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Smith Ivanson Ltd

# WHAT MAKES A GOOD BCM?

BCI LONDON FORUM  
Q4 2009 SURVEY

# Background

- What makes a good BCM questions composed by the BCI London Forum committee
- Online questionnaire, Oct – Nov 2009
- 80 respondents from the BCI in the UK

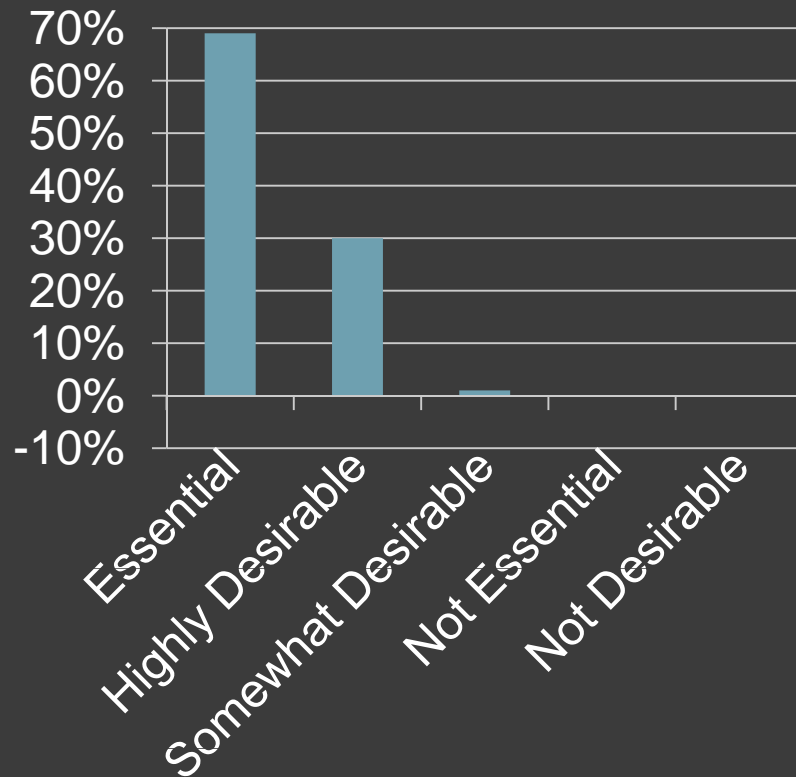
# Results: A good BCM

- Communicates well at all levels
- Keeps calm during a crisis
- Extracts key information extremely well
- Is very well known within Facilities, Risk, IT and BC departments
- Conducts regular internal awareness campaigns
- Is exceptionally flexible
- Makes quick decisions
- Motivates teams well
- Multi-tasks well
- Keeps a sense of humour in a crisis
- Is a forward thinker
- Analyses well
- Presents well
- Is a member of the BCI
- Has been in the profession for over 3 years

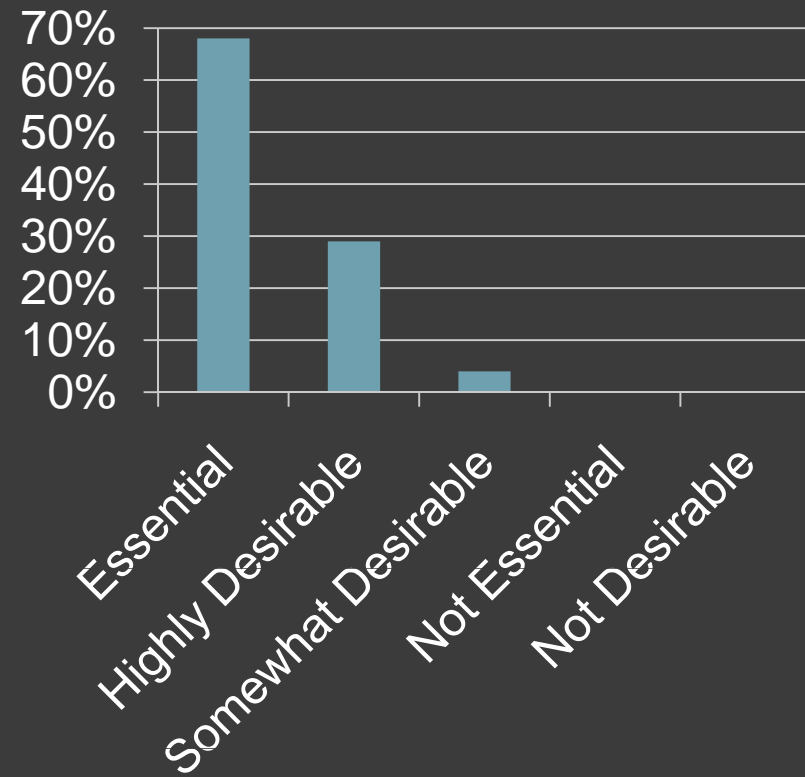
# A good BCM has responsibility for

- ⦿ BC awareness and training
- ⦿ BC plan development
- ⦿ BC rehearsals/testing
- ⦿ BC strategy development
- ⦿ BC rehearsals/testing
- ⦿ Critical supplier BC audit
- ⦿ Crisis management

# Personal Attributes of a Good BCM

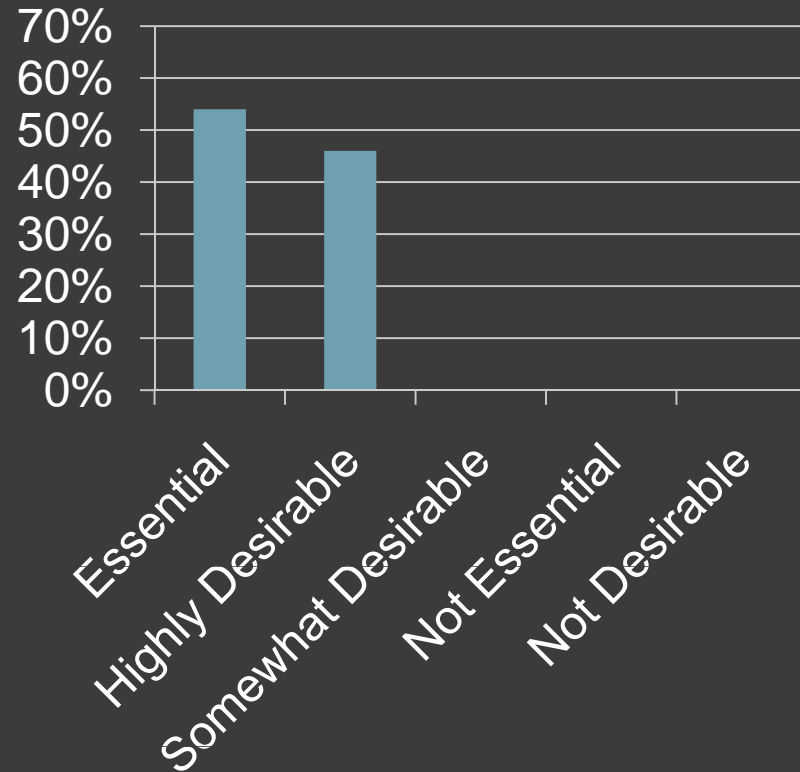


**Communicates well at all levels**

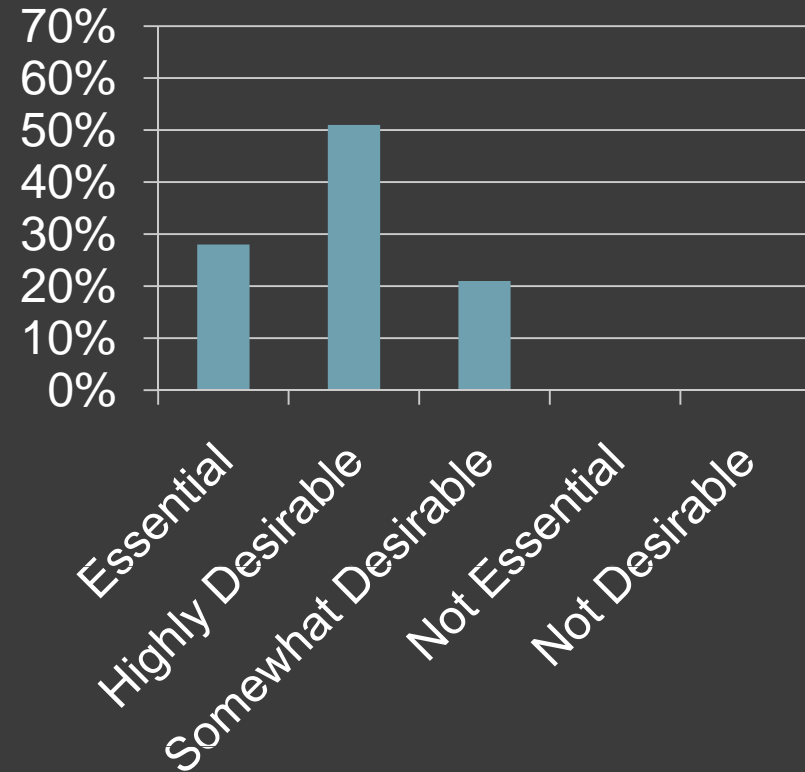


**Keeps calm during a crisis**

# Personal Attributes of a Good BCM

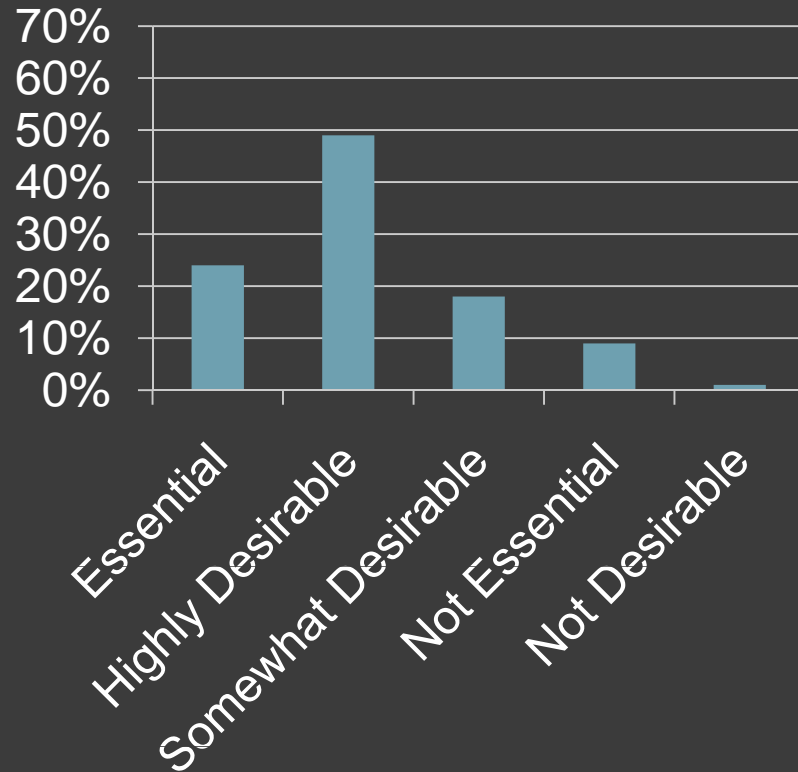


**Can extract key information extremely well**

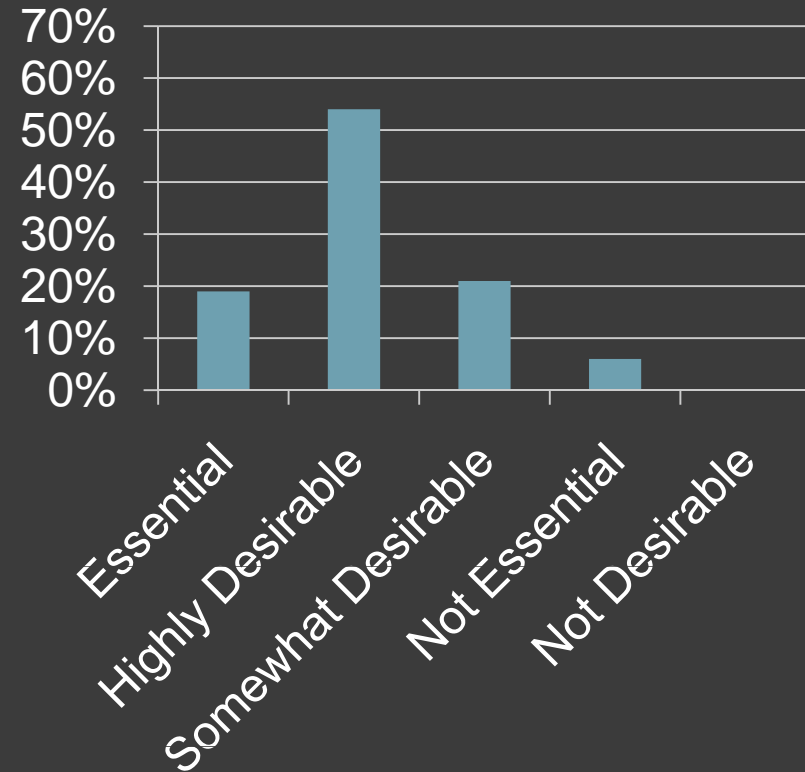


**Is exceptionally flexible**

# Personal Attributes of a Good BCM

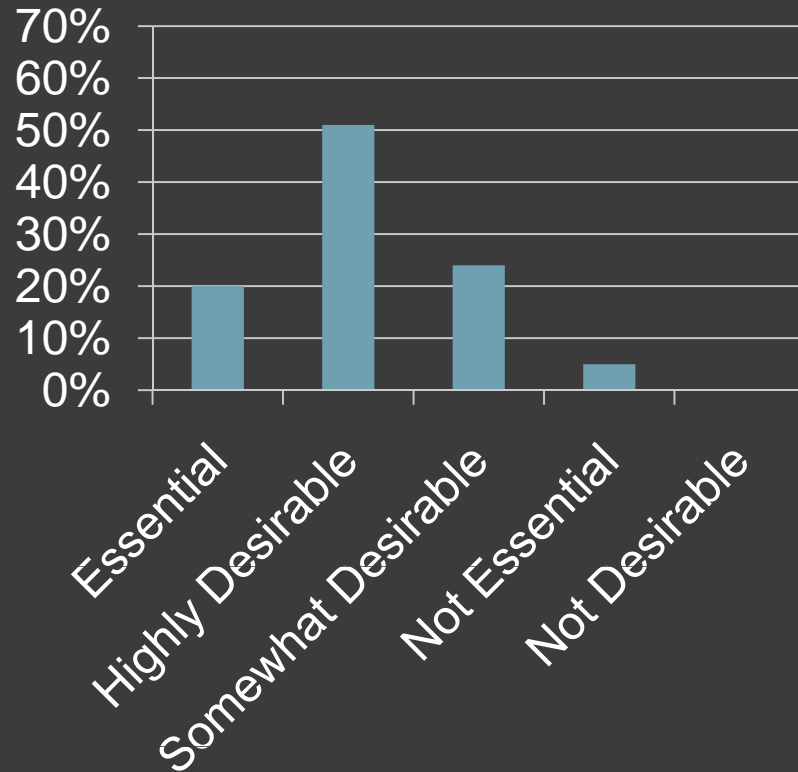


**Is a quick and decisive decision maker**

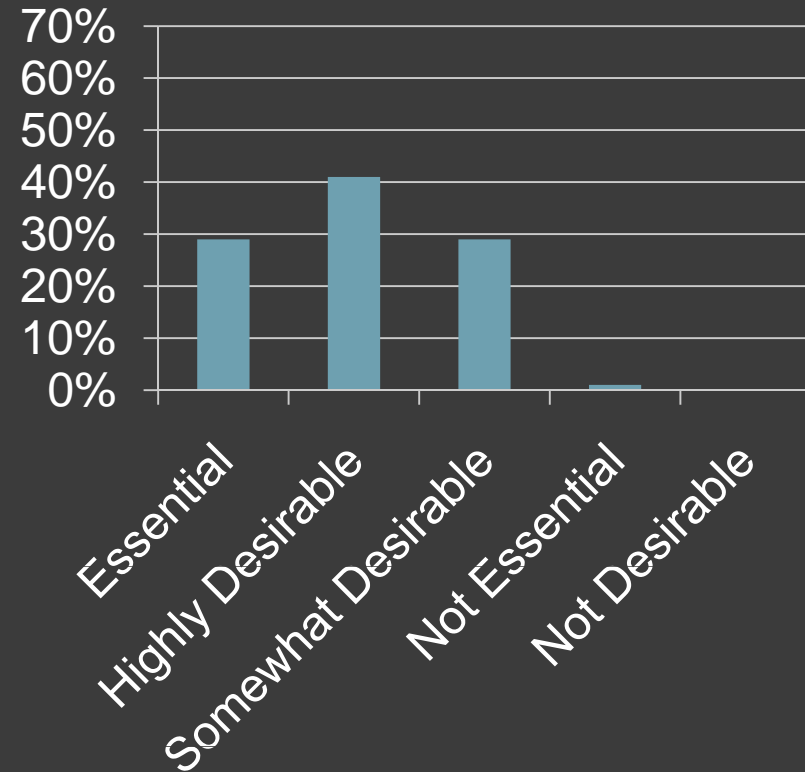


**Has much better than average personal skills**

# Personal Attributes of a Good BCM

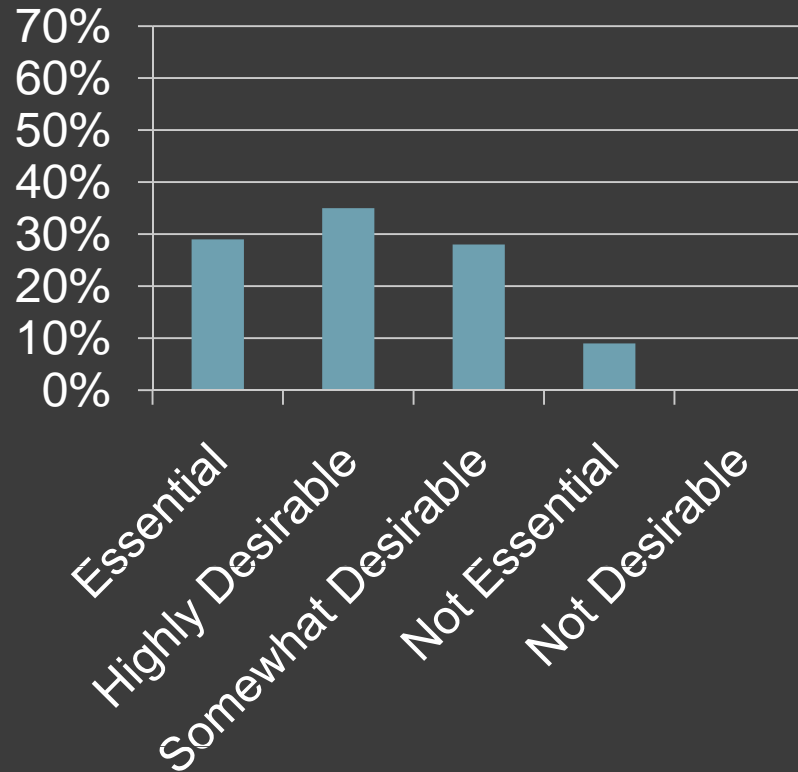


**Is an exceptional team motivator**

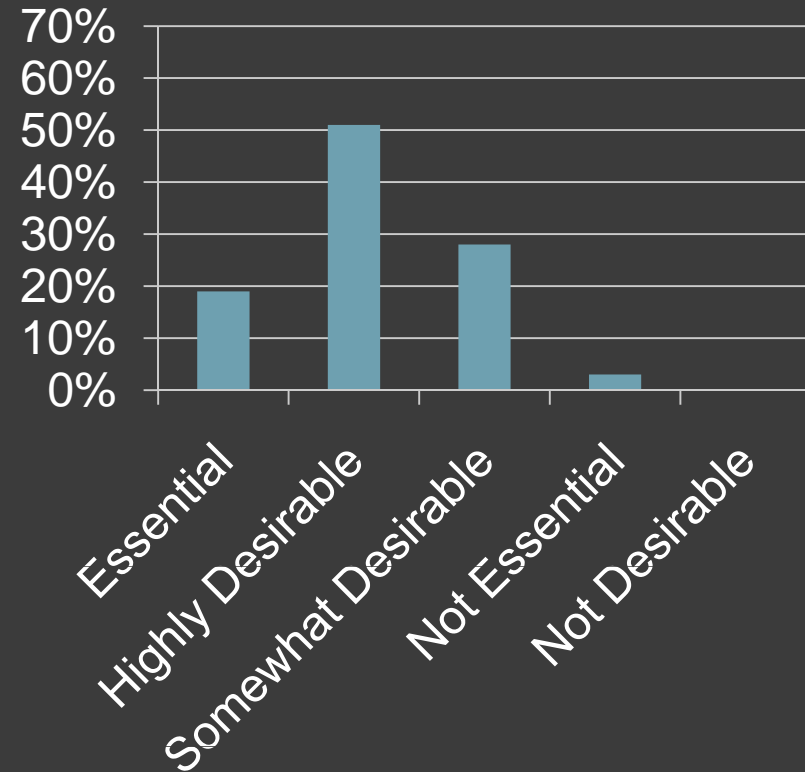


**Is an excellent multi-tasker**

# Personal Attributes of a Good BCM

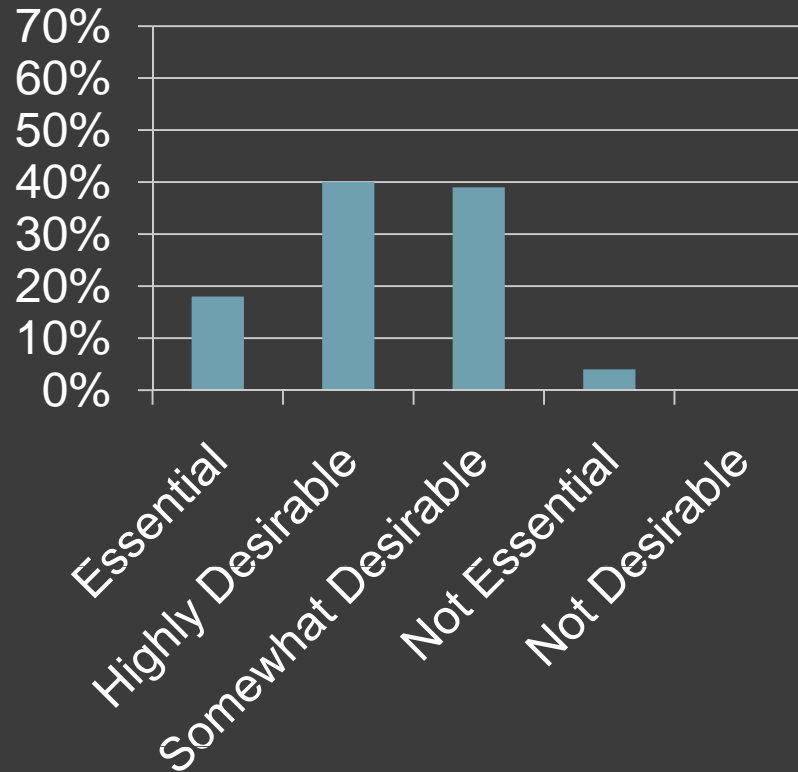


**Has a sense of humour,  
even in a crisis**

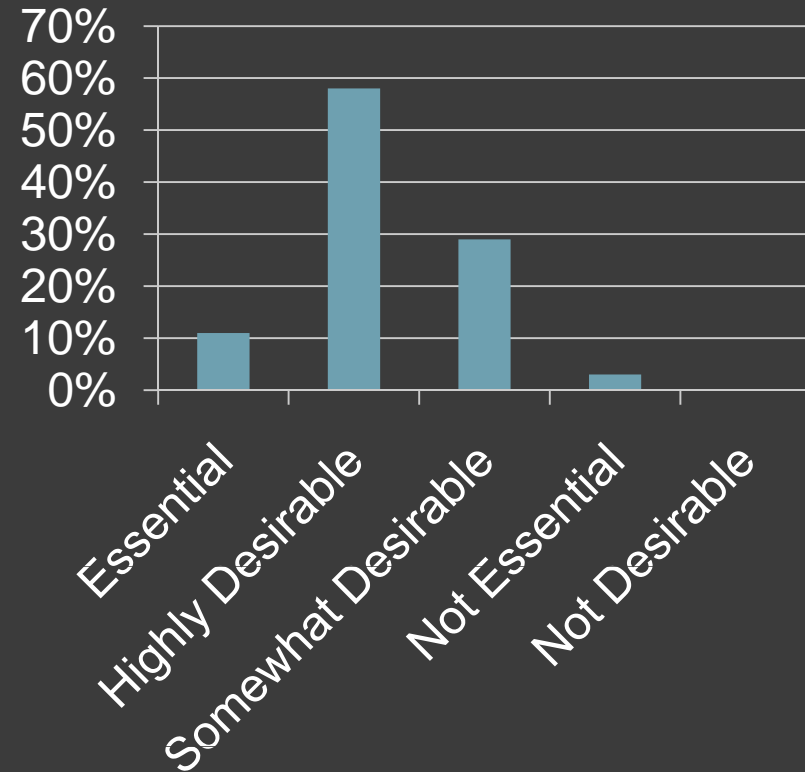


**Is an exceptional forward  
thinker**

# Personal Attributes of a Good BCM

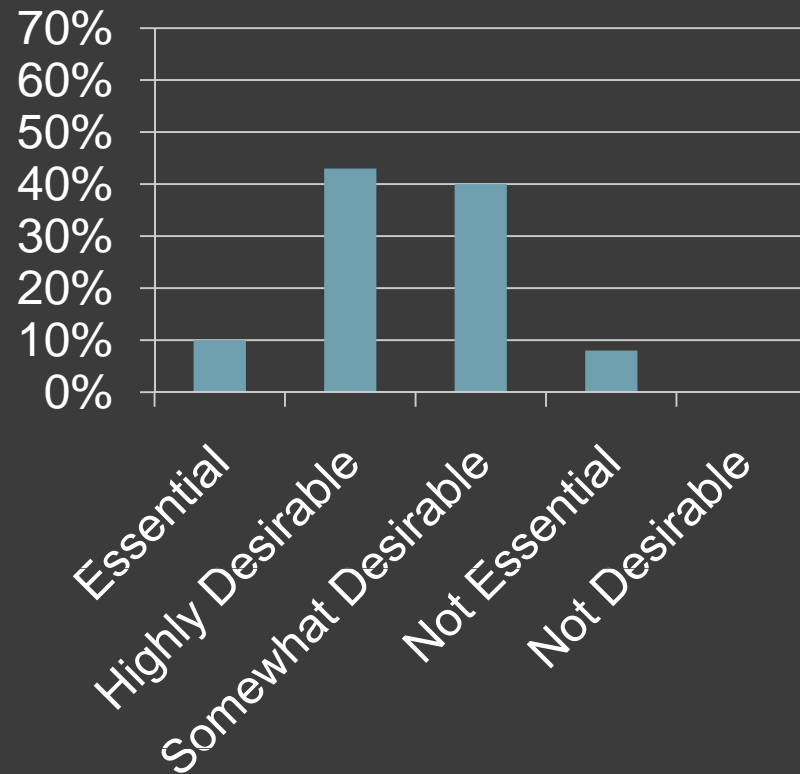


**Is highly analytical**

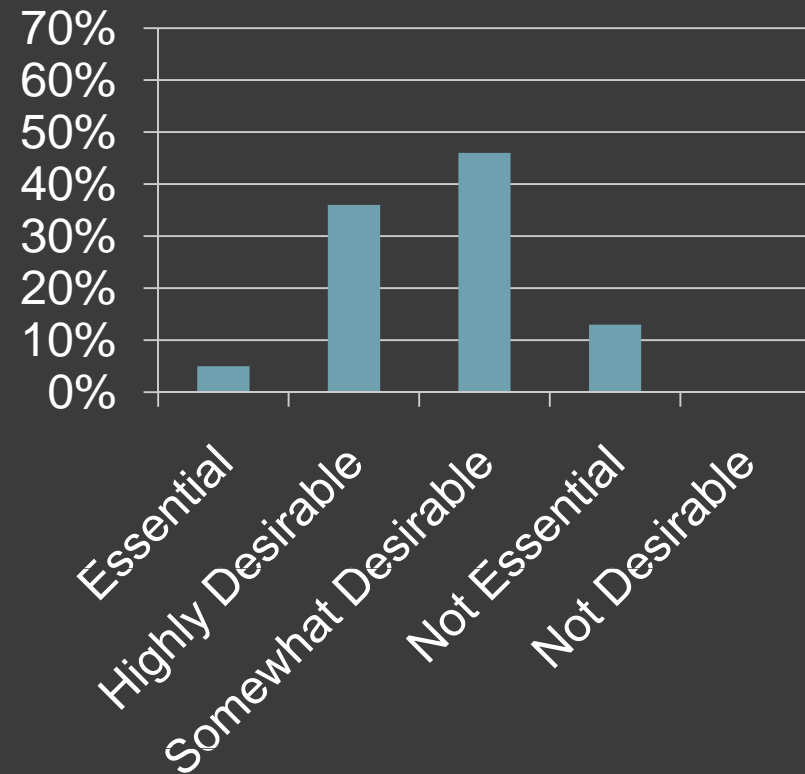


**Is an extremely good presenter**

# Personal Attributes of a Good BCM

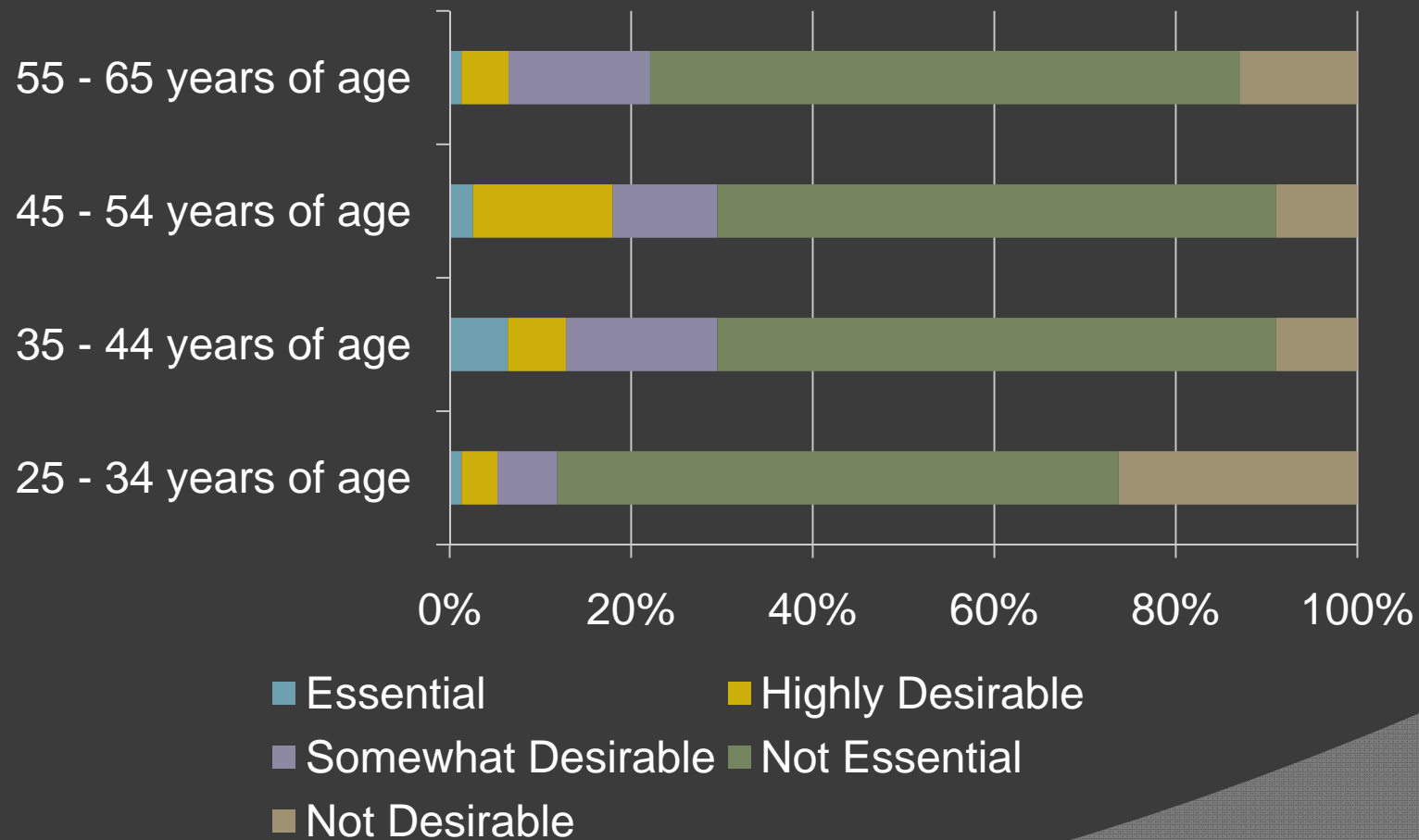


**Can produce superb reports**

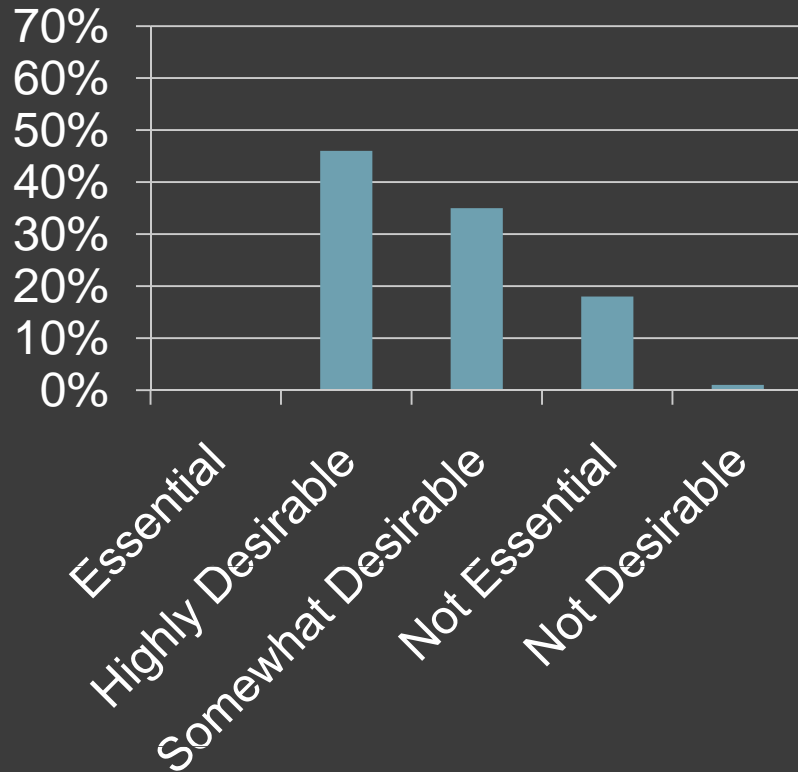


**Understands technical, especially IT, concepts well**

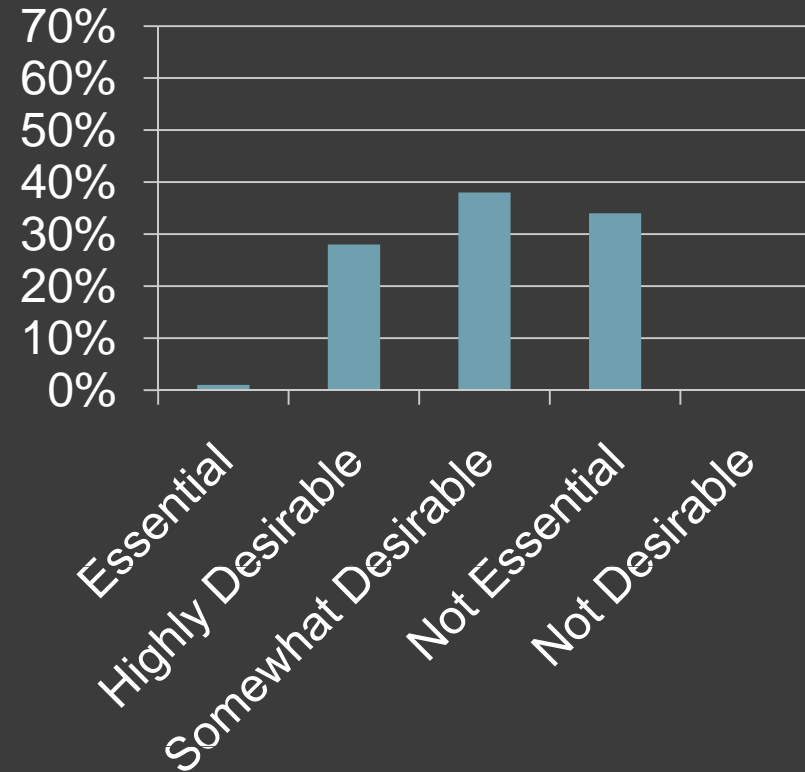
# Age does make a difference to some



# Experience related attributes

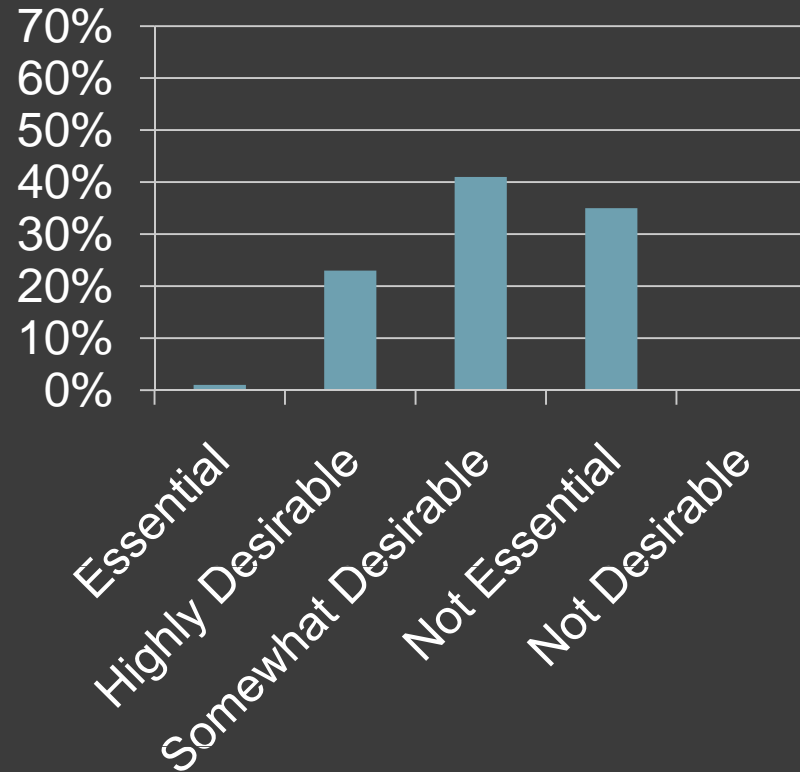


**Has considerable Risk Management experience**

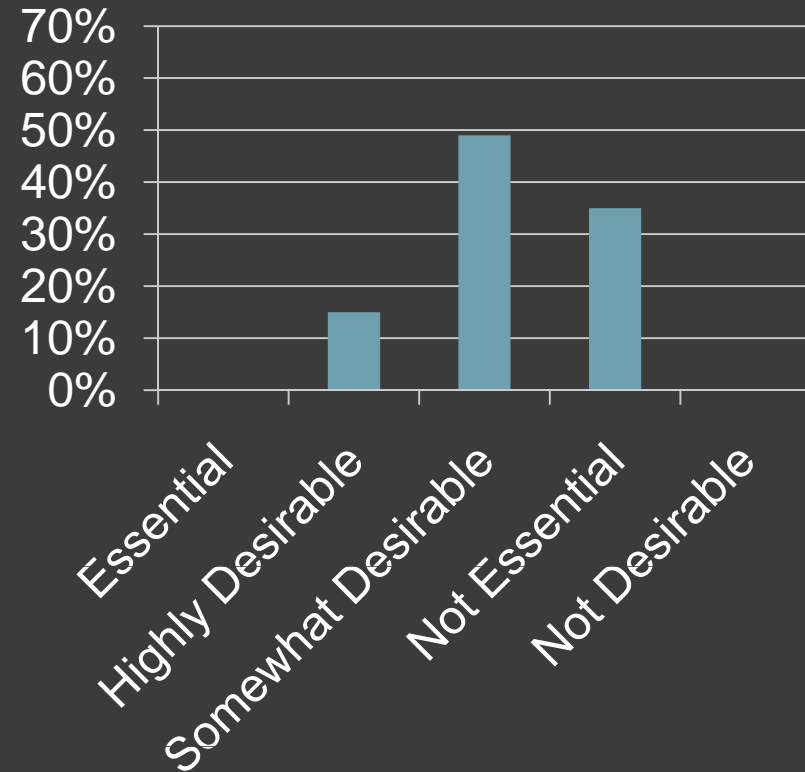


**Has worked in several other organisations in as a BCM**

# Experience related attributes

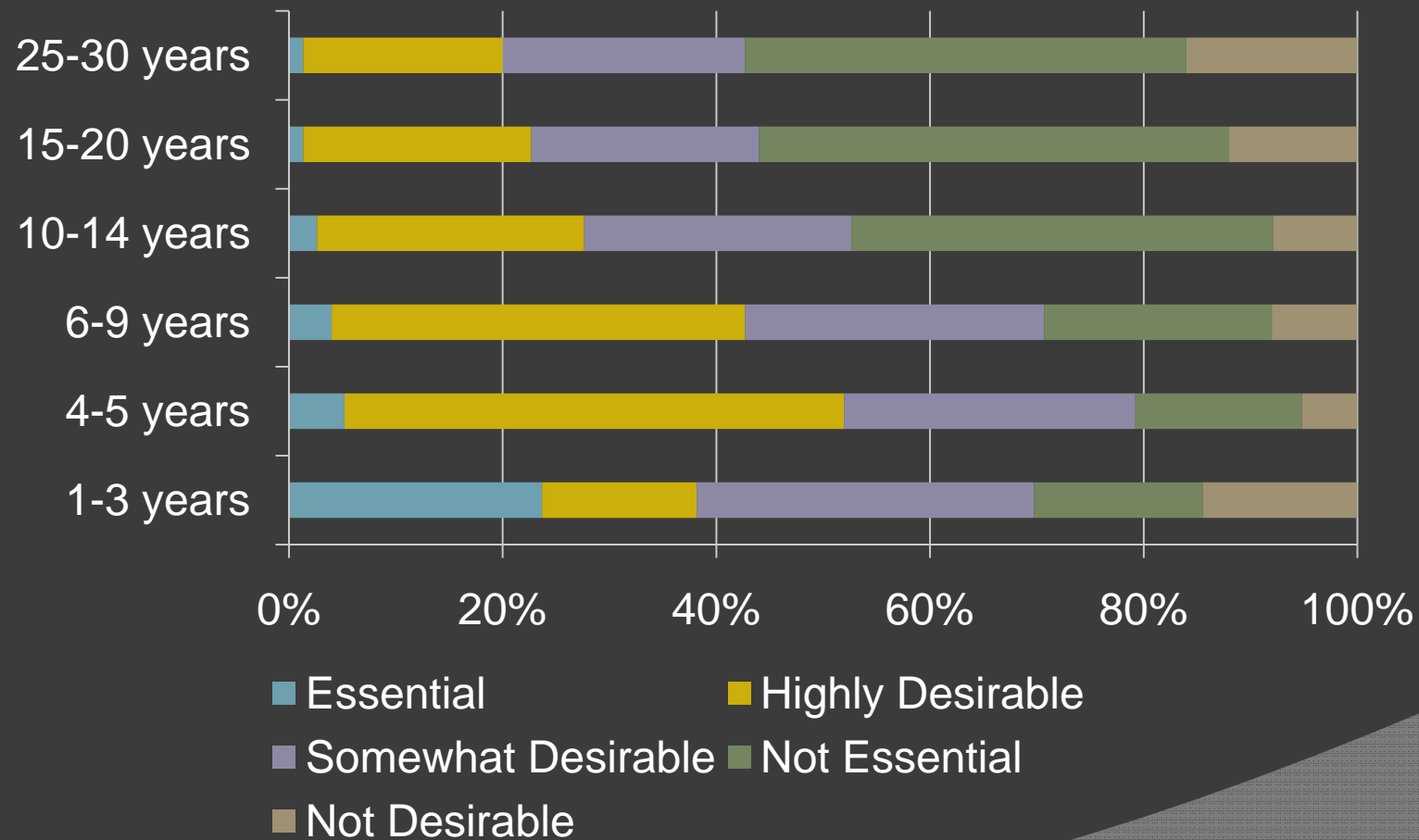


**Has considerable IT experience**

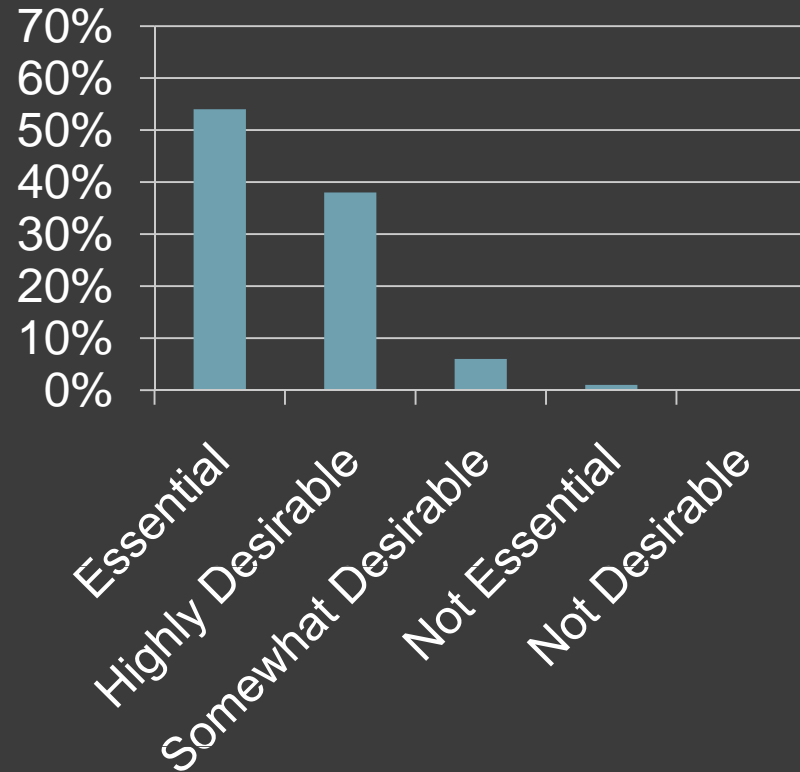


**Has considerable Facilities Management experience**

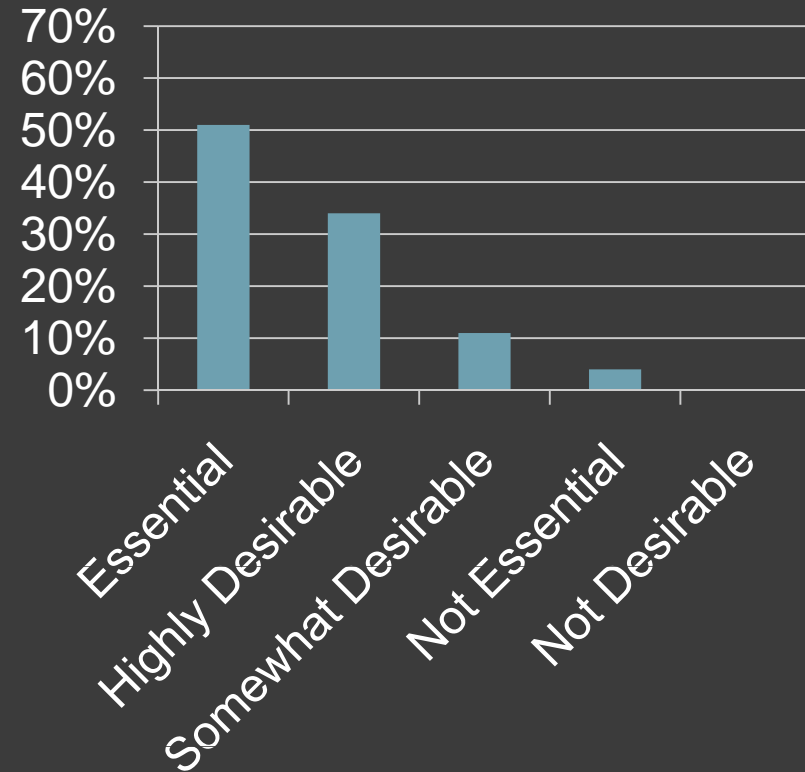
# Years of experience as a BCM



# A good BCM has responsibility for

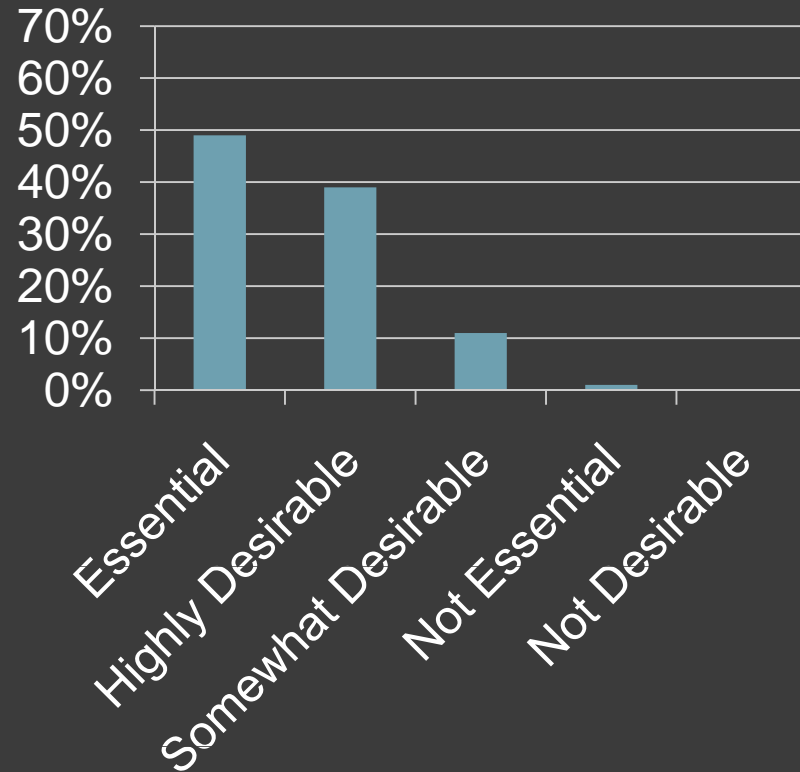


**BC awareness and training**

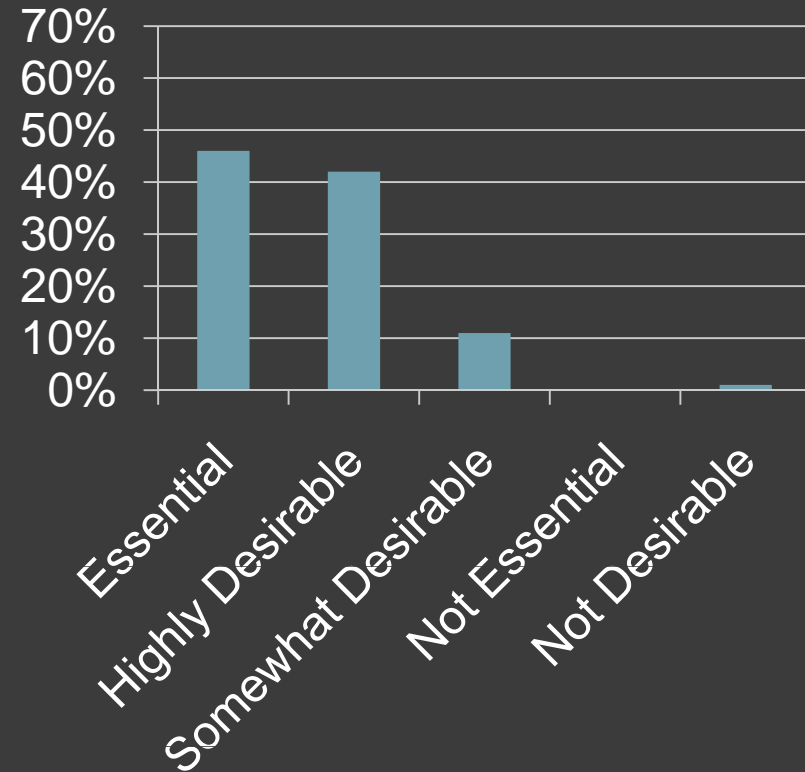


**BC plan development**

# A good BCM has responsibility for

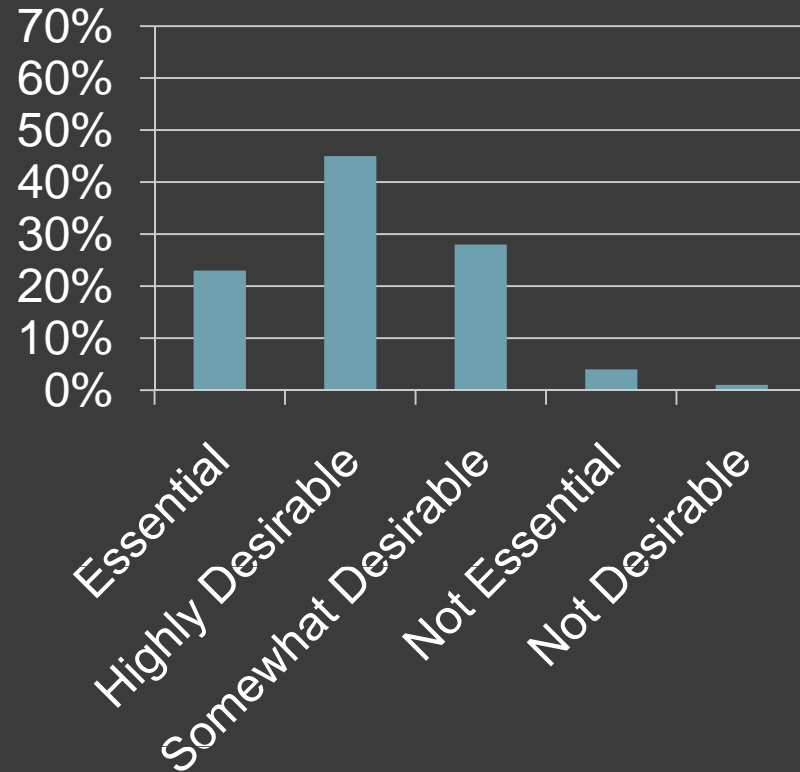


**BC rehearsals/testing**

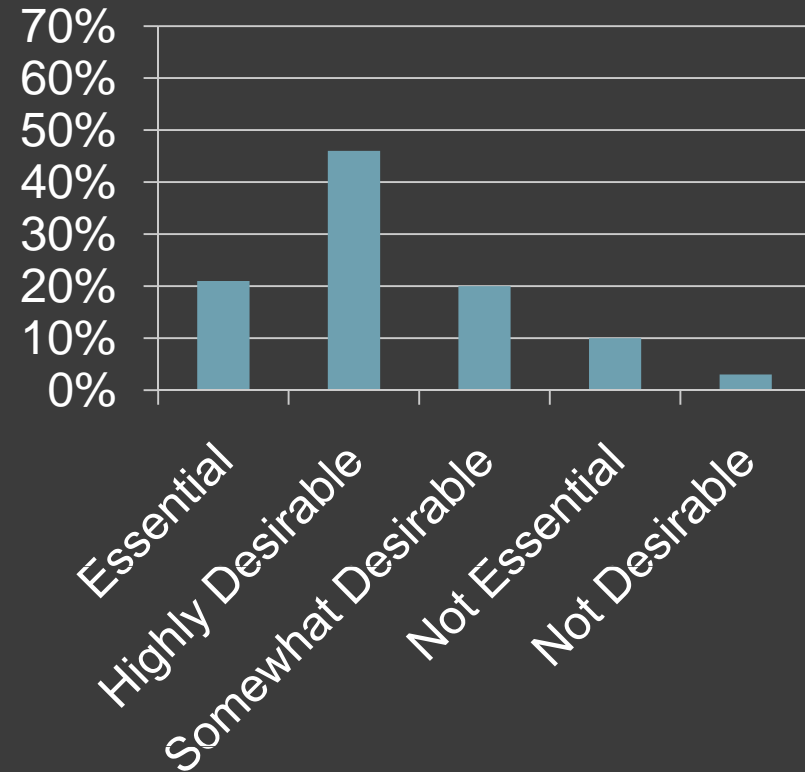


**BC strategy development**

# A good BCM has responsibility for

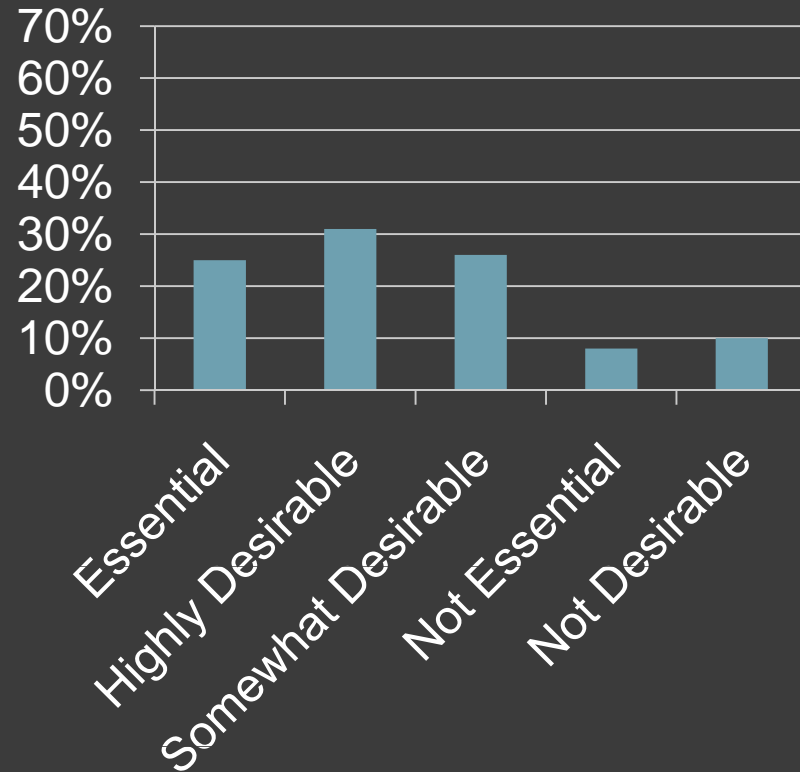


**Critical supplier BC audit**

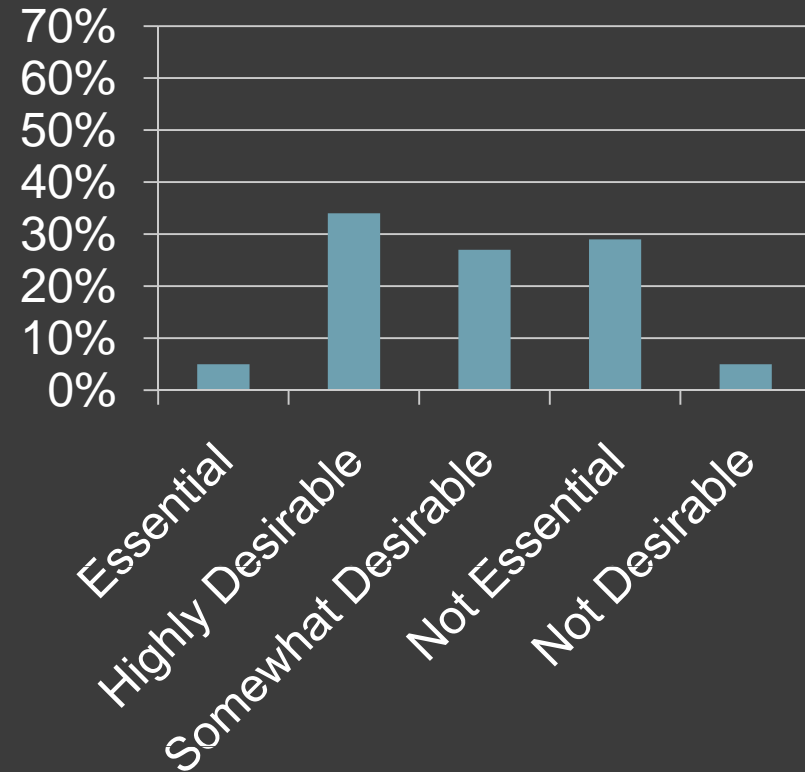


**Crisis management**

# A good BCM has responsibility for

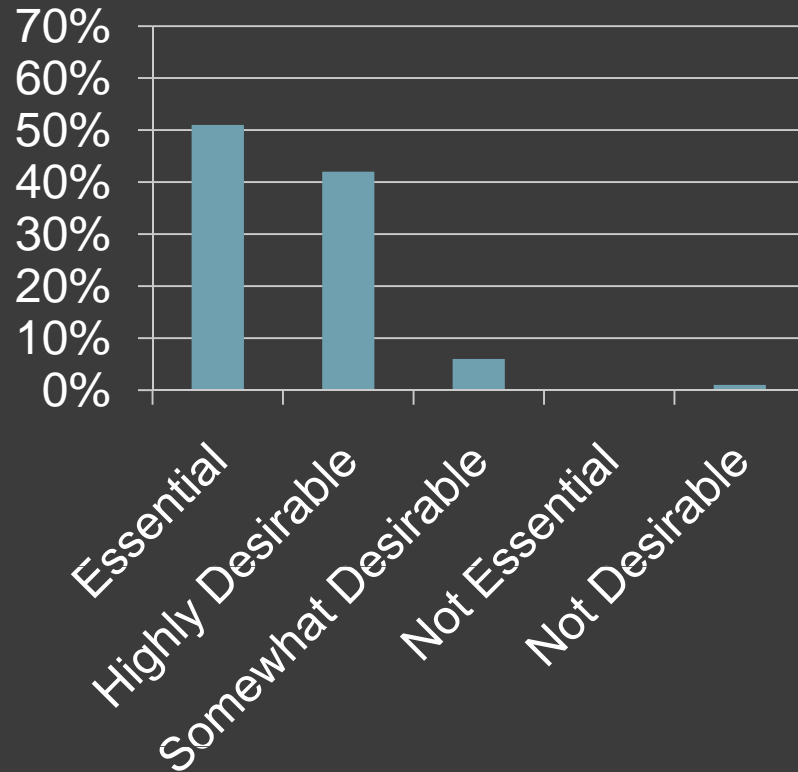


**BC plan audit**

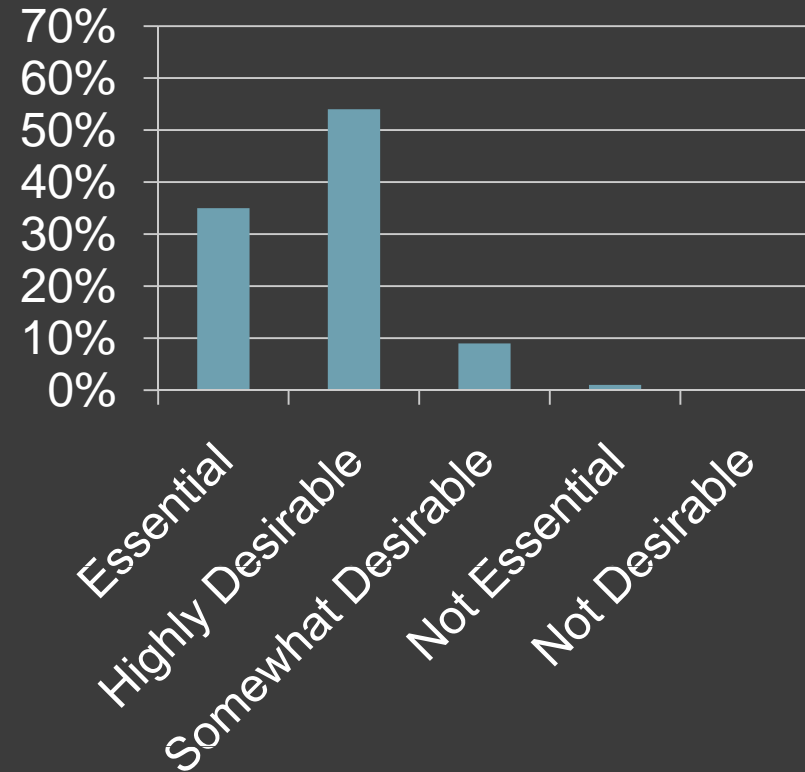


**Risk management**

# Within their organisation, a good BCM

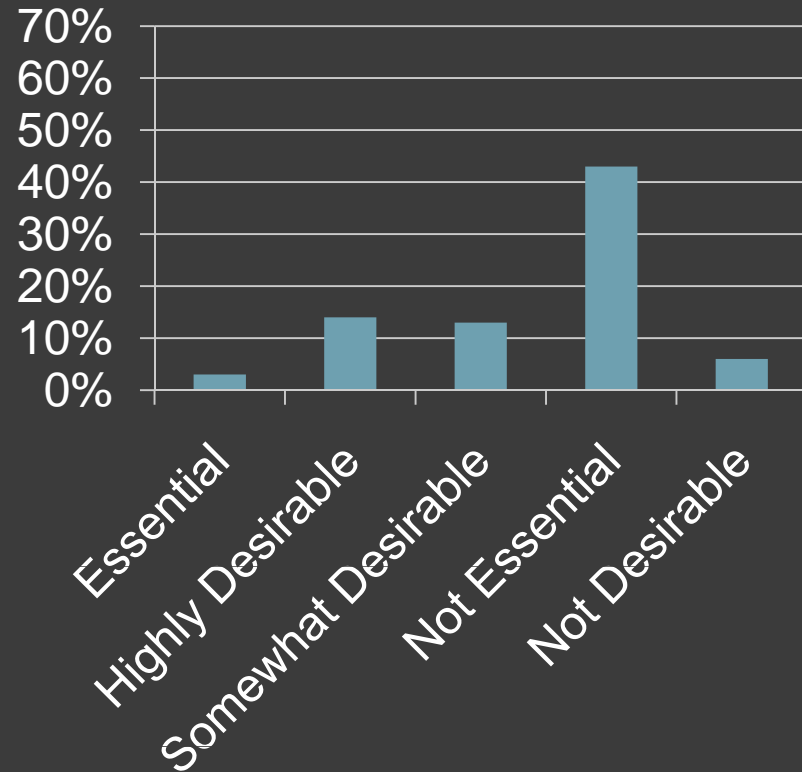


**Is very well known within Facilities, Risk, IT and BC departments**



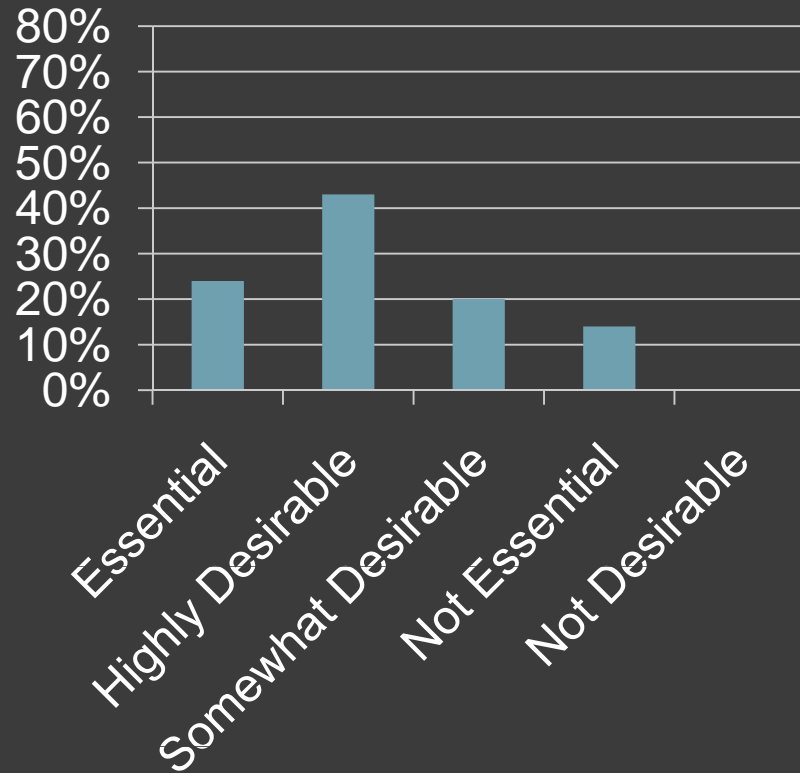
**Conducts regular internal awareness campaigns**

# Within their organisation, a good BCM

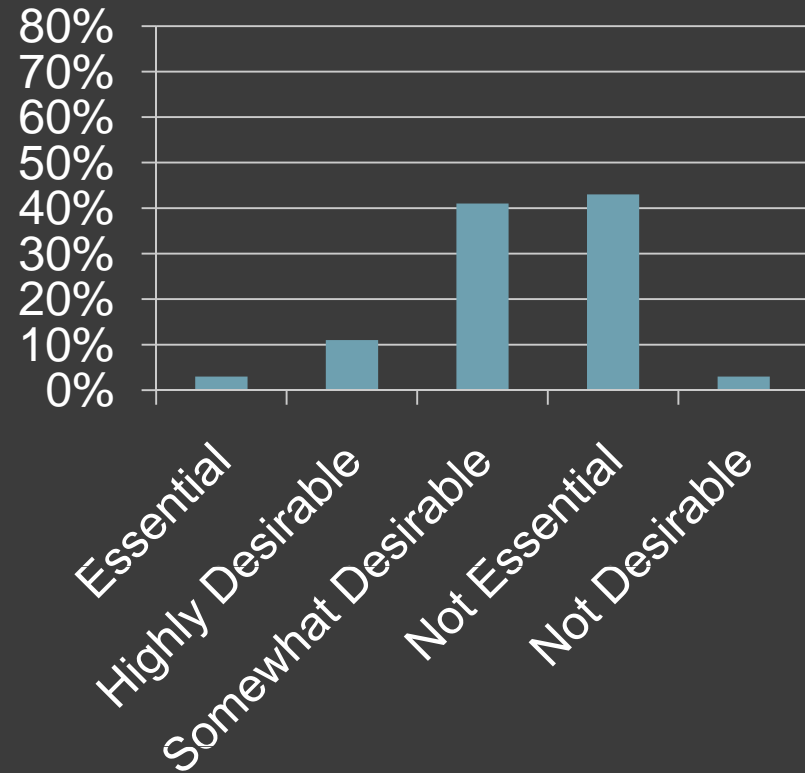


**Is a member of the Board**

# Outside the organisation, a good BCM

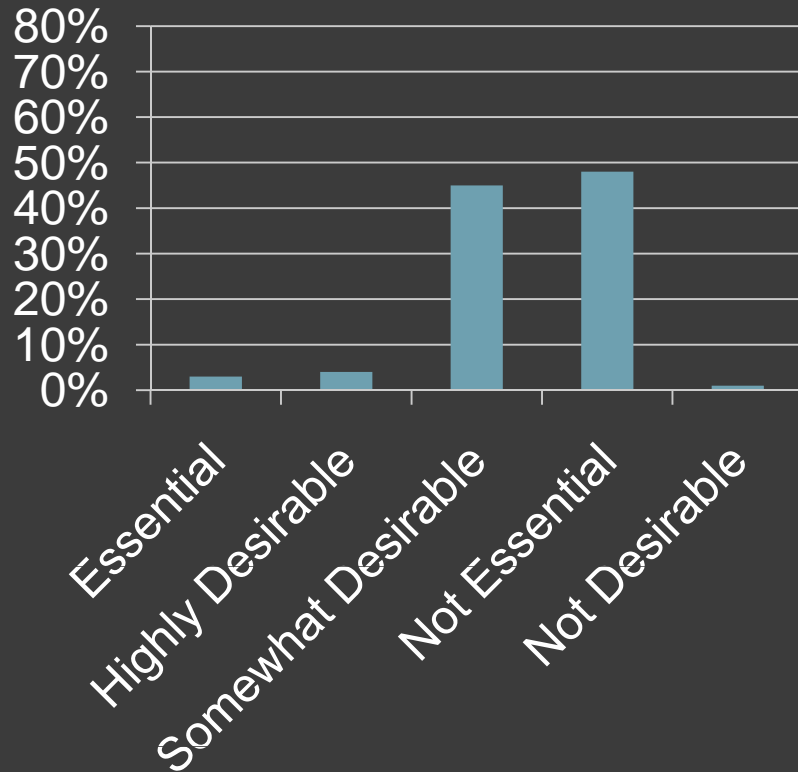


**Is a member of the BCI**

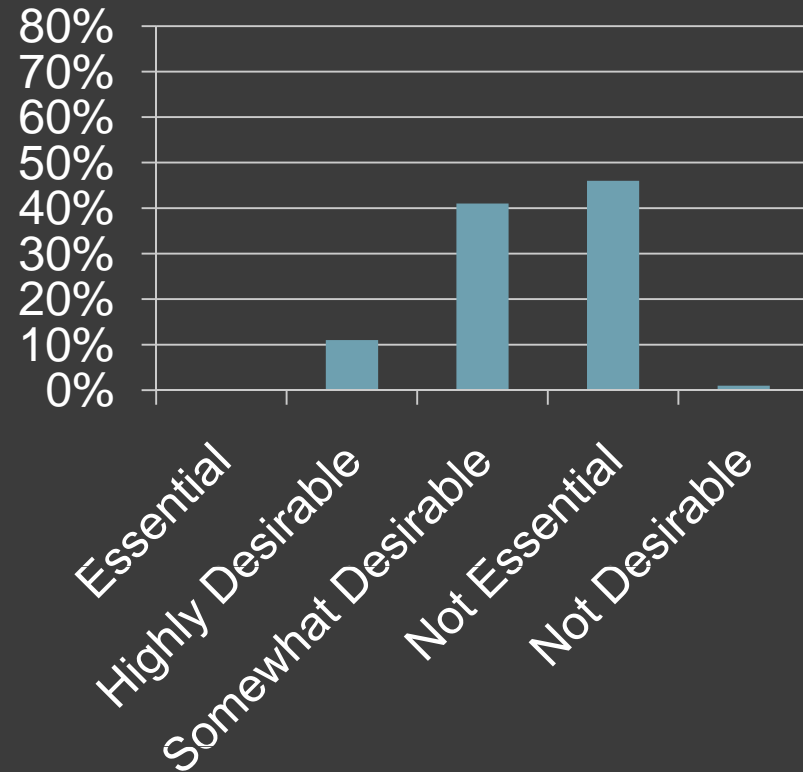


**Is a member of the DRII**

# Outside the organisation, a good BCM

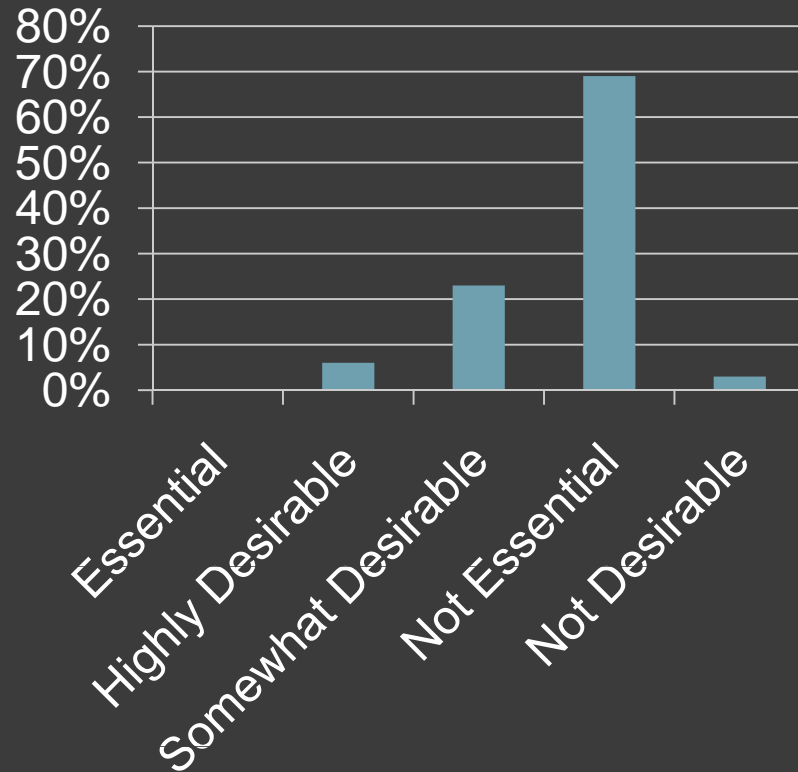


**Is a member of AIRMIC**

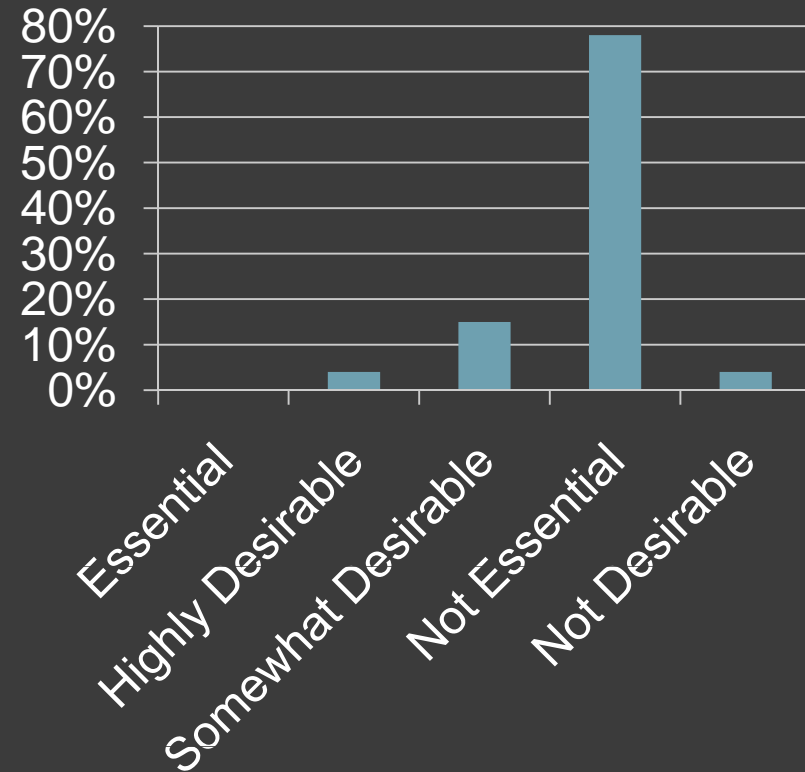


**Is a member of steering groups within BC professional bodies**

# Outside the organisation, a good BCM

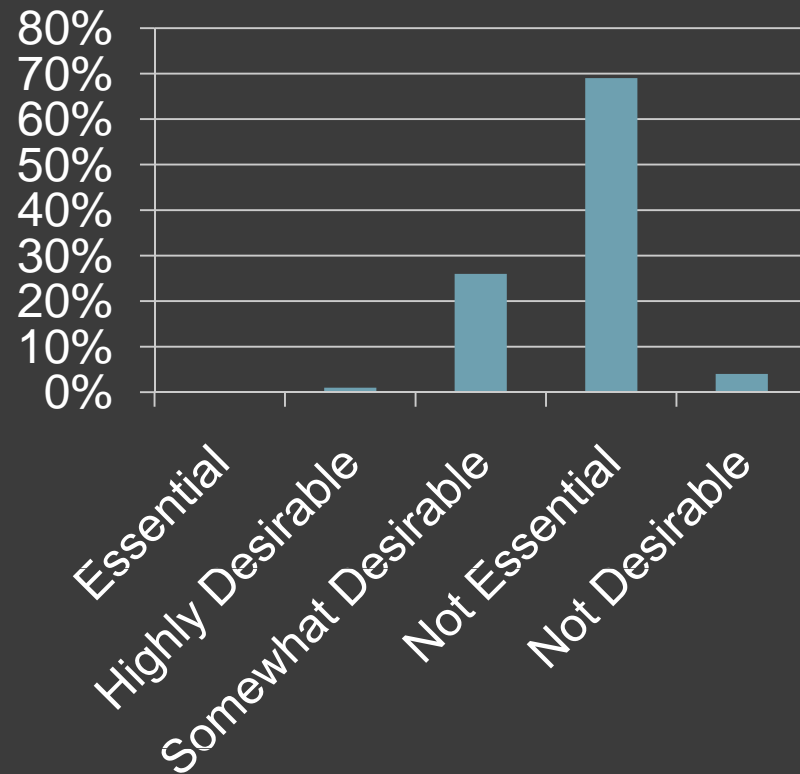


**Is a frequent speaker at external BC seminars**



**Has won BC industry awards**

# Outside the organisation, a good BCM



**Is a regular contributor to BC journals**