Rehearsals

A rehearsal is the best way to confirm that your plan is viable, flexible and enables your business to withstand the impact of a disruption. BT Commsure’s Rehearsals allow for a full day’s exercise to make sure every element of your voice communications can be rapidly restored to full operation during a disruption.

How Rehearsals Work
The aim of a rehearsal is to make your business continuity plans reflect and address what happens in real life. The practical issues of the rehearsal – the date, who is to be involved and what is to be tested – are agreed at an initial meeting. Although the rehearsal doesn’t involve powering down your own switch, this should be arranged at a quiet time as we will need to move some of your exchange lines.

On the day, BT Commsure delivers the relevant mobile telecommunications system to your site. Key exchange lines are selected and transferred to the Commsure system, along with key extensions and agent sets. Once our engineers have configured the system’s software to your dialling plan and numbering scheme, the whole set up is thoroughly tested with live calls to validate full and trouble-free operation. Once the rehearsal is over, all services are restored to normal. We then discuss and evaluate the outcomes with you, and follow up with a full report on the event and its findings.

Benefits
• Puts your business continuity plan into practice in a real life situation.
• Highlights any discrepancies in the plan.
• Makes sure all extensions, agents, consoles and links to the local exchange are fully operational.

Walkthroughs

Like rehearsals, walkthroughs are designed to assess the real life performance of your business continuity plan, but entails a rigorous review of your entire plan, examining every detail and possible eventuality.

How Walkthroughs Work
BT Commsure’s team of accredited Business Continuity consultants have over 20 years’ practical experience in evaluating and providing recommendations. They work closely with your own business continuity team[s], troubleshooting and assessing your plan’s strengths and weaknesses to identify any areas that could be strengthened. A Walkthrough helps you to put solutions in place to ensure a completely successful recovery in the event of any service disruption.

Benefits
• A professional audit of existing disaster recovery and business continuity procedures to highlight strengths and weaknesses.
• Helps to reduce loss of business should an incident occur.

Is it for you?
Having a business continuity plan in place is the first step to ensuring the security and resilience of your organisation. The second step is managing the plan to make sure it works. That means testing your plans frequently and thoroughly. Rehearsals and Walkthroughs will highlight what works well and, more importantly, identify areas of your recovery strategy that need to be strengthened.

Features
• A full day training exercise.
• Utilises BT Commsure mobile telecommunications system.
• Joint post-rehearsal evaluation and a full report on the findings.

Features
• Delivered by a fully qualified BT Commsure business continuity consultant.
• Conducted at any convenient time, and as often as required.
• Involves a thorough review of your business continuity plan, including.
• A review of the BT Commsure command structure and information required for an invocation.
• Training with BT Commsure equipment.
• Recommendations to facilitate any required actions.

Rehearsals and Walkthroughs

Real life preparation for real life emergencies

BT Commsure’s Rehearsals and Walkthroughs enable you to put all your business continuity plans through their paces. These can be arranged as often as required to cater for new threats or changes to your business and its systems. Rehearsals and Walkthroughs give you the peace of mind of knowing that whatever happens, you’ve got a plan that works.

Service

Is it for you?
Having a business continuity plan in place is the first step to ensuring the security and resilience of your organisation. The second step is managing the plan to make sure it works. That means testing your plans frequently and thoroughly. Rehearsals and Walkthroughs will highlight what works well and, more importantly, identify areas of your recovery strategy that need to be strengthened.

Features
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• Joint post-rehearsal evaluation and a full report on the findings.

Benefits
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Features
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• Involves a thorough review of your business continuity plan, including.
• A review of the BT Commsure command structure and information required for an invocation.
• Training with BT Commsure equipment.
• Recommendations to facilitate any required actions.
**Why BT?**

**Essential experience when it matters most:**
- All BT Commsure personnel are accredited by the Business Continuity Institute.
- BT Commsure covers more than 2,000 UK customer sites with a 100% success rate over two decades.
- No-one understands the implications of scale and complexity of successful and reliable business continuity strategies more than BT. As the country’s mainstream network provider, BT is obliged to implement the most stringent of safeguards across a scale of operations that few organisations can match.
- BT manages its own IT infrastructure, including one of the largest intranets in Europe, comprising more than 135 firewalls globally.
- In the UK alone, BT performed 50 enterprise system recovery tests, managed 264 disaster recovery solutions, and implemented 165 new disaster recovery requirements in 2002.
- BT hosted the Commonwealth Games website – it handled 200 million hits per day, with a response time average of 0.2 seconds and 240 hits per second at peak times. 50 million hacking attempts were made but none were successful.
- BT is frequently challenged to restore services for protection of fundamental/basic/emergency/vital services within the UK.
- BT manages the secure data networks for 90% of the major UK financial institutions.

Our services include everything from initial consulting, planning and strategy to leading edge solutions in on-site recovery, broadcast notification and network diversion.

We can help assess your availability and recovery needs, plan the most appropriate business continuity strategy, implement a complete solution and provide ongoing testing and project management.

**Contact & Further Information**

Visit [www.bt.com/cs/service](http://www.bt.com/cs/service)

Click on 'Further information' to download more brochures and datasheets.

Speak to us about our Business Continuity solutions – Call BT Commsure on 0800 112 911.

Still need to know more? Talk to us about Rehearsals and Walkthroughs and how we can help you pull together all the building blocks for convergence.

- Call Convergent Solutions on Freephone 0800 389 4848 Quoting 46754
- Talk to your BT Account Manager
- Visit [www.bt.com/convergentsolutions](http://www.bt.com/convergentsolutions) for anything else in our portfolio

Tell us if this datasheet was useful or how we can make things better [cs.marketing@bt.com](mailto:cs.marketing@bt.com)

**Offices worldwide**

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