

- SAMPLE -  
ROI – Business Continuity  
Assessing Program Effectiveness



*Benchmarking. Plan Ahead. Be Ahead.*

*SAMPLE – NOT REAL DATA*  
Prepared by BC Management, Inc.

*2011*

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## Sample Report

This is a sample report. As such, the information within this report is NOT real data. The purpose of this report is to provide an understanding of the data that is supplied in the ROI report. Please contact BC Management if you would like to order the ROI report – [info@bcmanagement.com](mailto:info@bcmanagement.com). A full listing of our available reports is also available at <http://www.bcmanagement.com/program-management-research-data.html>.



## Reporting History

Since 2001 BC Management, Inc. has been gathering data on business continuity management programs and compensations to provide professionals with the information they need to elevate their programs. Each year our organization strives to improve upon the study questions, distribution of the study and the reporting of the data collected. Below is a timeline detailing BC Management's eight years of business continuity reporting expertise.

### 2001 - First BC Management Study Launched

- BC Management's first annual business continuity management study was launched. The study focused exclusively on the factors that impact compensations within business continuity and related disciplines.

### 2005 - Program Management Section Added

- The study expanded to also include issues of importance in managing a business continuity program.
- BC Management published the first Business Continuity Management Benchmarking report.

### 2006 - Study Gained International Recognition

- BC Management launched an international distribution campaign to increase respondents worldwide.
- For the first time BC Management published customized business continuity compensation reports for Canada, the United Kingdom, India, and Asia Pacific.
- BC Management began offering customized program management benchmarking reports tailored to a companies specifications including, but not limited to industry, revenue, number of company employees and or number of company locations.

### 2009 - Study Elevated with Benchmarking Advisory Board and Advancement in Reporting

- The BC Management International Benchmarking Advisory Board \* was formed to review the study and reporting to ensure it reflects topics of importance.
- WorldAPP Key Survey, a leader in survey technology, was selected to host the on-line study and assess the data. The reporting technology built into the study has significantly enhanced our ability to assess the data and thus given BC Management the ability to offer a true business intelligence dashboard assessment tool tailored for business continuity.
- The study was distributed in 5 languages, including: English, Spanish, French, Japanese and Chinese.

*\* The advisory board is composed of 20 international thought leaders coming from the United States of America, Canada, Latin America, the United Kingdom, Singapore, Australia, China, Japan, and India. Our board encompasses not only business continuity, but also risk management, emergency management, high availability and environmental health and safety.*



## Study Methodology

The on-line study was developed by the BC Management team in conjunction with the BC Management International Benchmarking Advisory Board. WorldAPP Key Survey, an independent company from BC Management, maintains the study and assesses the data collected. The study was launched in March of 2010 and the study remained open for the duration of 2010. Participants were notified of the study primarily through e-newsletters and notifications from BC Management and from many other industry organizations. A full list of participating organizations is included within this report. The study has been translated in 5 languages and it accommodates professionals who are permanently employed on a full-time or part-time basis, self-employed as an independent contractor or unemployed. Respondents receive a unique path of branching questions, which is dependent upon their experience and employment status. The advanced study is coded with extensive JAVA script to ensure a correct question branching path and to eliminate unintelligible data. The comprehensive study is comprised of two sections spanning over 100 questions. The first section focuses on the factors that impact compensations within the business continuity and related professions. The second section focuses on the business continuity program management initiatives, which includes budgets, dedicated personnel, organizational reporting structure, maturity of the program, exercises, auditing, vendor utilization, program activation during an event and much more. Respondents to the study have the option to complete one or both sections. Only those respondents who manage a program within business continuity or a related discipline qualify to complete the program management portion of the study. All participants are given the option of keeping their identity confidential.



## Assessment of Data & Reporting

BC Management is continuously reviewing and verifying the data points received in the study. Data points in question are confirmed by contacting the respondent that completed that study. If the respondent did not include their contact information, than their response to the study may be removed. With our eight years of expertise in collecting and assessing such data points, BC Management has an exceptional understanding of what is considered questionable or unintelligible data.

WorldAPP Key Survey built a customized reporting tool for BC Management, which enables us to prepare customized benchmarking reports based on a client's request. The result is a report that provides a unique understanding on how your program compares to competitors or other similar organizations. Before creating the customized report, we verify the filters selected by the client and confirm the number of respondents that will be included in their customized report. The charts and tables are instantaneously created once the client agrees to the framework of the report. The client receives a PDF document as well as a business intelligence dashboard for further assessment. The business intelligence dashboard allows the client to further assess the data points within their customized report in a dynamic, user friendly interface. Study respondent contact information remains confidential and is never revealed. The charts and graphs will reflect what respondents answered in the study. If a selection within a question is not selected it will NOT be included in the results.



## Participant Data & Respondent Characteristics

2,644 study participants from 50 countries as of December 15, 2010. Incomplete/ partial study responses were included as appropriate within the report. Study was divided into 2 sections.

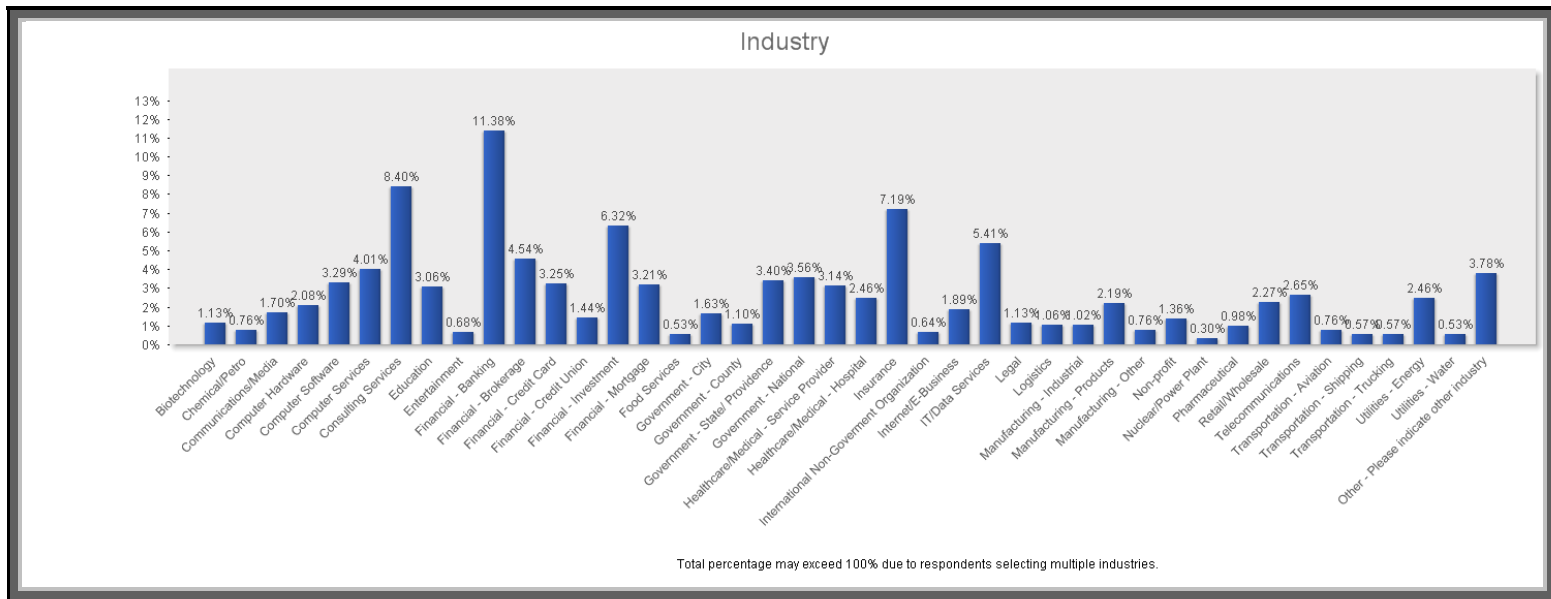
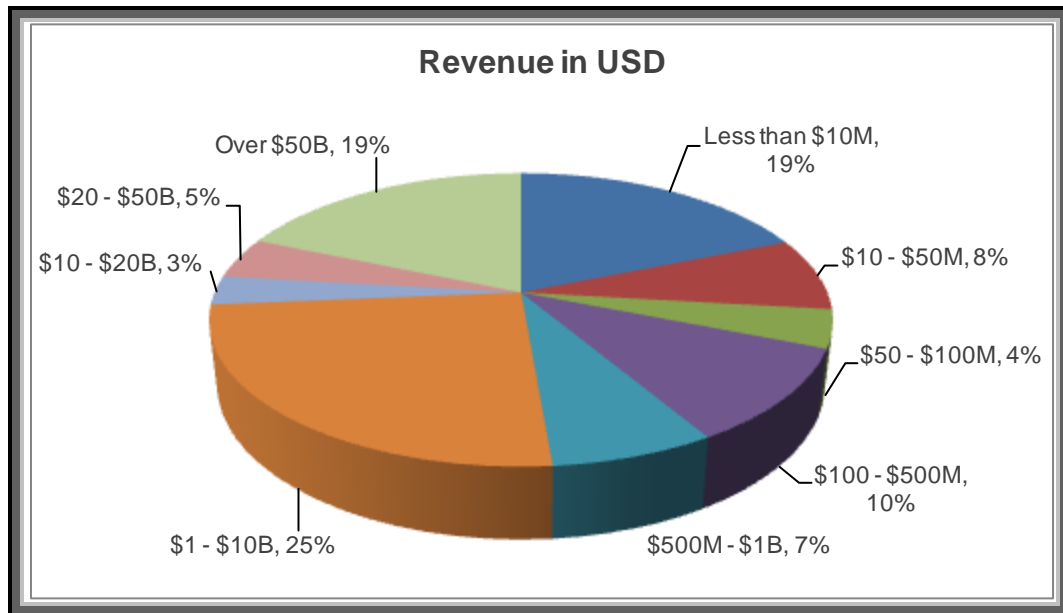
- Business Continuity Compensation – 1,946 study participants completed the compensation section from 57 countries.
- Business Continuity Program Management – 1,135 study participants completed the program management section from 41 countries. Incomplete study responses were included within this report along with the completed responses.
  - Complete responses were received from the following countries: Australia, Bahrain, Bermuda, Brazil, Canada, Cayman Islands, China, Costa-Rica, Egypt, Finland, France, Germany, Greece, India, Indonesia, Ireland, Israel, Italy, Japan, Jordan, Kenya, Kuwait, Luxembourg, Malaysia, Mauritius, Mexico, Netherlands, New Zealand, Nigeria, Pakistan, Philippines, Poland, Russia, Saudi Arabia, Singapore, Switzerland, United Arab Emirates, United Kingdom, and United States of America.

### International Respondent Characteristics = 2,644 Study Respondents

- Company Revenues span from non-profit/ government to over \$400 Billion USD.
- Study respondents span over 45 industries.
- Average Number of Company Locations (Corporate/ Operational) = 16-25  
Company Locations span from 0-5 Locations to more than 10,000.
- Average Number of Company Locations (Retail/ Customer Interfacing) = 26-50  
Company Locations span from 0-5 Locations to more than 10,000.
- Average Number of Employees = 5,000 – 10,000  
Company Employees span from 0-5 to more than 400,000.
- Majority of respondents (61%) managed 5+ disciplines within their program.



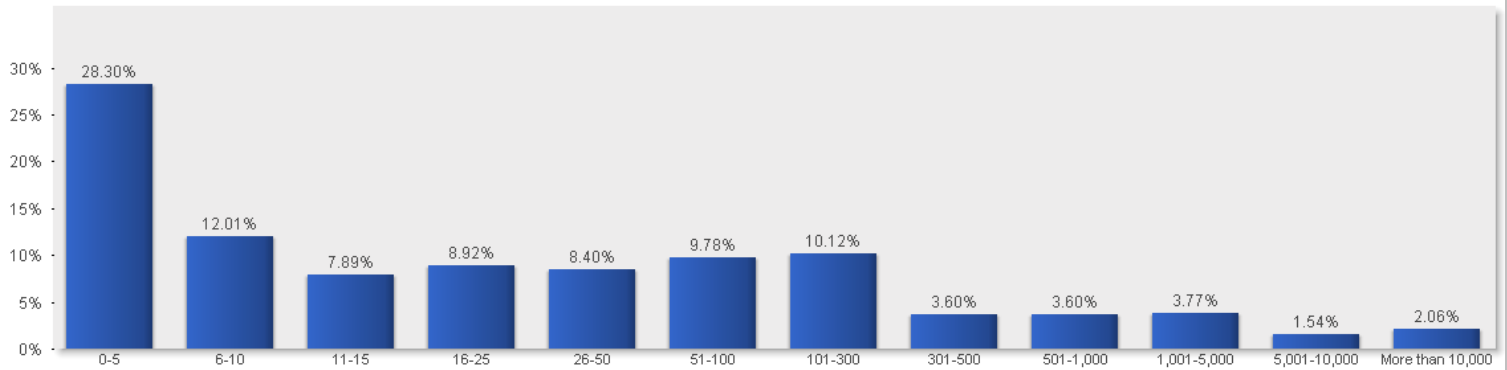
## Participant Data & Respondent Characteristics Continued



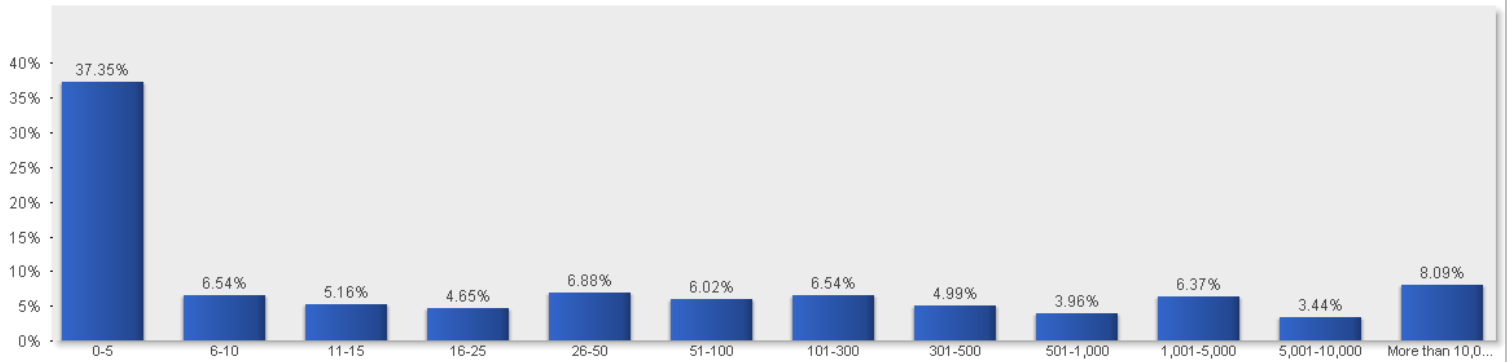


## Participant Data & Respondent Characteristics Continued

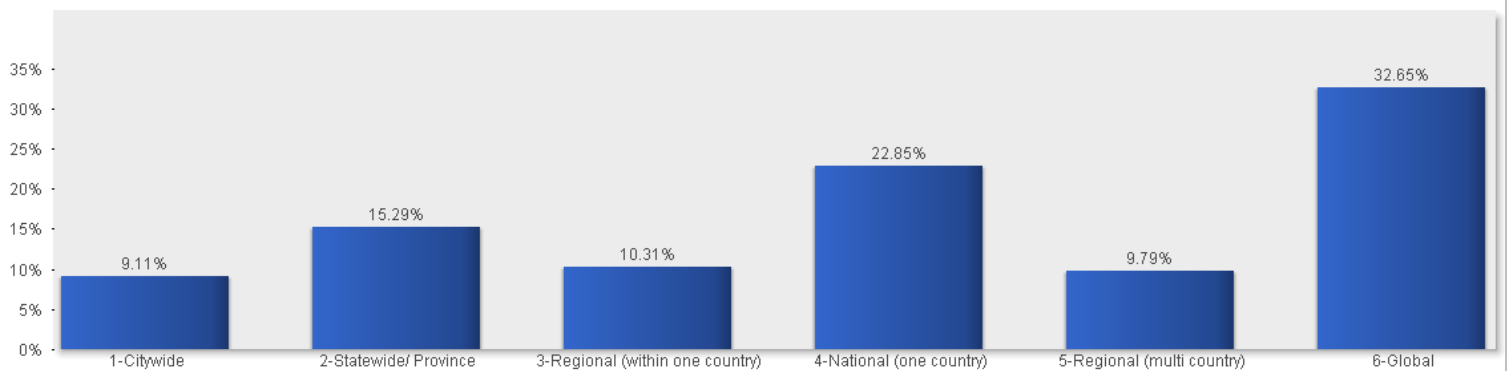
### Number of Company Locations - Corporate/ Operational Functions



### Number of Company Locations - Retail/ Customer Interfacing



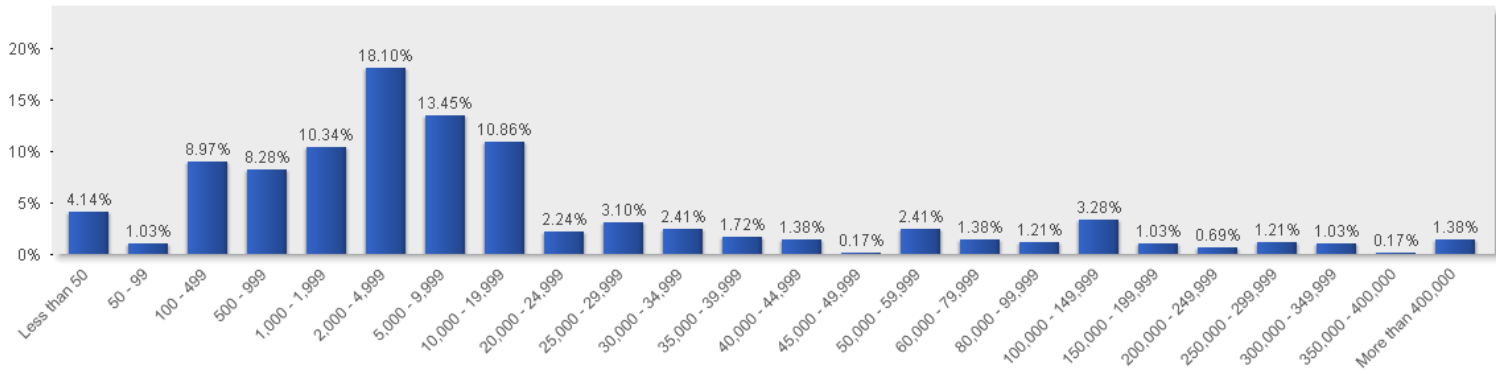
### Distribution of Company Locations



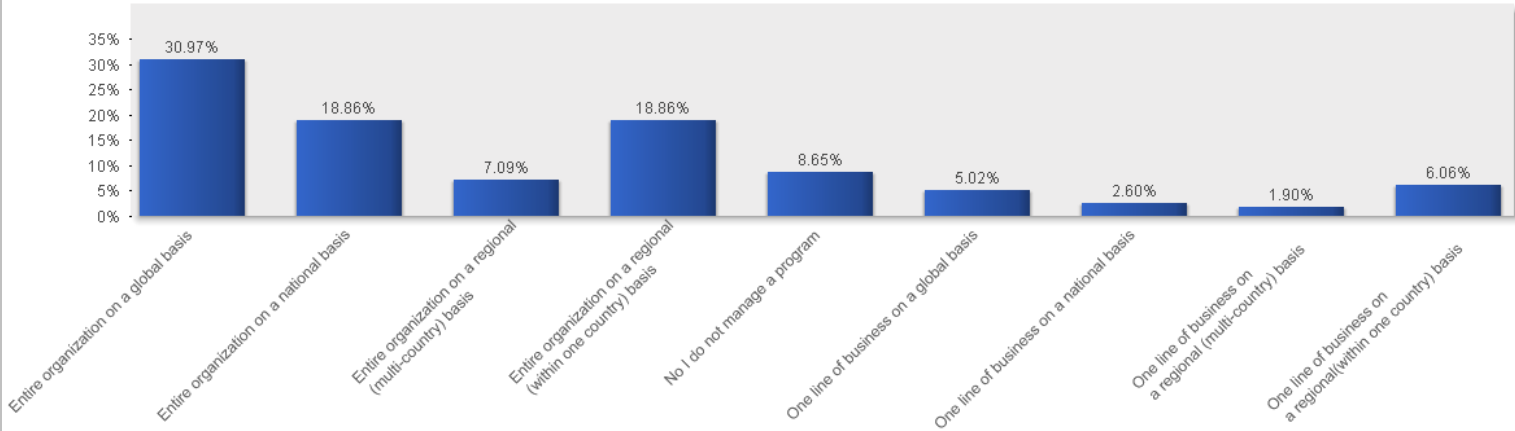


## Participant Data & Respondent Characteristics Continued

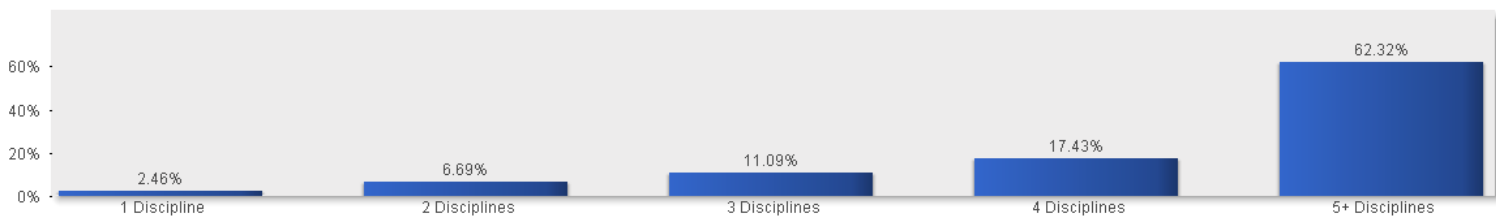
### Number of Company Employees



### Scope of Program



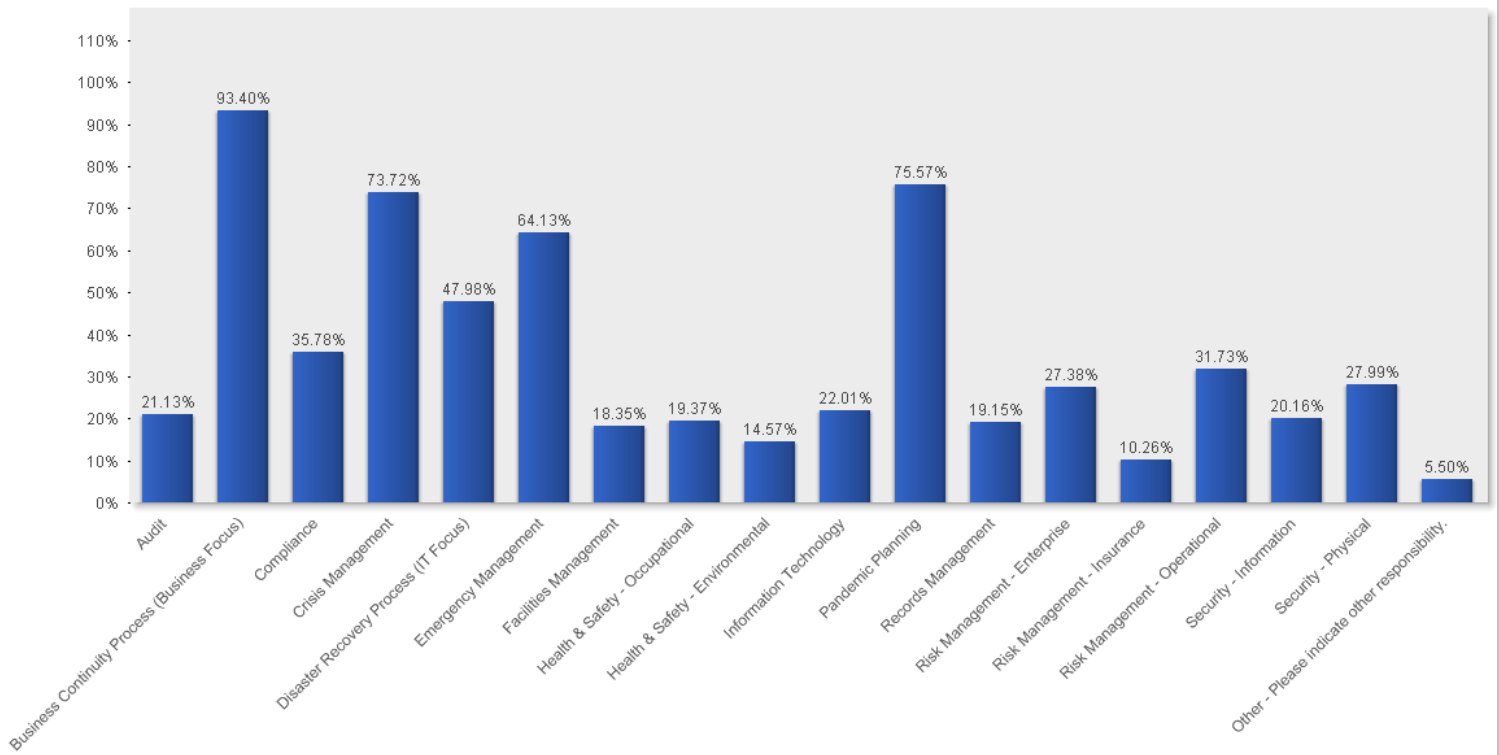
### Number of Disciplines Managed Within the Program





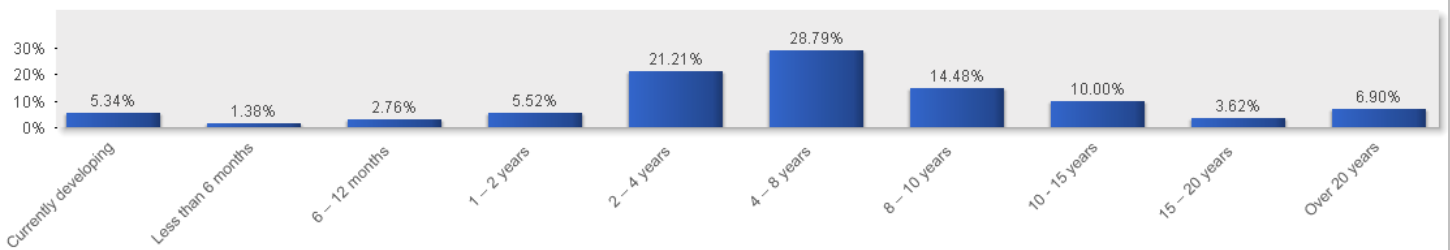
## Participant Data & Respondent Characteristics Continued

### Disciplines Managed Within Program



Total percentage may exceed 100% due to respondents selecting multiple disciplines

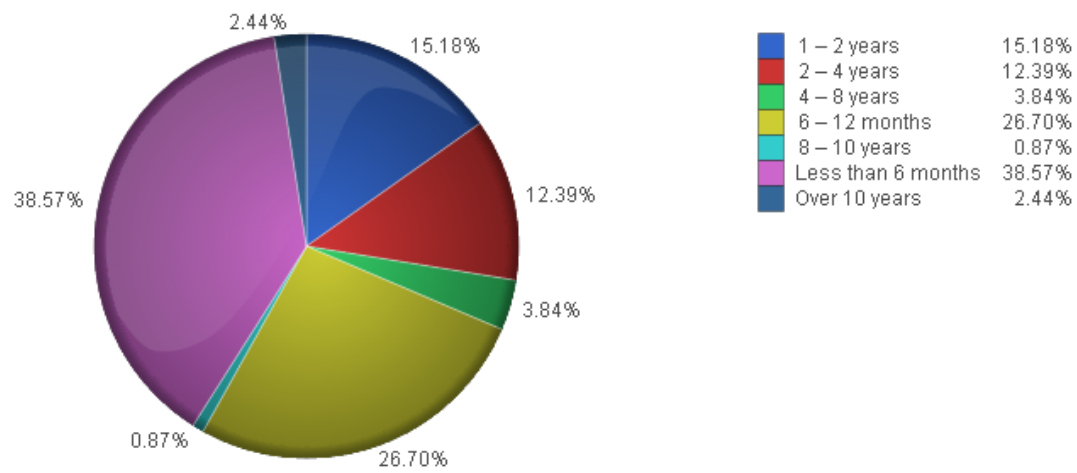
### How Long has Program Existed





## Participant Data & Respondent Characteristics Continued

The last time your program was thoroughly updated



# Why Plan?

Rate the following primary reasons for developing and maintaining a program on a scale from 1-5 with 1 meaning LOW PRIORITY and 5 meaning HIGH PRIORITY.

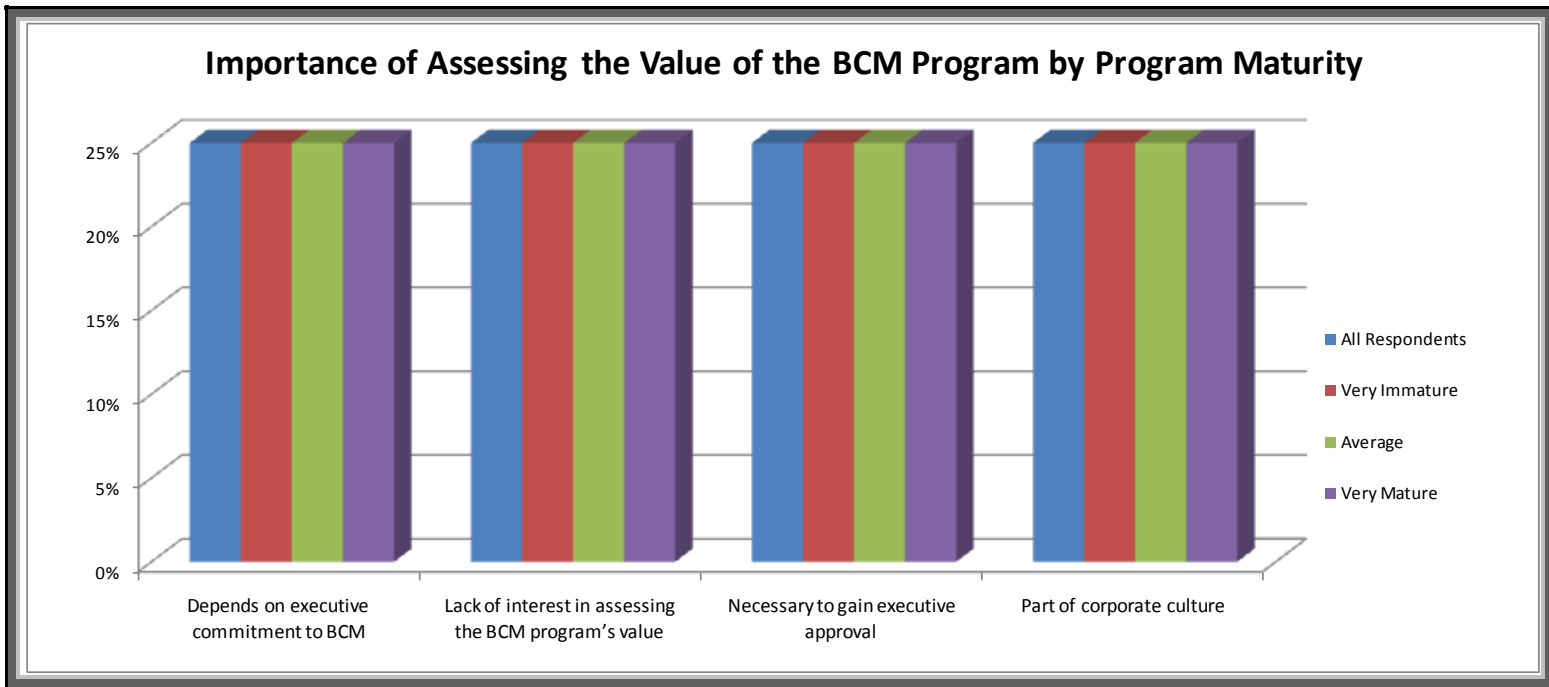
## Primary Reasons for Developing a Program



BC Management's assessment text, which is not included in this sample report.

# Importance of Assessing the Value of Program

Define the importance of assessing the value of BCM to your organization. Data figure below assesses study responses by the maturity rating of the program. \*Question of program maturity rating was a self rating question on a scale of 1 to 5 with 1 meaning "very immature" and 5 meaning "very mature".

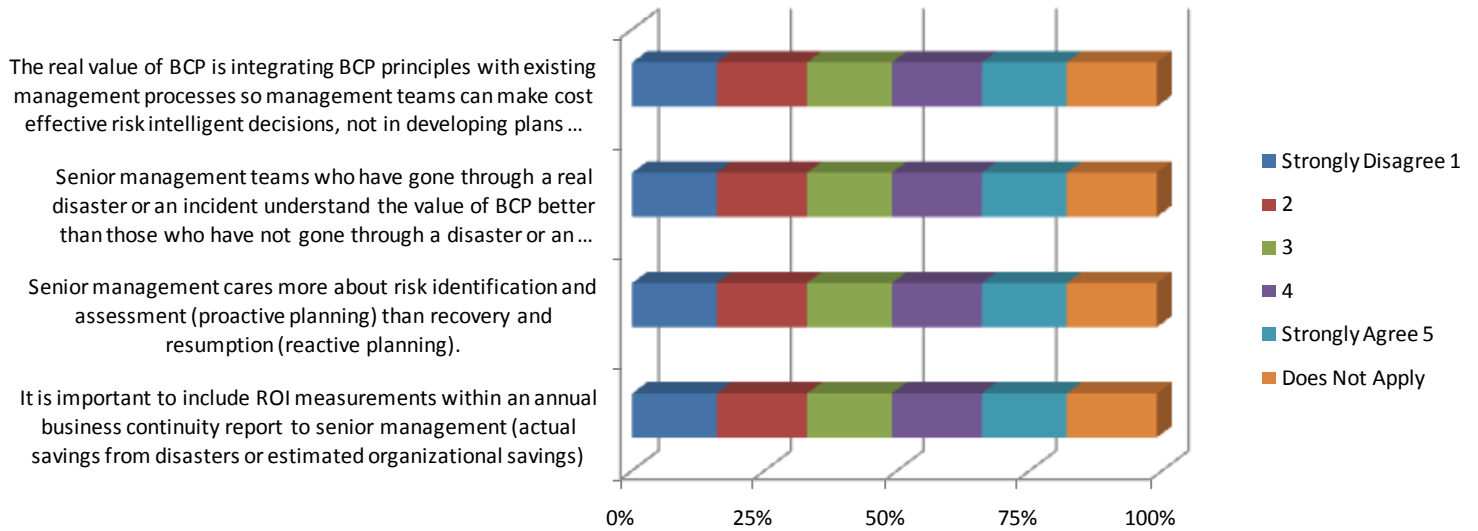


**BC Management's assessment text, which is not included in this sample report.**

# Management View of Program

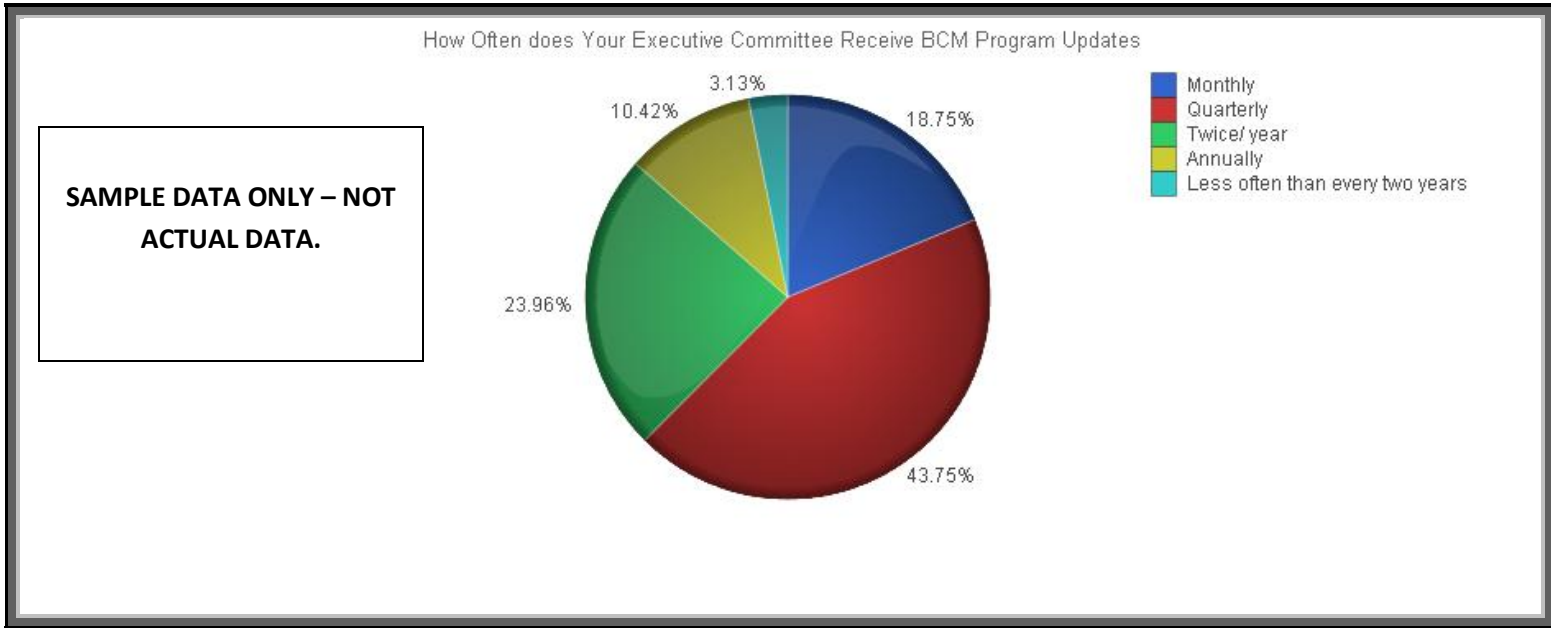
Define how management views the BCM program on a scale from 1-5 with 1 meaning STRONGLY DISAGREE and 5 meaning STRONGLY AGREE.

## Management View of BCM Program

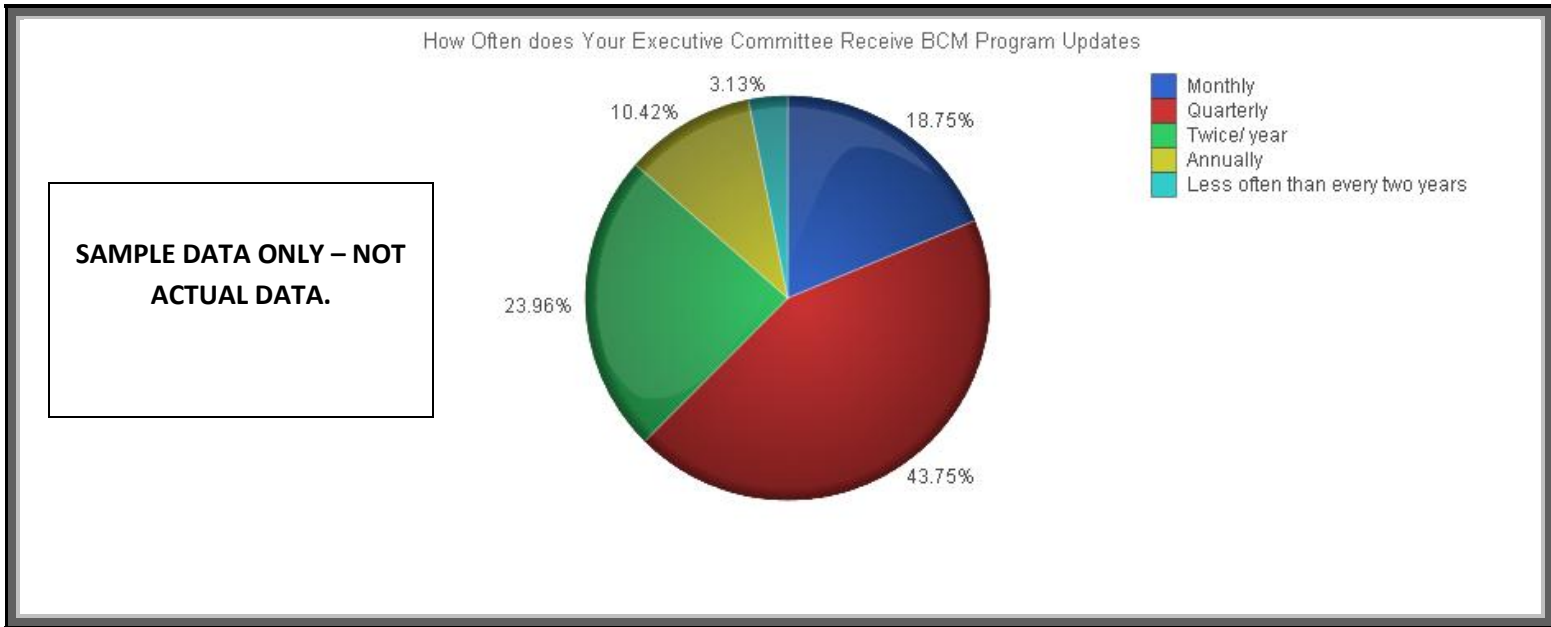


**BC Management's assessment text, which is not included in this sample report.**

How often does your executive committee receive BCM program updates – Mature Programs?



How often does your executive committee receive BCM program updates – Immature Programs?

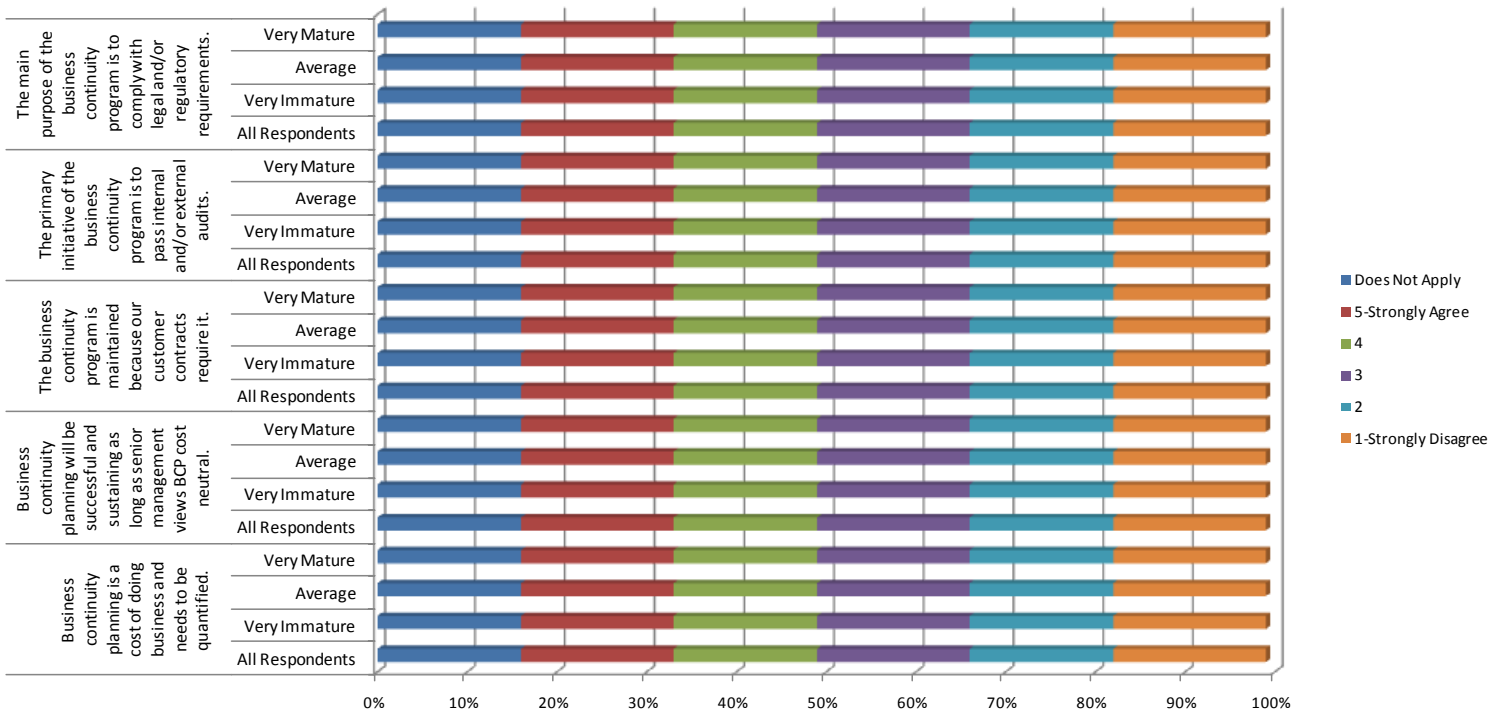


BC Management's assessment text, which is not included in this sample report.

# BCM Program – Cost of Doing Business

Rate the following statements below on a scale of 1 to 5 with 1 meaning “strongly disagree” and 5 meaning “strongly agree”. Data figure below assesses study responses by the maturity rating of the program. \*Question of program maturity rating was a self rating question on a scale of 1 to 5 with 1 meaning “very immature” and 5 meaning “very mature”.

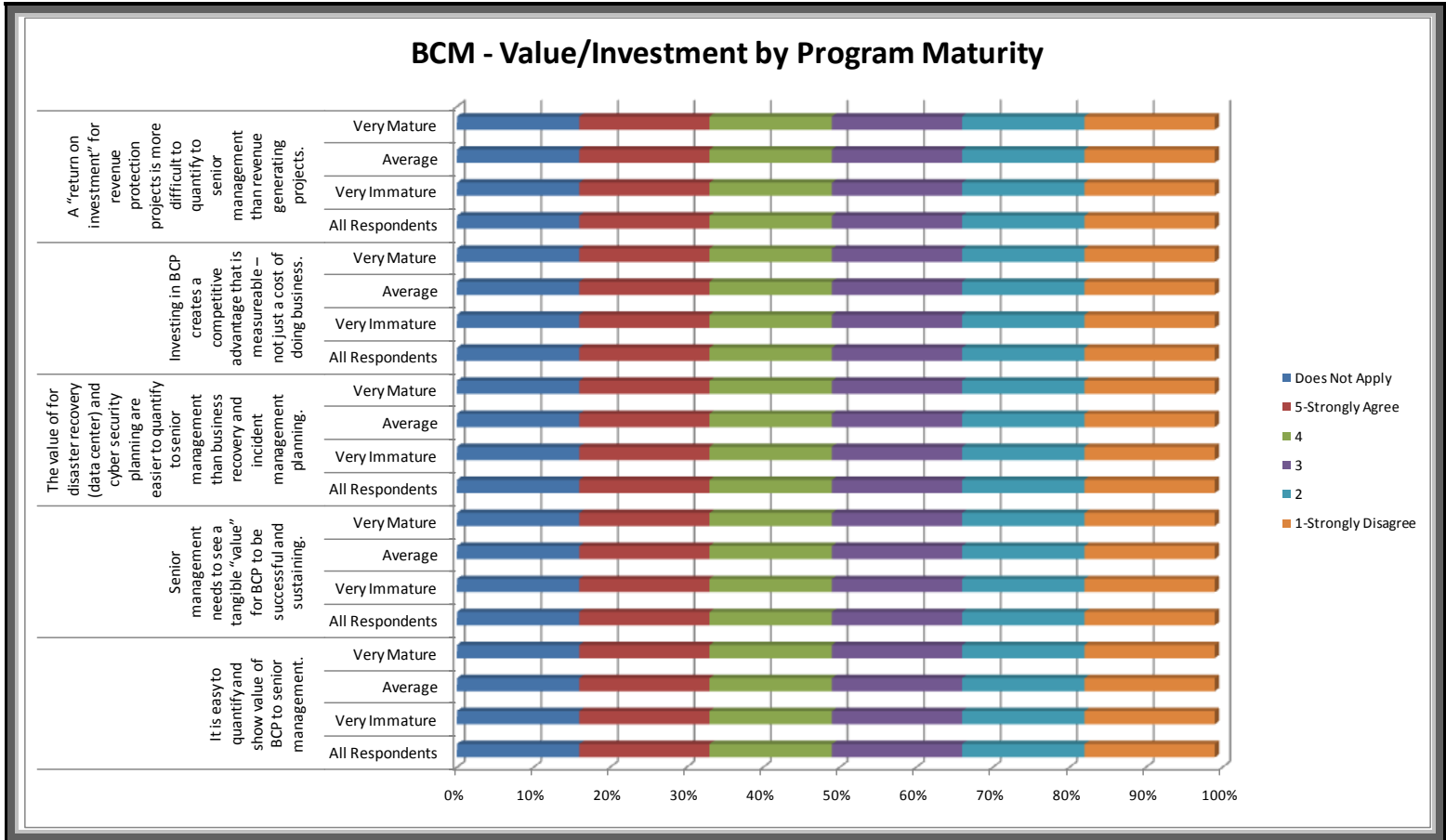
**BCM - Cost of Doing Business by Program Maturity**



BC Management’s assessment text, which is not included in this sample report.

# BCM Program – Value/Investment

Rate the following statements below on a scale of 1 to 5 with 1 meaning “strongly disagree” and 5 meaning “strongly agree”. Data figure below assesses study responses by the maturity rating of the program. \*Question of program maturity rating was a self rating question on a scale of 1 to 5 with 1 meaning “very immature” and 5 meaning “very mature”.

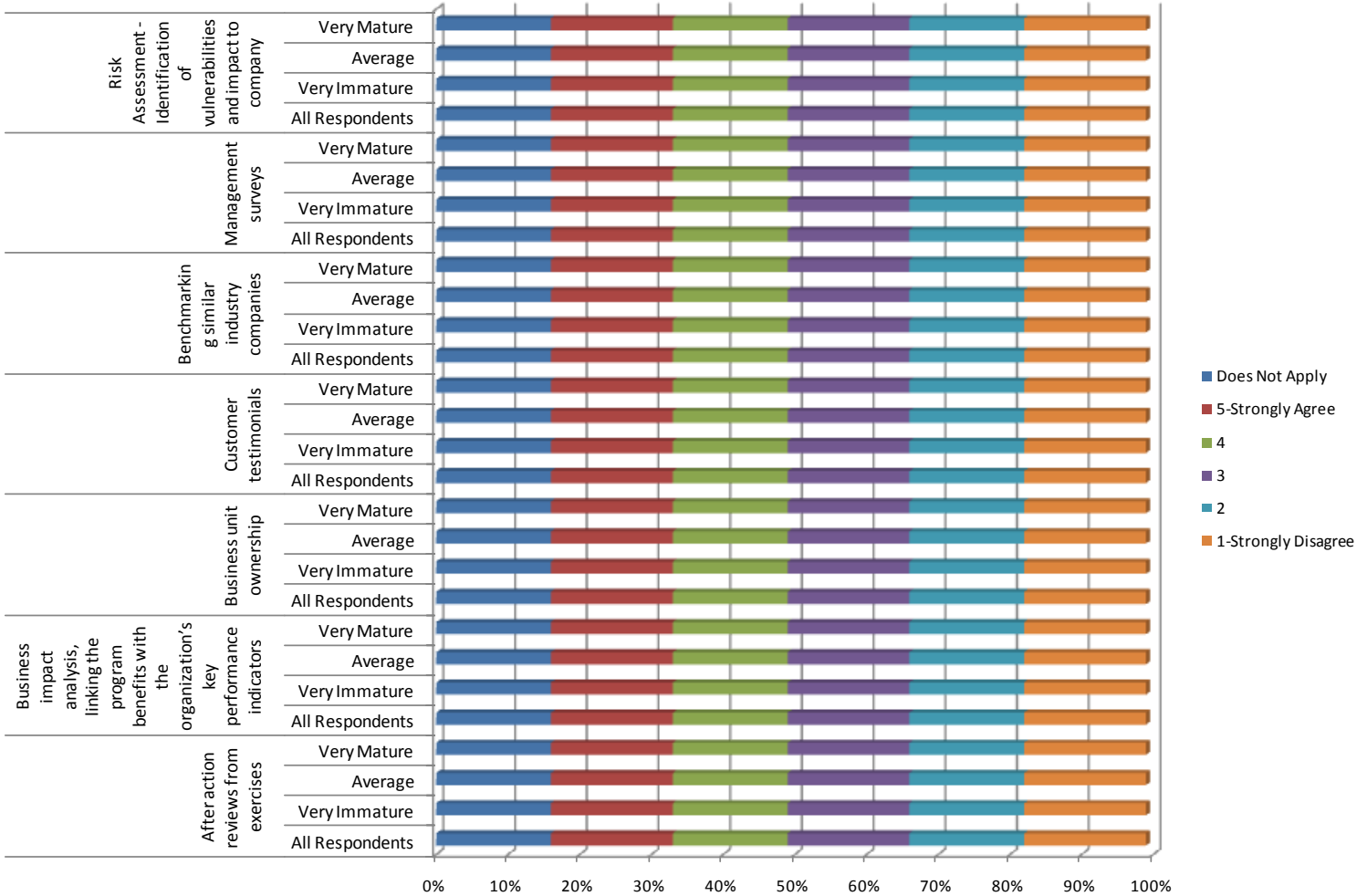


**BC Management’s assessment text, which is not included in this sample report.**

# Methods to Justify the Program

Rate the following methods to justify the business continuity program on a scale of 1 to 5 with 1 meaning "strongly disagree" and 5 meaning "strongly agree". Data figure below assesses study responses by the maturity rating of the program. \*Question of program maturity rating was a self rating question on a scale of 1 to 5 with 1 meaning "very immature" and 5 meaning "very mature".

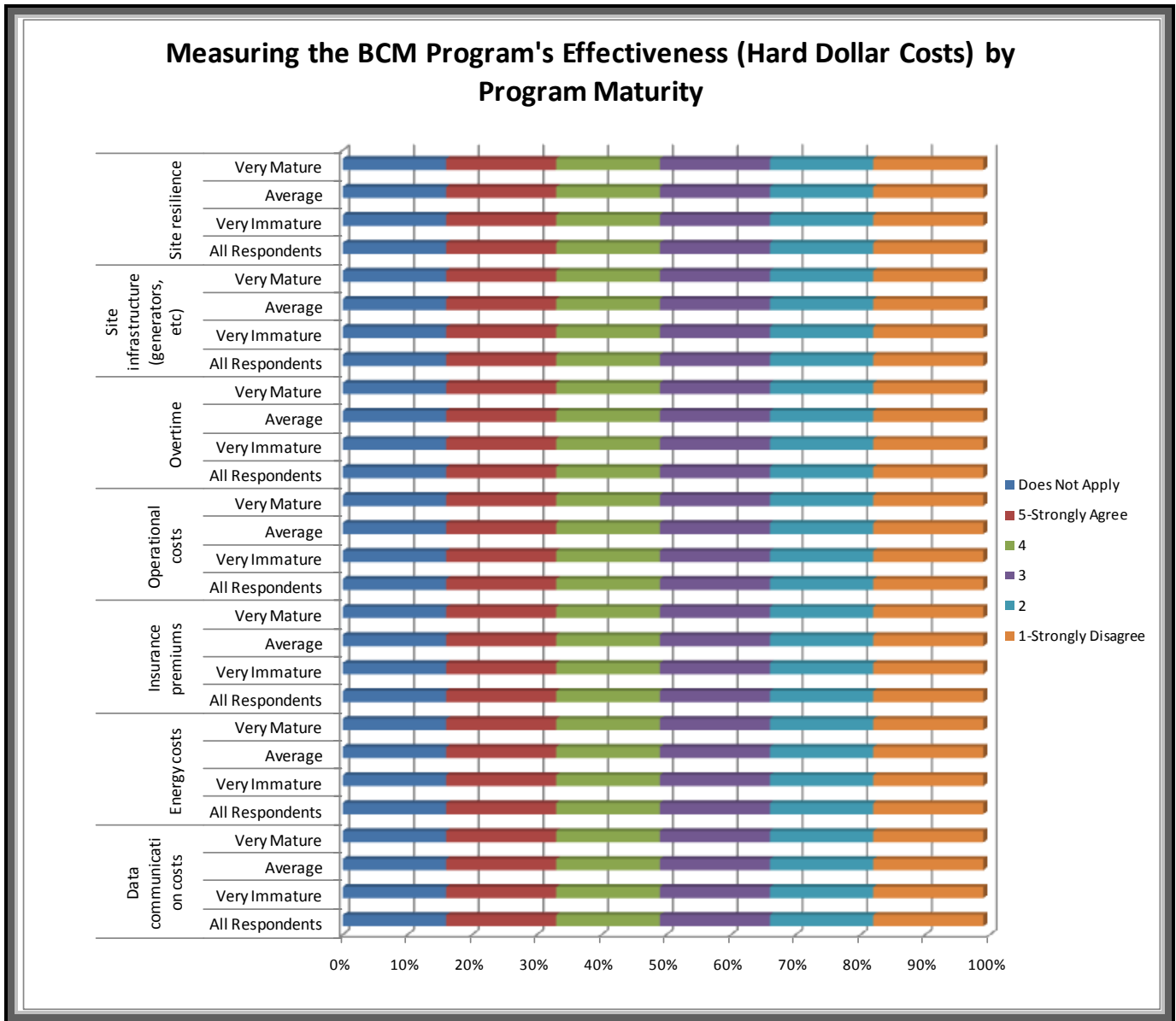
## Methods to Justify BCM Program by Program Maturity



BC Management's assessment text, which is not included in this sample report.

# Measure Program Effectiveness – Hard Dollars

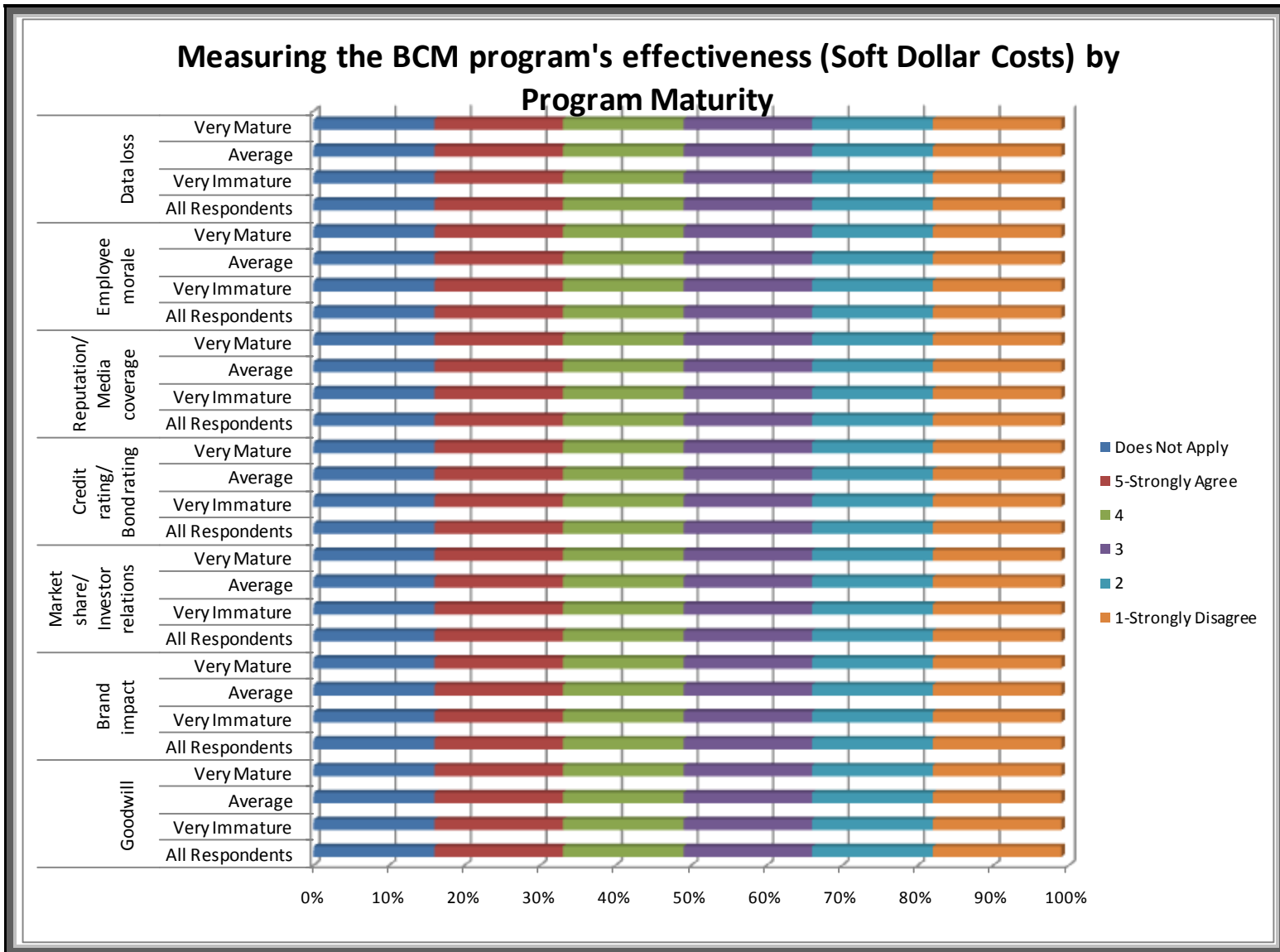
Rate the following hard dollar costs used to calculate the program's effectiveness on a scale of 1 to 5 with 1 meaning "strongly disagree" and 5 meaning "strongly agree". Data figure below assesses study responses by the maturity rating of the program. \*Question of program maturity rating was a self rating question on a scale of 1 to 5 with 1 meaning "very immature" and 5 meaning "very mature".



**BC Management's assessment text, which is not included in this sample report.**

# Measure Program Effectiveness – Soft Dollars

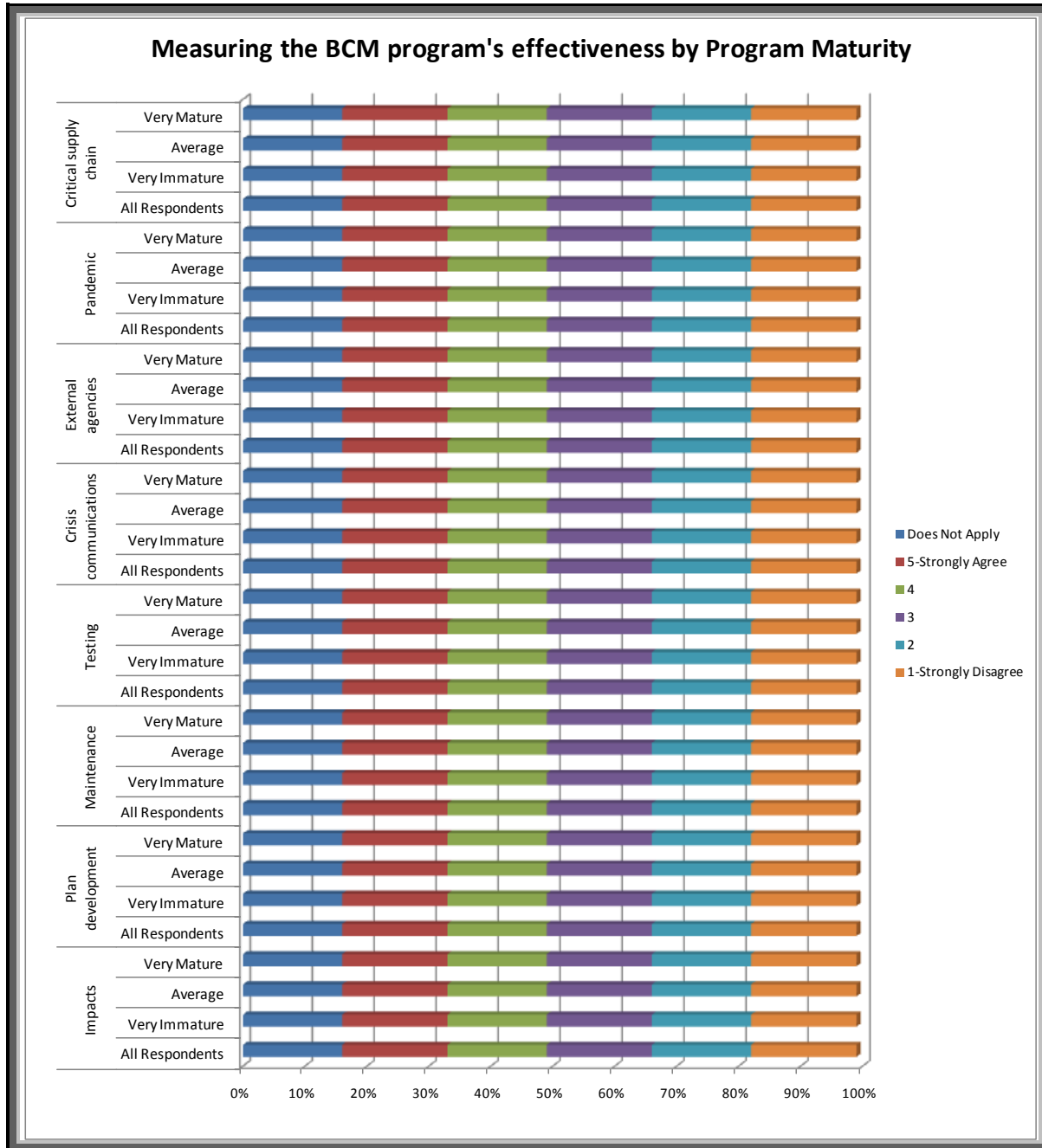
Rate the following soft dollar costs used to calculate the program's effectiveness on a scale of 1 to 5 with 1 meaning "strongly disagree" and 5 meaning "strongly agree". Data figure below assesses study responses by the maturity rating of the program. \*Question of program maturity rating was a self rating question on a scale of 1 to 5 with 1 meaning "very immature" and 5 meaning "very mature".



BC Management's assessment text, which is not included in this sample report.

# Measure Program Effectiveness – What to Include

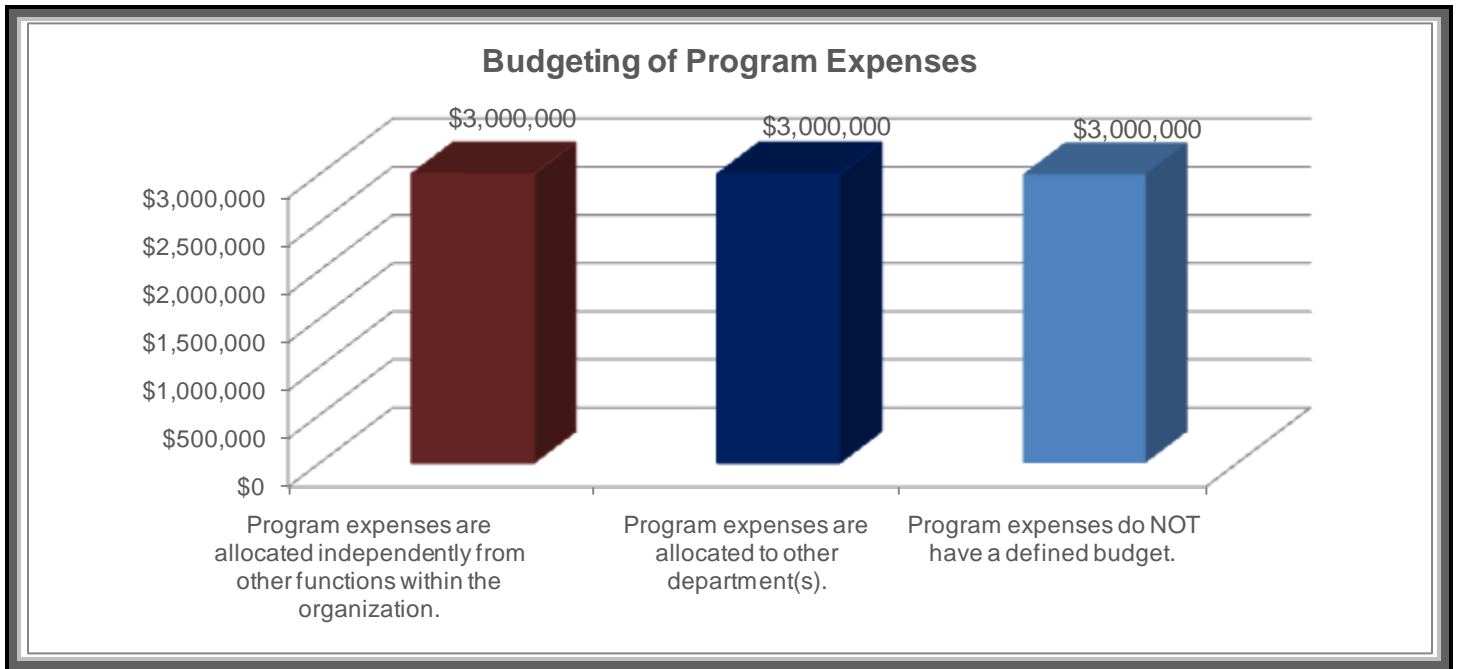
What would you include when measuring your BCM program's effectiveness and/or ROI? Please rate on a scale of 1 to 5 with 1 meaning "strongly disagree" and 5 meaning "strongly agree". Data figure below assesses study responses by the maturity rating of the program. \*Question of program maturity rating was a self rating question on a scale of 1 to 5 with 1 meaning "very immature" and 5 meaning "very mature".



BC Management's assessment text, which is not included in this sample report.

# Budgeting

*Describe how continuity program expenses are budgeted under your direction and management?*



**BC Management's assessment text, which is not included in this sample report.**

Table shows a correlation between three different questions. First Question – Please specify what is accounted for in your annual budget. Please check box if the line item is currently included in your program budget. Second Question – Please indicate the percent of the overall program budget for each line item. Third Question – What is your company’s approximate annual budget for contingency related program expenses?

\* “% of Resp Included Budget Item” column will not 100% due to open/ multiple selections.

\* The amount listed in the “Average Budget Amount” column was automatically calculated per study respondent based on the total budget and the % of total budget for each line item. The average was then calculated for all study respondents.

Budget Line Item	% of Resp Include Budget Item in Total Budget	% of Total Budget	Average Budget Amount
Full Time Internal Staff	xx.xx%	xx.xx%	\$xxx,xxx.xx
Consultants/ Contractors (Business focus)	x.xx%	xx.xx%	\$xxx,xxx.xx
Consultants/ Contractors (IT focus)	x.xx%	x.xx%	\$xxx,xxx.xx
Emergency Operations Center (EOC)	x.xx%	x.xx%	\$xxx,xxx.xx
Emergency Supplies	x.xx%	x.xx%	\$xxx,xxx.xx
Hardware	x.xx%	xx.xx%	\$x,xxx,xxx.xx
Hot-site/ Outsourced Alternate Site	x.xx%	xx.xx%	\$xxx,xxx.xx
Internal Recovery Site	x.xx%	xx.xx%	\$x,xxx,xxx.xx
Software	x.xx%	xx.xx%	\$xxx,xxx.xx
Notification/ Alerts	x.xx%	x.xx%	\$xx,xxx.xx
Mobile Recovery	x.xx%	xx.xx%	\$xxx,xxx.xx
DR Technology	x.xx%	xx.xx%	\$x,xxx,xxx.xx
Exercises	xx.xx %	x.xx%	\$xxx,xxx.xx
Training /Awareness	xx.xx %	x.xx%	\$xxx,xxx.xx
Travel	xx.xx %	x.xx%	\$xxx,xxx.xx
Other	x.xx%	xx.xx%	\$xxx,xxx.xx
<b>Average Total</b>	<b>N/A</b>	<b>100.00%</b>	<b>\$x,xxx,xxx.xx USD*</b>

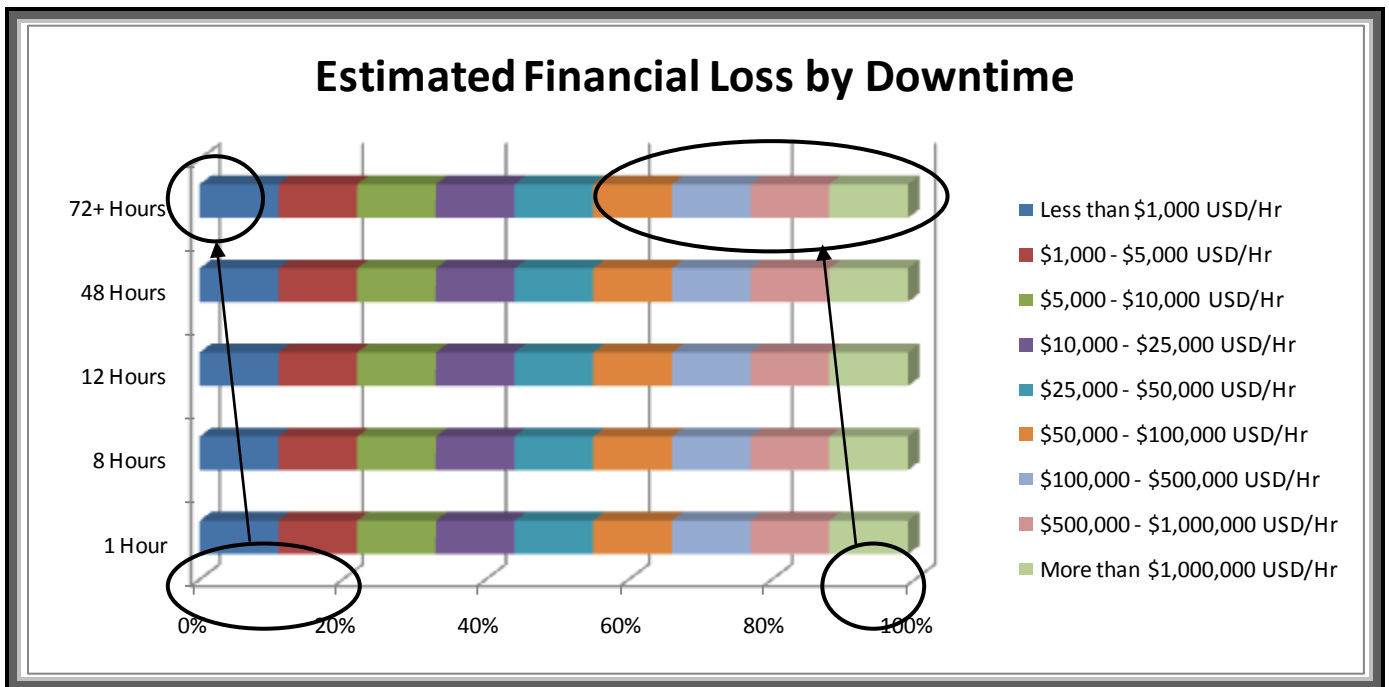
\* All questionable or incomplete budget information was verified by directly contacting the study respondent. Questionable data responses that couldn't be confirmed were removed.

**“Other” budget line items as noted by study participants:**

Budget covers Information Security, Emergency Supplies, Generator and UPS Maintenance, Other vendor costs to support BC programme, Emergency Supplies, Supplies, Recruitment, vaulting, Response equipment, EOC Equipment repair and replacement, preparedness, general office expenses, Disaster Response Unit, PT Internal Staff, hardware, Conferences, part time staff, training for direct staff, BIA, Automation. Note: Full time internal staff budget not included, Telecommunication + equipment, Alternate Communications, no central budget, is down to each country operating officer to sign off on, Continuous Education, conferences, certifications, Supplies, documentation, Miscellaneous, Off site, training, storage and archiving, Insurance, Emergency supplies, 1-5% of the work time of 18 divisional representatives, contractor to be hired, unknown budget, Development of a DR solution, Supplies and Equipment and maintenance, hardware, public relations\ advertising and Disaster Response Equipment and Supplies.

# Estimated Financial Loss

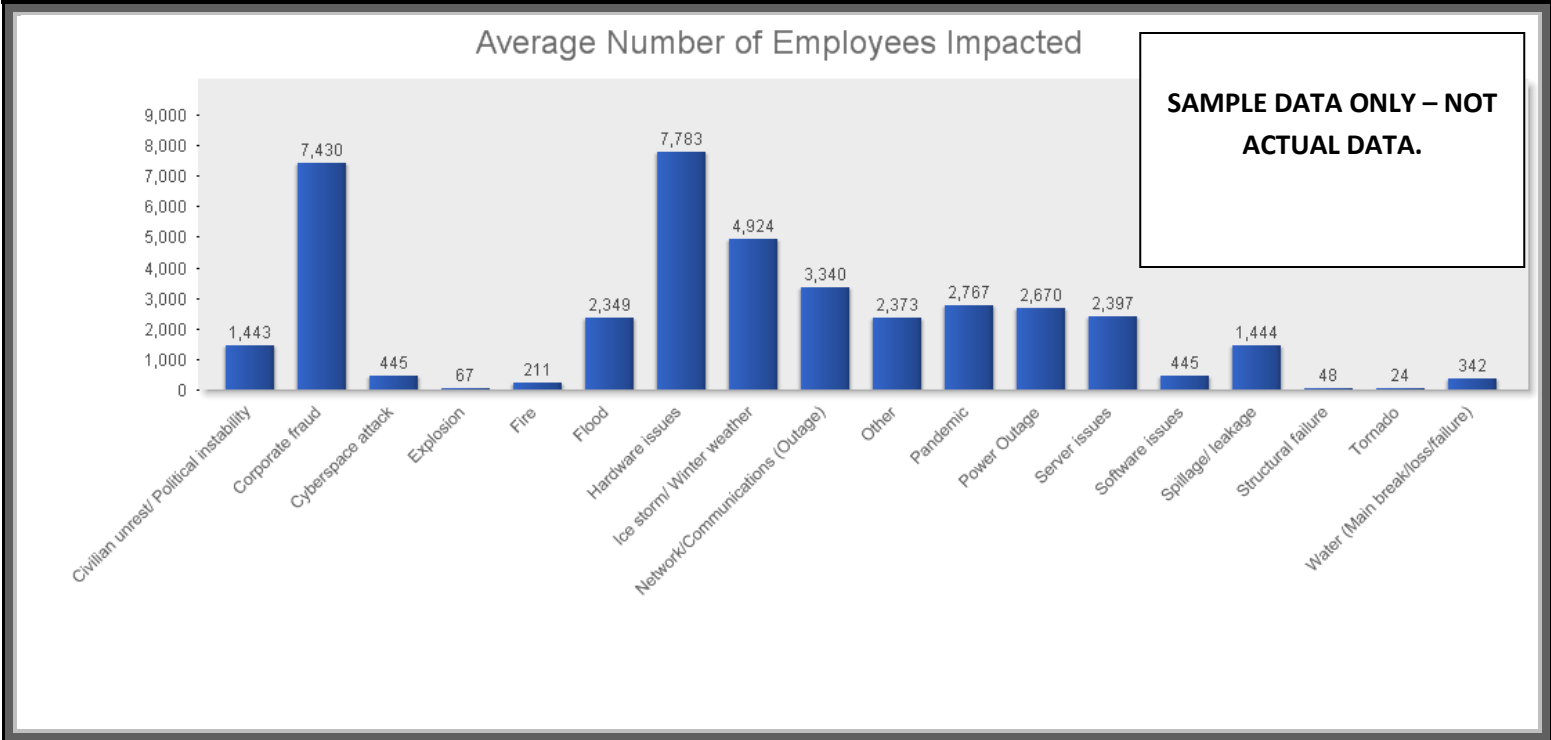
What is your organization's estimated financial loss PER HOUR of downtime? Consider your organization's MOST CRITICAL function(s) NOT operating. Please select by time of downtime. Be sure to consider ALL potential impacts to the organization and estimated financial losses.



BC Management's assessment text, which is not included in this sample report.

# Impact from Events

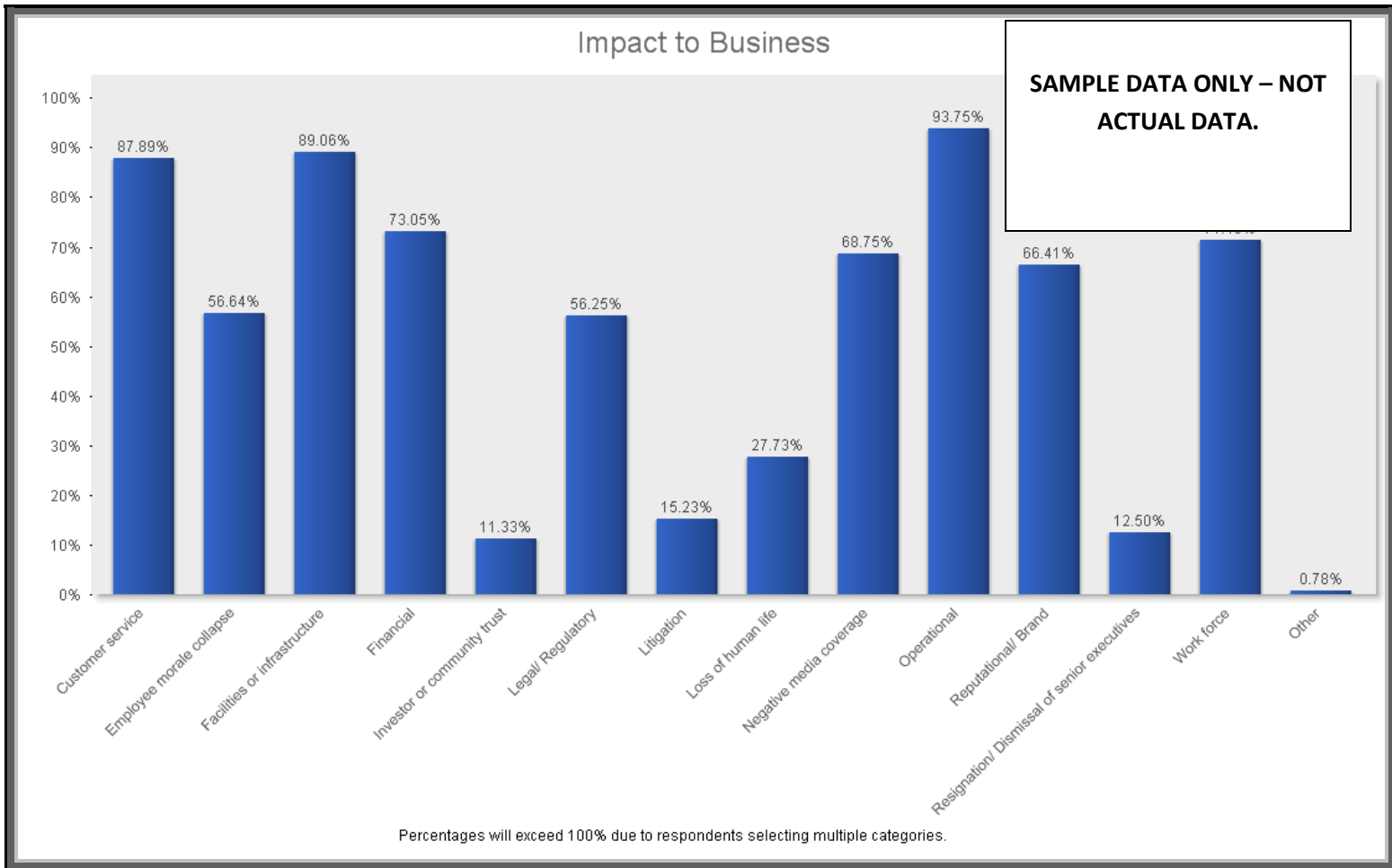
For the most impactful event in each category, how many employees or staff members were impacted by event?



**BC Management’s assessment text, which is not included in this sample report.**

What was the impact to the business for the most impactful event in each category? Select all that apply.

- Total percent will exceed 100% due to multiple selections



**BC Management's assessment text, which is not included in this sample report.**

How long was your organization in business resumption for the most impactful event in each category? Two drop down menus provided. Numeric – 1 thru 25 and timeframe of Hours, Days, Weeks, Months and Years. All respondent answers were converted to days.

Business Resumption Period by Event		Days
Accident	Other	x.xx
	Structural failure	xx.xx
	Water (main break/loss/failure)	x.xx
Human Disaster	Civilian unrest/ Political instability	x.xx
	Corporate fraud	xx.xx
	Disgruntled employee	x.xx
	Negligence	x.xx
	Other	xx.xx
	Pandemic	xxx.xx
	Shooting	x.xx
	Terrorist activities	xx.xx
War or insurrection	xxx.xx	
Natural	Dust storm	x
	Earthquake	xx.xx
	Fire	x.xx
	Flood	xx.xx
	Hurricane	xx.xx
	Ice storm/ Winter weather	x.xx
	Landslide	x
	Other	xxx.xx
	Tornado	x.xx
	Tsunami	x.xx
Typhoon	x	
Technical	Computer virus	x.xx
	Cyberspace attack	x.xx
	Hardware issues	xxx.xx
	Network/Communication (outage)	xx.xx
	Server issues	xxx.xx
	Software issues	x.xx

What is the overall average business resumption for all respondents by days:

**BC Management’s assessment text, which is not included in this sample report.**

*What was the estimated loss for each of the most impactful event in each category? Add up the total estimated financial loss due to this particular cause. Please consider the frequency of this event.*

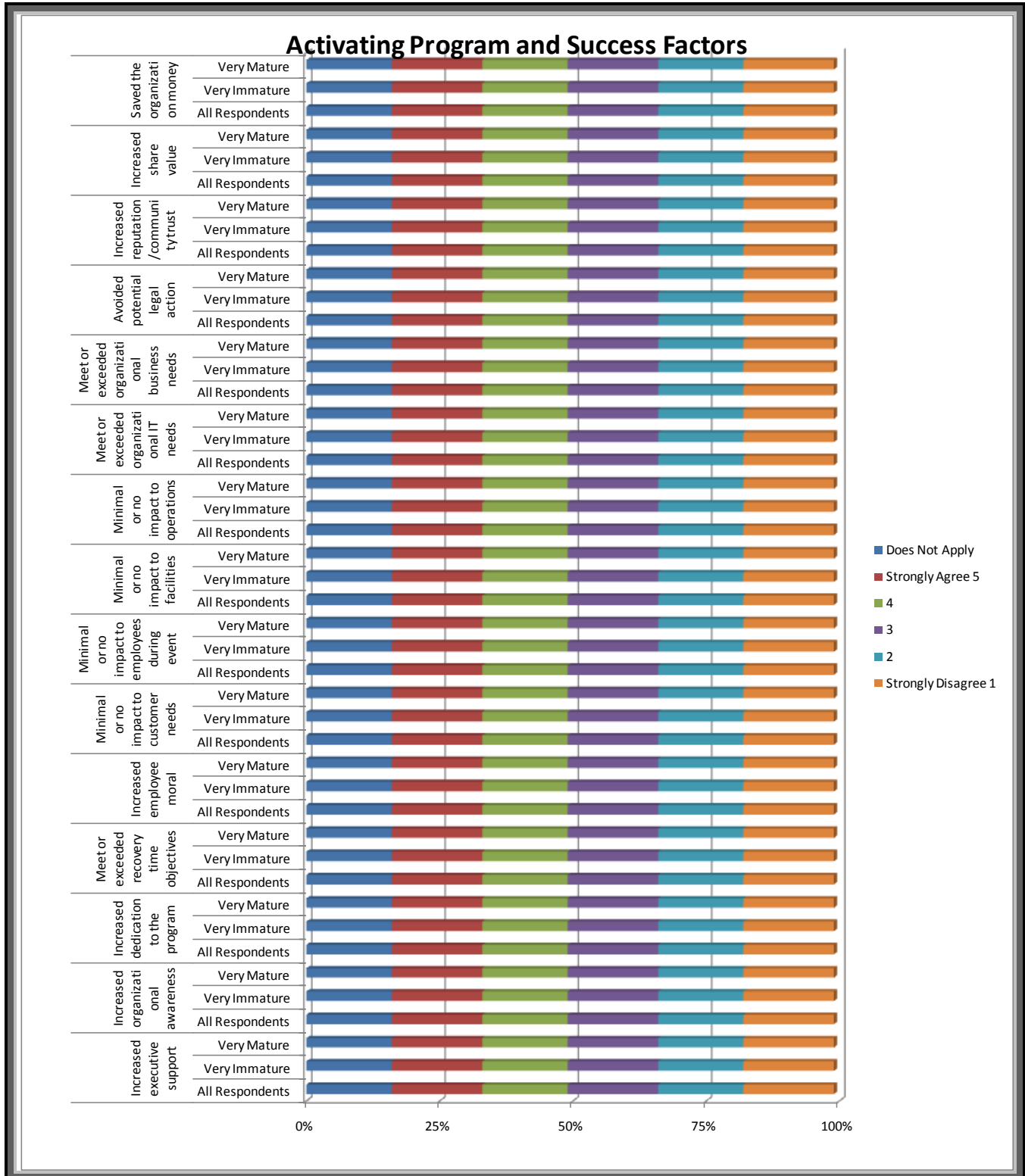
Estimated Financial Loss by Event	Financial Loss in USD	
<b>Accident</b>	Collision	\$xx,xxx
	Explosion	\$xx,xxx
	Power Outage	\$xxx
	Spillage/ leakage	\$xxx
	Water (Main break/loss/failure)	\$xx,xxx
	Other	\$xxx,xxx
<b>Human Disaster</b>	Other	\$xxx,xxx
	Civilian unrest/ Political instability	\$x,xxx,xxx
	Corporate fraud	\$xxx
	Disgruntled employee	\$xxx
	Negligence	\$xxx
	Pandemic	\$xxx
	Shooting	\$xx,xxx
	Terrorist activities	\$x
War or insurrection	\$x	
<b>Natural</b>	Earthquake	\$xxx,xxx
	Fire	\$x,xxx,xxx
	Flood	\$xxx,xxx
	Hurricane	\$x,xxx,xxx
	Ice storm/ Winter weather	\$xxx,xxx
	Tornado	\$x
	Tsunami	\$x
Typhoon	\$xxx,xxx	
<b>Technical</b>	Computer virus	\$xxx
	Cyberspace attack	\$xxx
	Hardware issues	\$xxx
	Network Communications (Outage)	\$xx,xxx
	Server issues	\$xxx,xxx
Software issues	\$xxx,xxx	

**What is the overall average estimated financial impact for all respondents:** \$x,xxx,xxx USD

**BC Management’s assessment text, which is not included in this sample report.**

# Success Factors from Program Activation

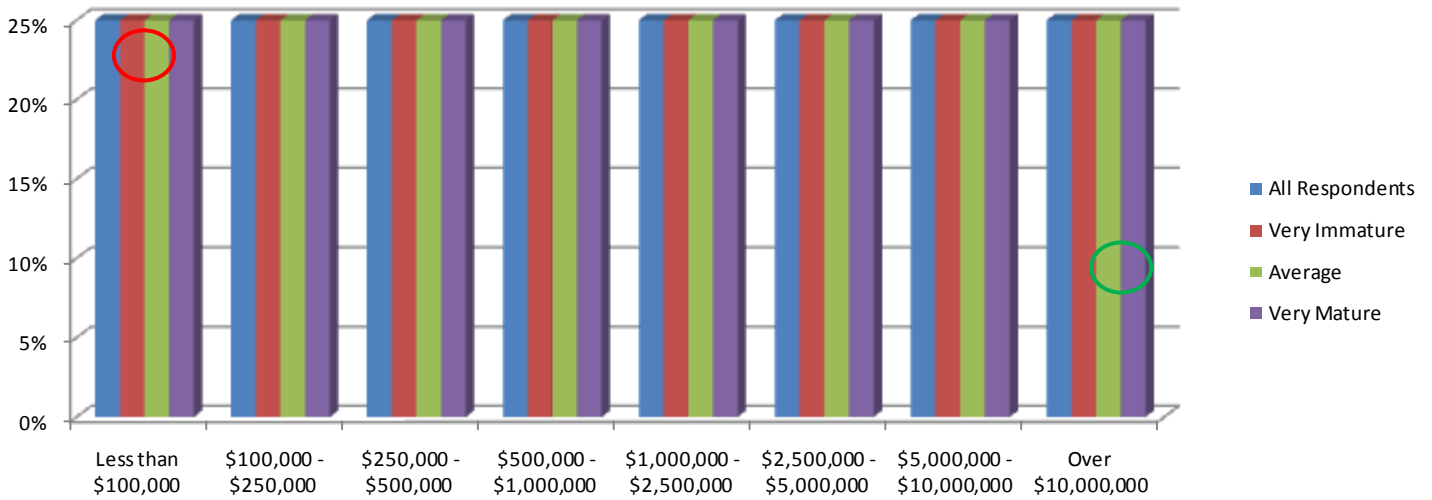
Rate the following success factors of your program that were noted as a result of activating the program on a scale from 1-5 with 1 meaning LOW PRIORITY and 5 meaning HIGH PRIORITY.



# Financial Benefit of the BCM Program

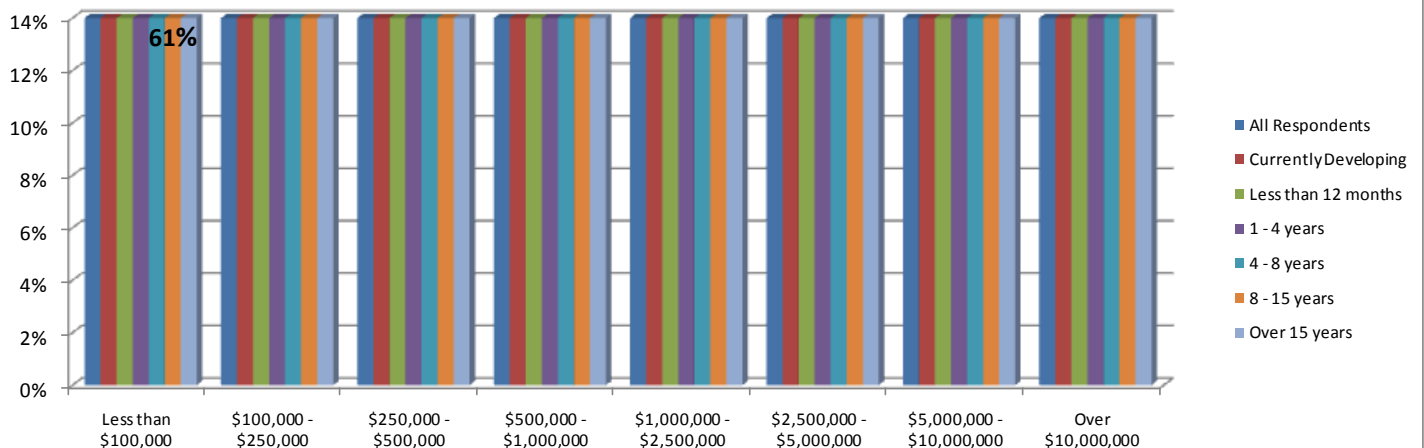
Estimate the financial benefit the BCM program brought to the organization. Data figure below assesses study responses by the maturity rating of the program. \*Question of program maturity rating was a self rating question on a scale of 1 to 5 with 1 meaning "very immature" and 5 meaning "very mature".

## Financial Benefit of the BCM Program by Program Maturity



Please estimate the financial benefit the BCM program brought to the organization. Data figure below assesses study responses by length of program existence.

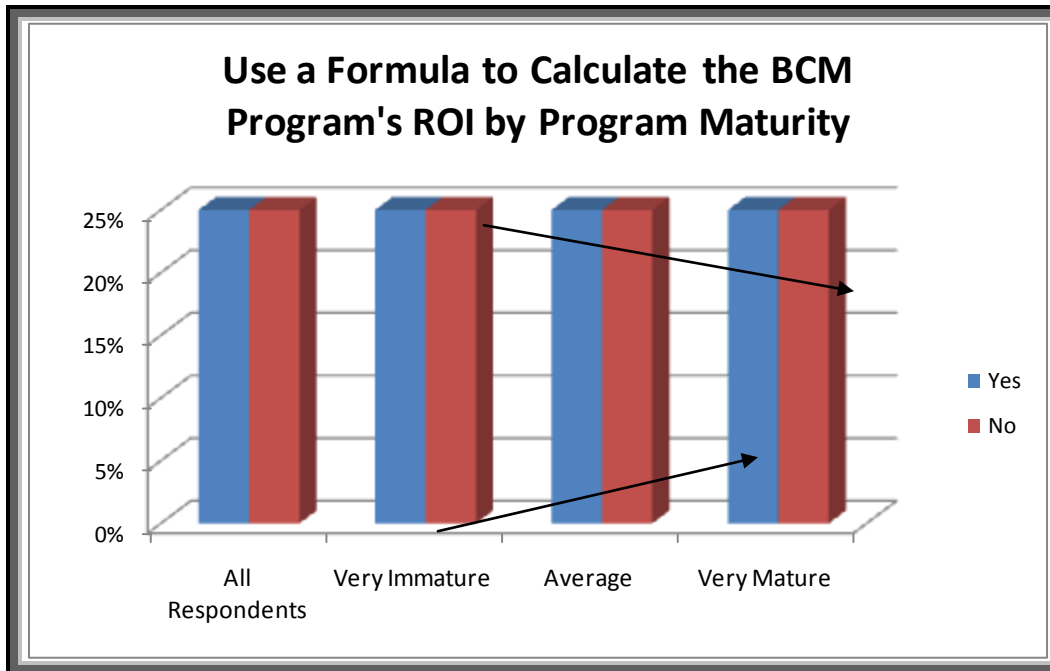
## Financial Benefit of the BCM Program by Length of Program Existence



BC Management's assessment text, which is not included in this sample report.

# Calculating Return on Investment

*Do you use a formula to calculate your BCM program's Return on Investment (ROI)? Data figure below assesses study responses by the maturity rating of the program. \*Question of program maturity rating was a self rating question on a scale of 1 to 5 with 1 meaning "very immature" and 5 meaning "very mature".*



**BC Management's assessment text, which is not included in this sample report.**

*If a formula is used to calculate your BCM program's Return on Investment (ROI), what is ROI calculation used (open text answer question)? The text responses below is a continuous listing of all open text responses received from BC Management's 9<sup>th</sup> Annual BCM Study.*

**This open text box contains open text responses on what each individual respondent included for their ROI calculation, if they measure ROI and/or the value/program effectiveness. This data is withheld from the SAMPLE ROI report.**



## Thank you to BC Management's International Benchmarking Advisory Board

Our International Benchmarking Advisory Board was instrumental in reviewing the study to ensure it focused on the most relevant topics to continuity professionals today. The goal was to develop a credible reporting tool that would add value to the business continuity profession.



## Thank you to our sponsors and organizations that assisted with this global effort

A special thanks to our sponsoring organizations that assisted in translating our study. Without these organizations the study may not have been available in Chinese and Japanese.



**GDS**  
GLOBAL DATA SOLUTIONS LTD

Global Data Solutions LTD  
Sponsored the Chinese translation



BCI Japan/IT Professional Group  
Sponsored the Japanese translation

### Distributing Organizations

BC Management also greatly appreciates the efforts of those organizations that assisted in this global effort. Below is a full list of participating organizations that assisted in distributing our annual study. The contribution of each individual organization does not indicate an endorsement of the study findings or the activities of BC Management, Inc. BC Management greatly appreciates the assistance of the following organizations that assisted with this global effort. This is NOT a complete list of distributing organizations.

#### Associations



— [www.acp-international.com](http://www.acp-international.com)



— [www.arm.gr.jp/](http://www.arm.gr.jp/)



An Affiliate of DRIE BCMIE Australia Inc. — [www.bcmie-australia.org](http://www.bcmie-australia.org)



— [www.bcpwho.org](http://www.bcpwho.org)



— [www.cpohio.org](http://www.cpohio.org)



— [www.cpeworld.org](http://www.cpeworld.org)



— [www.drie.org](http://www.drie.org)



— [www.nedrix.com](http://www.nedrix.com)

#### Certifying Organizations



— [www.thebci.org](http://www.thebci.org)



BCI Asia



BCI Brazil



BCI Canada



BCI India



BCI Japan



BCI Spain

**DRI**  
the institute for  
continuity management – [www.drii.org](http://www.drii.org)

**DRI**  
AUSTRALIA – [www.dri-australia.org](http://www.dri-australia.org)

**DRI**  
CANADA  
the institute for  
continuity management – [www.dri.ca](http://www.dri.ca)

**DRI**  
MALAYSIA – [www.dri-malaysia.org](http://www.dri-malaysia.org)

**DRI**  
SINGAPORE  
the institute for  
continuity management – [www.dri-singapore.org](http://www.dri-singapore.org)



– [www.iaem.com](http://www.iaem.com)



– [www.theicor.org](http://www.theicor.org)

## Business Continuity/Disaster Recovery Service Providers

ALL HANDS CONSULTING



– [www.allhands.us](http://www.allhands.us)



– [www.avalution.com](http://www.avalution.com)



– [www.bcpasia.com](http://www.bcpasia.com)



– [www.continuityleadership.com](http://www.continuityleadership.com)



– [www.continuitylink.com](http://www.continuitylink.com)



– [www.dell.com/modularservices](http://www.dell.com/modularservices)



– [www.ehdf.com](http://www.ehdf.com)



– [www.firestorm.com](http://www.firestorm.com)



– [www.calamity.com.sg](http://www.calamity.com.sg)



– [www.fusionriskmgmt.com](http://www.fusionriskmgmt.com)



– [www.ketchconsulting.com](http://www.ketchconsulting.com)

MARSH



– [www.marsh.com](http://www.marsh.com)



all resources to mitigate your risks

– [www.riskresourcesindia.com](http://www.riskresourcesindia.com)

## e-Groups

**B2-ORM Yahoo e-group** – Operational Risk Managers in Financial Services – <http://groups.yahoo.com/group/B2-ORM/summary>



– Virtual e-group – <http://bcmix.groupsie.com/>



BCPDRPIndia – Yahoo e-group – <http://finance.groups.yahoo.com/group/BCPDRPIndia/>

**UK-BCP Yahoo e-group** – <http://finance.groups.yahoo.com/group/uk-bcp/>

*Periodicals/Media*



– [www.contingencyplanning.com](http://www.contingencyplanning.com)



– [www.continuitycentral.com](http://www.continuitycentral.com)



– [www.continuityinsights.com](http://www.continuityinsights.com)



– [www.drj.com](http://www.drj.com)

# DISASTER RESOURCE GUIDE

PREVENTION • MITIGATION • RESPONSE • RECOVERY

– [www.disaster-resource.com](http://www.disaster-resource.com)

*Universities/Colleges*



– [www.norwich.edu](http://www.norwich.edu)



## About BC Management, Inc.

BC Management, Inc. was founded in 2000. We are an executive search and research firm solely dedicated to the business continuity, disaster recovery, risk management, emergency management, crisis management and information security professions. With decades of industry expertise, our staff has a unique understanding of the challenges professionals face with hiring, benchmarking and analyzing best practices within these niche fields.

### BC Management’s Complimentary Research

BC Management has been collecting data on the factors that impact compensations and business continuity programs since 2001. To download our complimentary reports please visit [www.bcmanagement.com](http://www.bcmanagement.com).

### We Value Your Comments

Thank you for participating to our annual study. Your contribution adds value to our comprehensive reporting and allows us the opportunity to assess industry trends. Please share any comments or suggestions on how we can elevate our study or reporting at [info@bcmanagement.com](mailto:info@bcmanagement.com).



## Customize Your Compensation and/or Program Management Benchmarking Report

As a result of our advancement in reporting technology with World APP Key Survey, BC Management is able to offer a true benchmarking service exclusively for the business continuity management profession. Our benchmarking service includes a report (similar to this report) customized to your specific filters used to drill down to the data points that compare to your compensations or program planning initiatives. As a part of our benchmarking service, BC Management is also offering a business intelligence dashboard technology in which you will receive all the data points (based on your filter specifications) for further independent assessment. This technology will allow your organization to further assess the data within a flexible, intelligent, user friendly format.

### COMPENSATION RESEARCH DATA:

#### Benefits of Our Customized Compensation Benchmarking Service

- Saves time and money in assessing compensations for current and future personnel.
- Provides a fair comparison on compensation bands based on expertise, degree, certification and geography.
- Assists in retaining current personnel based on compensations in the same geography and job title.

#### Filters Available to Customize Your Compensation Report

- **Employment Status** – may choose from full-time permanent, part-time permanent, independent contractor and unemployed.
- **Geography** – may choose country, state/providence, or city.
- **Job Title/ Position** – may choose from a selection of job titles.
- **Discipline** – may choose multiple disciplines that are managed with the program (17 to choose from).
- **Years of Experience** – may choose from an experience band of your choice.

### PROGRAM MANAGEMENT RESEARCH DATA:

#### Benefits of Our Customized Program Management Benchmarking Service

- Allows you to assess the maturity of your business continuity program focusing on industry best practices, dedicated staff, budget breakouts, reporting structure, vendor utilization, program activation and much more.
- Provides assistance in presenting business case objectives to your executives to substantiate and expand your program.
- Prioritizes key initiatives in elevating the maturity of your programs.
- Assists in building a road map to advance your program and meet your goals.
- Makes you more efficient by eliminating the need to do research on your own.
- Provides an unbiased source on how your company compares to the industry; specifically other “like” organizations, which can be used to support your recommendations.

#### Filters Available to Customize Your Program Management Report

- **Industry** – may choose more than one industry.
- **Company Revenue** – may choose a revenue band of your choice.
- **Number of Employees** – may choose a selection from number of company employees.
- **Number of Locations** – may choose a selection from number of company locations in either operational and/or retail interfacing.
- **Geographic Distribution** – may choose multiple countries as well as how the company locations are dispersed (global, multi-country, one country, regionally within one country, statewide or citywide).
- **Disciplines within program** – may choose multiple disciplines that are managed with the program (17 to choose from).
- **Scope of program** – may choose a combination of the following: global, multi-country, one country or regionally within one country.
- **Maturity Rating of Program** – may choose on a scale of 1 to 5 with 1 being Very Immature and 5 being Very Mature (please note this is a self rating by the study participant).
- **Names of Organization** – may choose a list of company names that have participated in our study and completed the program management portion of the study. Please keep in mind that not all respondents indicated their company name. Many respondents kept their organizational name private. Also, not all study respondents qualified for the program management portion of the study. Only those respondents who managed a program were encouraged to participate in the second section of the study. **ALL RESPONDENT CONTACT INFORMATION IS KEPT CONFIDENTIAL AND IS NEVER REVEALED!**

### Inquiries

For more information or to order a report please email us at [info@bcmanagement.com](mailto:info@bcmanagement.com) or call us at (714) 969-8006 or toll free within the United States (888) 250-7001

### Confidential Report

This is a confidential report intended only for the organization that requested and purchased the research data. As such, this report is not being distributed as a complimentary report among the profession. Please contact BC Management if you would like to share or site this information.