



# Questions and answers about ISO 22301 certification for business continuity management

Our experts have collected the most important questions and answers about ISO 22301 certification.

**Contact us for more information!**

## **1. WHAT IS ISO 22301 CERTIFICATION FOR BUSINESS CONTINUITY MANAGEMENT?**

The international standard for business continuity management (BCM) was published in May 2012 and is designed to reduce the risk of any kind of interruption to operations. This standard takes the place of current British standard BS 25999. It contains all requirements for planning, setting up and running a documented continuity management system. The standard is not specific to any particular industry but can apply to all sectors regardless of industry or size of the company. A formalised BCM system can help prepare a company to mitigate incidents.

In the process, business continuity management deals with a series of questions, such as:

- How does the company work when conditions are not ideal, e.g. after an unusual event or failure of existential business processes?
- How badly would your company's effectiveness be affected?
- How do you deal with a worst case scenario?
- What is the maximum tolerable outage time?

## 2. WHICH ORGANIZATIONS APPLY THE ISO 22301 STANDARD?

- Organizations that want to set up a business continuity management system or improve their existing BCM.
- Organizations that want to use their management system to ensure conformity.
- Organizations that wish to document conformity for third parties.

## 3. WHAT ARE THE ADVANTAGES OF CERTIFYING YOUR BUSINESS CONTINUITY MANAGEMENT SYSTEM?

- Gain an independent, external verification of your business continuity management system
- Reduce outage and recovery times for applications
- Create structured procedure for incidents
- Align business processes with the operational risk management process
- Obtain comprehensive risk assessments involving all levels of the business
- Help meet internal, stakeholder and international standards requirements
- Increase the involvement of managers in emergency management
- Help provide greater confidence in the company to stakeholders
- Gain a competitive edge through the international standard
- Identify potential savings on insurance policies

## 4. WHAT CRITERIA AND AREAS DO OUR EXPERTS ASSESS DURING CERTIFICATION AS PER ISO 22301?

Our catalog of criteria is based, among other things, on the PDCA cycle (plan, do, check, act) and involves all phases of the business continuity management life cycle. During certification as per ISO 22301 our experts examine and assess the following areas of a business continuity management system

- BCM policy
- BCM scope
- Specifications for the BCM
- Assessment of interfaces
- BCM in the value chain
- Organization of the business continuity management system
- Management commitment
- Business continuity objectives
- Planning as regards risk and opportunity planning
- Management support regarding the necessary resources and competences

- BCM communication
- Performance of business impact analysis
- Risk assessment
- Strategy development
- BCP planning
- Test scenarios
- Monitoring and improvement of the business continuity management system

## 5. WHAT IS THE ISO 22301 PROCESS?

### 1. Documentation review

The audit team assesses to what extent the documentation for your business continuity management system already complies with the requirements of the standard ISO 22301. In addition, they check the boundaries of the scope of the BCMS.

### 2. Preliminary audit (optional)

The preliminary audit can take place before or after the documentation review.

### 3. Creation of audit plan / schedule

Our auditors systematically identify potential intervals for achieving the specified objectives and coordinate the relevant testing appointments with you.

### 4. Certification audit

This verifies implementation i.e. the practical application of your business continuity management system. Our auditors assess whether it is appropriate and effective and meets the requirements of the standard. This will involve gathering and verifying information by interview and via objective evidence and an inspection of your facilities.

### 5. Issuance of certificate

If all criteria are met, your company is issued with certification according to [ISO 22301](#). This confirms that your business continuity management system functions and complies with the standard. Your company will also be added to [Certipedia](#), our online certificate database.

### 6. Surveillance audits

Our annual surveillance audits help you continuously improve your processes.

## 6. WHAT ARE THE ADVANTAGES FOR YOUR BUSINESS?

- Your existential business processes need to run without interruption if you are to achieve your business objectives.
- You improve your stability in a crisis and make your business more resilient.
- You obtain documented proof of a functioning emergency management process.

- Control: process structures are documented. You identify potential risks and can take effective countermeasures.
- Awareness: your employees become familiar with and aware of emergencies and crises and improve their confidence.
- Regular tests and drills train you and your employees how to behave in an emergency and master such situations with confidence.
- Continuity: a reliable flow of information makes for well-running processes.
- You know your risks and are able to minimize them.
- Cost savings: you create clear structures and reduce your insurance premiums.
- Competitive advantage: you gain an edge over your national and international competitors, as ISO 22301 is recognized around the world.
- Business continuity management supports the entire value chain process and integrates your business partners.

#### **7. WHAT ARE THE REQUIREMENTS FOR A COMPREHENSIVE BUSINESS CONTINUITY MANAGEMENT SYSTEM?**

- All critical processes within a company/department must be recorded.
- A business impact analysis must be performed to identify

potential damage resulting from failure of one of these critical business processes.

- A risk assessment must be completed to reduce the likelihood and effects of potential risks.
- Strategies must be developed, both as proactive measures and as reactions to emergencies.
- All emergency plans must be described.
- Scenario-based tests and drills must be performed.
- The BCMS must be monitored and improved.

#### **8. WHAT ARE THE MOST IMPORTANT QUESTIONS FOR ANY BUSINESS?**

- How will I continue to serve my customers, how will my customers react to a prolonged outage?
- How are critical business processes maintained?
- How can critical business processes continue on an acceptable level in an emergency?
- How do I minimize losses and effects?
- How badly will my company's effectiveness be impaired?
- Have we considered all possible failure scenarios beyond pure IT failures?
- What is the maximum tolerable outage time?
- Which legal requirements are being damaged?
- What justified interests of the interested parties (stakeholders) need to be maintained?

**DO YOU HAVE MORE QUESTIONS FOR OUR EXPERTS, OR WOULD YOU LIKE TO RECEIVE AN INDIVIDUAL OFFER? CONTACT US!**

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