their places of storage, the **duration of interruption is considerably reduced**, as "search effort" is unnecessary. The affected departments can immediately move to the alternative workstations and have access to the necessary resources right away.

Data

The data is managed in "other resources" in the database and is linked to a variety of other data (e.g. place of storage, supplier, responsibility, etc.)

Details

The menu contains all data necessary and features relations to other data.



Plans

Goal

Complete and up-to-date plans are necessary for the execution of emergency procedures and for an orderly restart of operations. In accordance with BSI100-4, the itemization of these plans should be designed so that a “knowledgeable third party” is capable of executing the plans.
Graphic plans with all steps for the scenario are created in ROGSI/DMS. Auditable version management and approval with review result in functioning plans.

Advantages

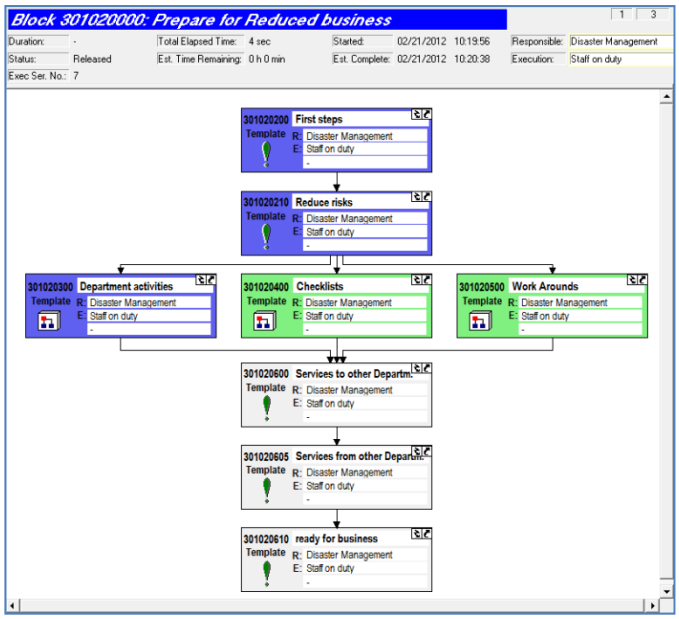
The graphic plans enable an optimum overview of all steps and measures. All relevant data is available at all times at the push of a button.
During execution, times and events are automatically recorded and stored in the archive. A complete log is thereby created at the end of a test.

Data

Every single activity contains not only the exact description of measures but also responsibilities and accountability as well as links to the necessary resources.

Details

The execution of a plan is marked in color and can be viewed in the archive at any time (e.g. audit)



Master Data

Goal

In addition to plans, other data and information is needed, which is called master data. All data that is needed in an emergency must be available in the database. It must always be assumed that access to IT and its data is not possible.

Advantages

All necessary data is available at the click of a mouse. Extensive searching through manuals is not necessary; a click of a mouse leads right to the information.
The extent of the data can be adjusted exactly to the emergency needs.

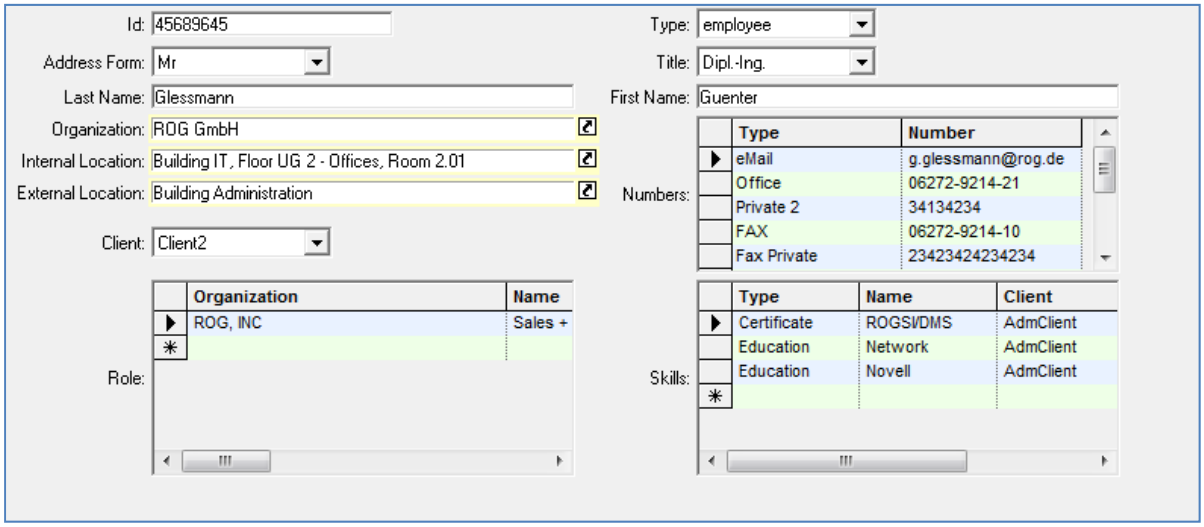
Data

The following list only contains part of the data included. The data is of course linked together via relations.

- Companies, roles, people – with addresses, telephone numbers and more
- Locations – for employees and resources
- Hardware, software, network, other resources
- Contract data – with service information
- Online documents – for everything that is not assigned to other data

Details

Personal data is given as an example. Essential information is stored in the “details” map. Other information is available via links.



Relations

Goal

Data that has to be entered several times in one system considerably complicates entry and data management. This is why data should be logically linked via relations.
The ROGSI/DMS database is a regional database in which the data is linked via relations. This means changes in a data set are also immediately effective for all lined data.

Advantages

Update runs through all data are necessary neither for entry nor for management of data to ensure that changes are consistent. This guarantees that all data in the database is permanently up-to-date.
This drastically reduces the time and effort spent managing data, and only a low amount of human resources are required.
This naturally also applies for imported data. The relations are automatically updated during data import.

Details

Relations encompass all important data. Two types of data are listed here as examples:

1. **Processes**

   Process data is linked to the following data:

- Roles, people, teams, companies, departments
- Forerunners and successor processes
- Resources such as hardware, software, network and others
- Location (of departments)
- Plans

2. **People**

   Personal data is linked to the following data:

- Company, department, roles, teams
- Location of workstation and alternative workstation
- Responsibilities: resources, processes, applications

Access to data and relations is always possible “from both sides”. This means, for instance, that I can see which team the person is assigned to, and I can see which people are assigned to the team.

Reports

Goal

ROGSI/DMS features an integrated report generator. It can be used to print all data in the database as reports. The layout of the reports can be freely defined. This means post-processing with a text system (e.g. MS Word) is unnecessary. ROGSI/DMS is delivered with approx. 90 pre-defined reports.

Advantages

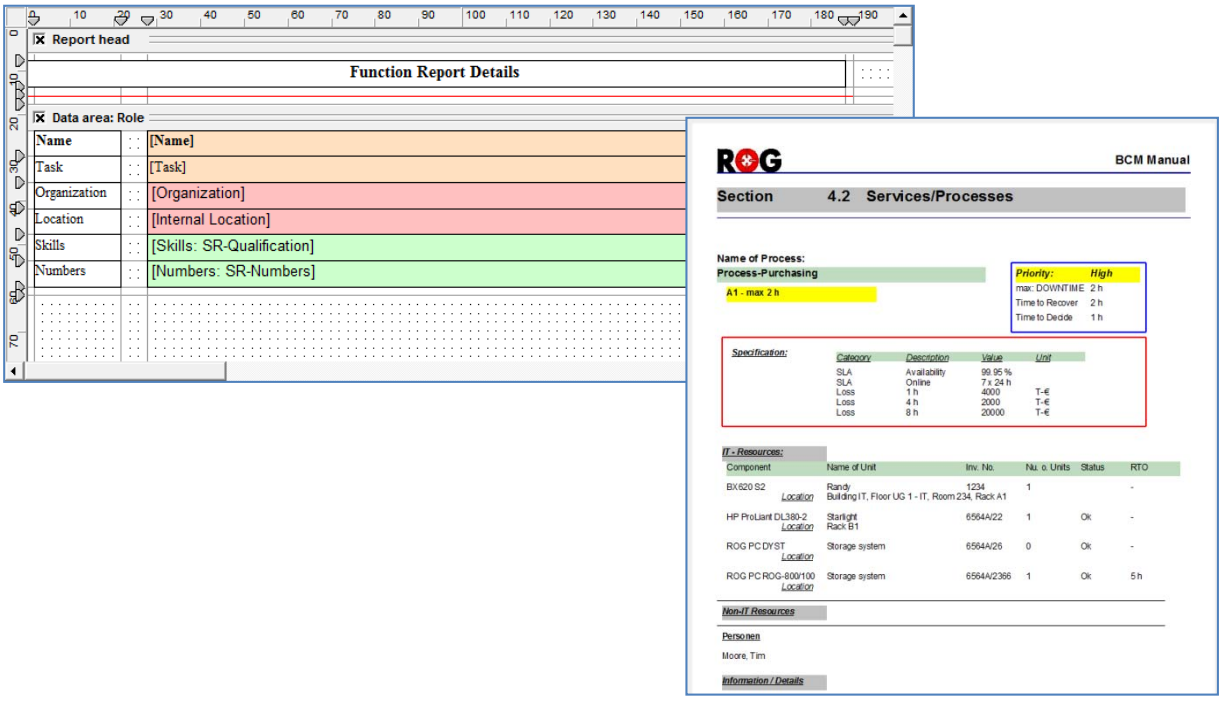
The composition of the reports is often subject to company rules. This is no problem with ROGSI/DMS. The flexible report generator sets almost no limitations on report composition.
Thanks to the prepared reports, which can be adapted or duplicated at your discretion, printing the input data is possible immediately without any further actions.

Data

The composition is clearly structured and also shows the composition of the list.

Details

The rights management ensures that authorized people can only print reports for whose content they are also authorized to edit.



Manuals

Goal

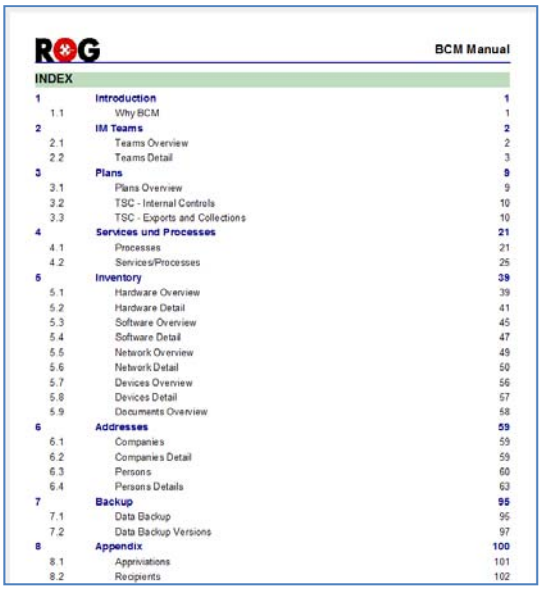
ROGSI/DMS also supports the creation of user-defined manuals. Two pre-defined manuals are already contained in delivery, which are oriented on standards.
Manuals are based on existing or created reports. Free definition of capital and paragraphs also facilitate composition in accordance with company standards.

Advantages

The pre-defined manuals make immediate printing of input data as a manual possible.
The manuals can be both duplicated and adapted, or just adapted.
Time-consuming definition is therefore unnecessary and the results can also be printed immediately.

Data

The examples show a table of contexts and a page of text.



BCM Manual

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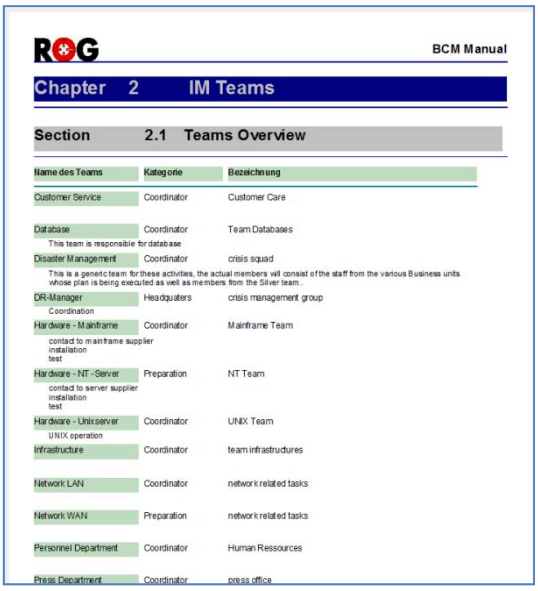


BCM Manual

Chapter 2 IM Teams

Section 2.1 Teams Overview

Name des Teams	Kategorie	Bezeichnung
Customer Service	Coordinator	Customer Care
Database	Coordinator	Team Databases
This team is responsible for database		
Disaster Management	Coordinator	crisis squad
This is a generic team for these activities, the actual members will consist of the staff from the various Business units whose plan is being executed as well as members from the Silver team..		
DR-Manager	Headquaters	crisis management group
Coordination		
Hardware - Mainframe	Coordinator	Mainframe Team
contact to mainframe supplier installation test		
Hardware - NT - Server	Preparation	NT Team
contact to server supplier installation test		
Hardware - Unixserver	Coordinator	UNIX Team
UNIX operation		
Infrastructure	Coordinator	team infrastructures
Network LAN	Coordinator	network related tasks
Network WAN	Preparation	network related tasks
Personnel Department	Coordinator	Human Ressources
Press Department	Coordinator	press office

Tests and Drills

Goal

Untested emergency documentation is no emergency documentation at all. That's why it is essential to run regular tests and drills.
The drills train the employees to take the necessary measures according to the documentation.
The tests show whether the documentation is complete, up-to-date and comprehensible. The documentation should be designed so that a "knowledgeable third party" is capable of executing the measures.

Advantages

The drills and test ensure that everyone can immediately begin the tasks assigned to him/her in the event of an actual emergency. This can reduced the damage caused and facilitates a timely recovery of critical processes or applications.

Data

The reduction of the interruption is dependent on the extent of measures and can have a considerable effect on the total duration of the interruption.

Details

When documentation is created for the first time, it is unlikely that a complete test will be carried out for the first drill. It is more logical to define special areas which should be examined in a first test. These could be individual applications or systems, for example. The results from these tests are worked into the current documentation to optimize it.

Import and Export

Goal

Data input as well as manual management is relatively time-consuming. Often, the responsible employees do not understand that “they should double-manage data.”
Since much data that is available in other systems is needed in the event of an emergency, it should be available in the “emergency database”.
The goal must be to reduce data management to a minimum.
This is done with the use of the “import” module and partially use of the “export” module.

Advantages

All relevant data which is managed in other systems (e.g. HR data, CMDB data) can also be transferred using the import function.
Import jobs can run automatically, thereby updating the data regularly. Manual effort is reduced to a glance at the log file.
You always have sufficiently updated emergency documentation.

Data

Access to “external data” is done indirectly. Export jobs are created for the extraction of data from other systems or databases. It is then converted into suitable XML data with “ROGSI tools” and then directly imported. This procedure ensures that import jobs lead to a disruption in the transfer process when the “delivering” system makes release changes.

Details

Import jobs are created once and documented. Start can be performed via an arbitrary scheduler or via a mouse click by the responsible employee.
The process is always a “silent run”. This ensures that the import is completely executed and is not interrupted with a system message.

The ROG GmbH

Further information

Further information can be obtained

- On our website www.rog.de or
- By e-mail at info@rog.de or
- Give us a call

Our international customers in the following sectors

- General industry
- Automotive industry
- Banks / savings banks
- Chemical industry
- Service providers / IT service providers / data backup suppliers
- Health care / clinics
- Retail
- Public service
- Insurance companies

Our international partners

Our locations are in

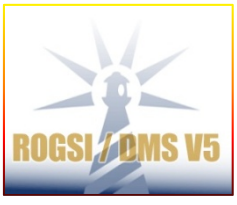
- Hirschhorn/Neckar, Cambridge/Ma/USA

We are represented by partners in various European countries:

- Germany, Switzerland, Austria, Spain, Serbia

Partners representing us outside of Europe:

- Dubai, Boston/Ma

How to reach us:

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