

Establishing ISO 22301 As A Robust Framework for Business Continuity Management within a Nigerian Data Center.

Overview

A prominent data center provider in Lagos, Nigeria, recognized the need to formalize and improve its resilience practices to maintain a competitive edge and secure existing business. The data center aimed to establish a comprehensive Business Continuity Management System (BCMS) compliant with ISO 22301 standards, integrating seamlessly with their existing management systems without imposing theoretical constraints on their operational practices.

Remediation:

Cybervergent was tasked with developing a full BCMS for the client, ensuring ISO 22301 compliance while harmonizing with existing management frameworks.

Our solution involved:

- ▲ Conducting a detailed business impact analysis and risk assessment to identify critical operations and their dependencies on key internal suppliers.
- ▲ Crafting a business continuity plan complemented by Incident Management to guide incident response efforts effectively.
- ▲ Implementing a tailored BCMS that aligns with the framework and integrates with the client's existing management systems, promoting operational cohesion and compliance.
- ▲ Initiating a comprehensive training, testing, and exercise program to embed business continuity and incident management awareness across the organization.

Best Practices



Integrated BCMS Development:

Design a BCMS that complements existing management systems, ensuring a seamless operational flow and compliance with ISO 22301.



Comprehensive Risk Assessment:

Regularly perform business impact analyses and risk assessments to prioritize critical functions and understand dependencies.



Incident Management Planning:

Develop actionable Incident Management and conduct regular training and drills to prepare for efficient incident response.



Continuous Improvement:

Engage in ongoing monitoring and revision of business continuity plans and practices to adapt to new threats and operational changes.



Strategic Objectives Setting:

Establish clear Business Continuity Objectives, including Minimum Business Continuity Objectives, Recovery Time Objectives, and Recovery Point Objectives, to guide crisis response and recovery efforts.

Conclusion

By adopting ISO 22301 standards for business continuity management, the data center has significantly enhanced its resilience against disruptions, ensuring the continuous operation of critical infrastructure and safeguarding client data. This strategic approach has improved the data center's competitive positioning and strengthened its overall security culture, ensuring readiness for future challenges. The successful implementation of a BCMS compliant with ISO 22301 demonstrates the data center's commitment to excellence in operational resilience, providing a solid foundation for maintaining service continuity in the face of unforeseen events.

This case study is a testament to the importance of proactive business continuity planning and the value of ISO 22301 certification in the data center industry.

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