



Case Study **Bethanie Group**

IT Risk + Business Impact Assessment



An IT risk analysis and business impact assessment identifies an organisation's critical business processes and assesses how reliant they are on its IT systems. The result in a comprehensive list of the systems which the business deems critical to operations and the timescales in which these systems must be recovered, in the case of a disaster, before business continuity is affected.



About the Customer

The Bethanie Group encompasses a diverse range of activities which provide help and support to older people, the frail aged and younger people with disabilities.

Since opening their first aged care facility in 1954 the organisation has grown to become the largest residential care provider in Western Australia.

The Challenge

The IT environment deployed by The Bethanie Group showed maturity and it instilled a lot of confidence, however, ICT (information communication technology) was looking to the future and wanted to understand how their environment could support the business as it grew. Key to this was an independent ICT risk assessment and business impact analysis to provide an objective view of current ICT services, service levels and gaps in service should there be an ICT disaster or unplanned outage.

By working with L7 Solutions, Bethanie was able to approach the exercise in the most efficient way possible, while leveraging ICT better practices and accessing expert industry knowledge.

The L7 Solution

The L7 engagement was conducted over a five-week period and consisted of four distinct phases.

The first phase reviewed the current state of IT risk in terms of the organisation's processes, procedures, policies, and overall ICT governance.

This was followed by a risk assessment using L7 Solutions' tailored methodology to outline all vulnerabilities, impacts and threats against a mitigation strategy for each IT component, resulting in a matrix that included:

- A comprehensive list of all systems and business applications
- The IT resources associated with each system
- Current and possible threats to the organisation and systems
- The existing controls in place which may mitigate or minimise business impact
- Current maximum recovery time before business impact

The third phase involved conducting interviews with the stakeholders of each business unit. This non-ICT view of the systems and services allows a real picture of business priorities to be considered.

The final stage was to present all the findings in a detailed ICT service continuity report, proposing key recommendations to senior management. The report provides a clear gap analysis and highlights potential points of failure and their risk to the business.

Recommendations were consolidated into a simple roadmap for execution, highlighting those pieces of work to be considered immediately, in 3 to 6 months, 6 to 12 months and 12 months.

The Benefits

- A clear view and understanding of the requirements and capability of the IT resources
- Defined and prioritized future state on which to base ICT service continuity initiatives
- A platform on which to negotiate service levels appropriate to the business and supportable by current technology and process
- Business buy in and support for the ICT risk management process
- All risk presented in a clear and concise format to either be addressed or accepted by the business
- An understanding of how to mitigate all identified risks that are unacceptable to the business

"The risk assessment carried out by L7 was able to clearly identify any potential ICT risks through the use of a well established methodology. The L7 personnel worked seamlessly with our team and throughout the organisation to the point that they felt part of the team. The final report presented as a result of the assessment is now used as a reference point for all future works."

David Orchard,
Group ICT Manager, The Bethanie Group