WELCOME TO CATALYST!

Your organization has selected Catalyst to assist with the development of your business continuity program.

This user guide provides an overview of the tool, and then explores the sections that you’ll use most as an end user (check out the orange icons in the module overview).

NEW TO BUSINESS CONTINUITY?

Check out our BCM 101 video series to start learning about business continuity right now!

HELP RESOURCES:

Make note of the following help resources – provided to keep you rolling forward in case you get stuck!

HELP & RESOURCE CENTER  |  EMAIL SUPPORT
ACCESS CATALYST

VICES: Access all Catalyst functionality on any internet-connected computer, tablet, or smart phone.

BROWSERS: Catalyst works in Chrome, IE 8+, Safari, or Firefox. We recommend Chrome.

.bccatalyst.com
**MODULE OVERVIEW**

**BUSINESS IMPACT ANALYSIS (BIA):** Document and prioritize your department's critical activities, and then document dependencies needed to keep your department operating, such as people, applications, facilities, suppliers, etc.

**PLANS:** Utilize the information gathered in the BIA module to develop business or IT-focused response and recovery plans. Choose from several available templates to jumpstart your planning effort.

**DOCUMENTS:** Create, store, and update unstructured (customized) documents. This section is also useful if you want to migrate existing support documentation to Catalyst, such as forms and work instructions.

**EXERCISES:** Execute a wide range of business continuity exercises all from one place – develop and document exercise plans and objectives, evaluate the results of each exercise, and automatically document lessons learned in the Actions module.

**ACTIONS:** Document and review any corrective actions or program improvement opportunities identified during an exercise to ensure they are prioritized, assigned, and addressed to drive program improvement – not forgotten.

**INSIGHTS:** Access a variety of granular business continuity metrics – automatically generated via the information entered throughout Catalyst – to help you quickly identify and address any preparedness gaps.

**INCIDENTS:** Collaborate and share information about a live disruptive incident in real-time, including announcements, situation reports, scheduled meetings, the status of activated plans, and any identified issues requiring attention.

**BULLHORN:** Connect with your team when it matters most during a live disruptive incident. Quickly and easily communicate via email, text message, and voice phone call, post a message to your company hotline, and track responses to account for your personnel.
HOMEPAGE OVERVIEW

MAIN HEADER:
The top header in Catalyst is where you can edit your personal account information (My Profile), access support resources (Getting Started and Help), and access the Administration section of the tool. As an end user, you’ll mainly access the Shared Document Sections, Files, and Recycle Bin in the Administration menu.

LEFT NAVIGATION:
Easily navigate from one module to another by utilizing the static, left navigation menu available throughout the tool.

BLUE LINKS:
Click the blue links on your homepage dashboard to directly access any of your assigned BIAs, Plans, or Documents.

Continue to use the blue links throughout Catalyst to access info on a specific item or to edit a section.

BLUE LINKS = ACTION AVAILABLE
ON-PAGE HELP:
Hover over any field or question mark in Catalyst to quickly access pop-up instructions that detail the field’s intent or ideal content type. Assessment criteria and guidance will also be provided, if applicable.

REQUEST UPDATE/APPROVAL:
Request that an owner or contributor review or update an assigned item. These buttons are located in the top right and mainly used when edits needed outside the typical review cycle.

SUBMIT APPROVAL:
Click APPROVE at the bottom of any BIA, Plan, Exercise, or Document when it is finalized. Once approved, a PDF copy is generated and available in the History Log.
HOW THE BIA WORKS

BUSINESS IMPACT ANALYSIS (BIA):
Document and prioritize your department’s critical activities, and then document dependencies needed to keep your department operating, such as people, applications, facilities, suppliers, etc.

EDIT BIA PROPERTIES:
Click EDIT to modify the department-level properties of your BIA, including the department name and description, owners, contributors, tags, and approval frequency.

POPULATE YOUR BIA:
Utilize the blue ADD [XYZ] buttons at the bottom of each section in your BIA to document additional activities, dependencies, recovery resources and staffing levels, and risks.

SUB-NAVIGATION:
Jump to any section of the BIA by utilizing the sub-navigation available on the left side of the page under the main navigation.

PRINT YOUR BIA:
PDF: PRINT >> PRINT TO PDF
PAPER: PRINT >> CTRL P >> PRINT
RECOVERY PLANS
Utilize the information gathered during the completion of your business impact analysis to develop business or IT-focused response and recovery plans. Choose from several available templates to jumpstart your planning effort.

PRINT PLAN:
PDF: PRINT >> PRINT TO PDF
PAPER: PRINT >> CTRL P >> PRINT

BLACK HEADERS:
This represents content pulled from a Shared Document – you can’t edit this at the Plan level. Contact your Admin.

PLAN ACTIONS:
Modify the structure of your plan (re-order sections), edit the properties of your plan, or copy the contents to a new plan.

NEW SECTION:
Click the blue dropdown to the right of any header to add a new Plan section. This is where you can insert data from your BIA. Always check with an Admin prior to adding a new Plan section.

SUB-NAVIGATION:
Jump to any section of your Plan by utilizing the sub-navigation available on the left side of the page under the main navigation.

DRAG & DROP:
Utilize the simple drag and drop functionality to quickly and easily reorder your recovery procedures. Just hover over the black arrows, click, and then drag.
HOW INCIDENTS WORK

INCIDENTS: Collaborate and share information about a live disruptive incident in real-time, including announcements, situation reports, scheduled meetings, the status of activated plans, and any identified issues requiring attention.

ACTIVE INCIDENTS ARE VISIBLE AND ACCESSIBLE DIRECTLY FROM YOUR HOMEPAGE.

Situation Report

Communications
Working on employee communications. Updated on 06 Sep 12:56

Customer Inquiries
None as of now. Updated on 06 Sep 21:25

SITUATION REPORTS:
View a summary of the current state of the incident. The latest update for each category is shown on the incident dashboard.

INCIDENT ISSUES:
Understand any issues that are being documented throughout the response and recovery process, as well as their priority and status.

Incident Issues

<table>
<thead>
<tr>
<th>Title</th>
<th>Owners</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>APPLac Crashed</td>
<td>Tyler Orabone</td>
<td>In Progress</td>
</tr>
<tr>
<td>Engineering - Ticketing s</td>
<td>Dustin Mackie</td>
<td>In Progress</td>
</tr>
<tr>
<td>system down</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lync system not working</td>
<td>Tyler Orabone</td>
<td>In Progress</td>
</tr>
</tbody>
</table>

INCIDENT FEED:
View the activity log of actions, similar to a Facebook timeline, to instantly see the latest updates from all teams during the response and recovery effort.

Incident Feed

- Cash Processing Recovery Plan status update: Personnel are not responding to email or phone calls.
- Personnel forgot laptops (Issue) was updated. New status is: On Hold
**ACTIVATED PLANS:** Remember the Plan you built? If your Admin activates it while declaring a disruptive incident, your Plan becomes interactive.

Use the live Plan to help guide you through your approved response and recovery procedures by marking items off as you complete them. And, if you run into any issues along the way, simply post an update and assign a priority so your Admin is aware and can take action if necessary.

**CHECK IT OFF:** Mark all of your tasks and procedures as complete as you move through your response and recovery plan. Simply click the blue **MARK COMPLETE** link in the right column.

**PLAN UPDATES:** Post updates to the Incident Feed directly from within your activated response and recovery plan by utilizing the blue **POST AN UPDATE** button located in the top right corner of your plan.