



Sample Performance Metrics for Business Continuity Management (BCM)

Here are some sample performance metrics for Business Continuity Management (BCM) across various aspects of the BCM lifecycle:

1. Risk Assessment and Business Impact Analysis (BIA):

- Percentage of critical functions assessed through BIA
- Number of identified risks and vulnerabilities
- Completion rate of risk assessments within defined timeframes
- Number of risk mitigations implemented

2. Business Continuity Planning (BCP) Development and Maintenance:

- Percentage of business units with documented BCPs
- Frequency of BCP reviews and updates
- Compliance rate with BCP requirements and standards
- Percentage of BCPs aligned with organizational objectives

3. Training and Awareness:

- Participation rate in BCM training programs and exercises
- Percentage of employees completing required BCM training
- Employee awareness of BCP roles and responsibilities
- Effectiveness of communication channels for BCM awareness

4. Testing and Exercising:

- Frequency of BCP testing and exercising
- Participation rate in BCP drills and simulations
- Completion rate of action items identified during exercises
- Effectiveness of response and recovery procedures during exercises



5. Incident Management and Response:

- Average incident response time
- Percentage of incidents resolved within defined timeframes
- Effectiveness of communication during incidents
- Incident escalation and notification process adherence

6. Recovery Time Objectives (RTO) and Recovery Point Objectives (RPO):

- Percentage of critical functions meeting RTO and RPO targets
- Average time to restore critical functions after a disruption
- Data loss tolerance level compared to RPO objectives

7. Resource Availability and Allocation:

- Availability of necessary resources for recovery efforts
- Efficiency of resource allocation during response and recovery
- Cost-effectiveness of resource management strategies

8. Compliance and Audit:

- Compliance rate with regulatory requirements and standards (e.g., ISO 22301)
- Number of non-conformities identified during BCM audits
- Timeliness of corrective actions taken to address audit findings

9. Business Continuity Culture and Governance:

- Employee satisfaction with BCM program effectiveness
- Perception of BCM program value and importance among stakeholders
- Level of leadership commitment and support for BCM initiatives

These sample performance metrics can be tailored to align with the specific objectives, priorities, and requirements of each organization's BCM program. Regular monitoring and evaluation of these metrics can provide valuable insights into the effectiveness of BCM efforts, identify areas for improvement, and demonstrate the organization's resilience to stakeholders.