

# Tier 4 Business Continuity Retainer Framework

Continuous BCM Ownership & Regulatory-Grade Readiness

**Financial Industry Focus**

**Senior-Led Delivery**

**ISO 22301 + OSFI Fluency**

Downloadable summary of Maxvia Associés Tier 4 retainer model. This document is designed for regulated organizations seeking continuous, audit-ready resilience capability.

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## Executive Summary

Tier 4 is a managed retainer designed to keep your BCM and operational resilience program continuously governed, tested, and audit-ready. Maxvia acts as an extension of your team—providing senior oversight, a structured operating cadence, and measurable performance reporting aligned with ISO 22301 and OSFI expectations.

What you get (at a glance)
<ul style="list-style-type: none"> <li>• A continuously managed BCM/resilience program</li> <li>• A structured annual testing and exercise lifecycle</li> <li>• Executive reporting, KPIs, and remediation tracking</li> <li>• Audit-ready evidence and regulatory support</li> </ul>

Best fit for organizations that...	Typical outcomes within 90 days
<ul style="list-style-type: none"> <li>• Have an established BCM framework but limited capacity to run it day-to-day</li> <li>• Need consistent testing, documentation maintenance, and governance discipline</li> <li>• Want regulator-ready evidence without last-minute scramble</li> </ul>	<ul style="list-style-type: none"> <li>• Clear governance rhythm and ownership model</li> <li>• Updated critical documentation and metrics</li> <li>• Approved test roadmap with remediation tracking</li> </ul>

## Core Retainer Scope (Included)

<p><b>A. Continuous Program Management</b></p> <ul style="list-style-type: none"> <li>• Governance cadence and stakeholder engagement</li> <li>• BCM program lifecycle management (policy, BIA, BCPs)</li> <li>• KPI design, collection, and executive reporting</li> <li>• ISO 22301 alignment (Clauses 4–10)</li> </ul>	<p><b>B. Testing &amp; Exercising Program</b></p> <ul style="list-style-type: none"> <li>• Annual testing roadmap and scenario library</li> <li>• Tabletop and simulation exercises</li> <li>• Lessons learned and remediation tracking</li> <li>• Evidence packaging for audit and regulators</li> </ul>
<p><b>C. Incident Preparedness &amp; Crisis Support</b></p> <ul style="list-style-type: none"> <li>• Crisis management playbooks (review/refresh)</li> <li>• Roles, escalation, and decision support structure</li> <li>• Executive simulations (readiness &amp; muscle memory)</li> <li>• Optional real-time advisory during major incidents*</li> </ul>	<p><b>D. Regulatory Readiness &amp; Audit Support</b></p> <ul style="list-style-type: none"> <li>• Pre-audit readiness reviews and gap identification</li> <li>• Audit evidence structure and traceability</li> <li>• Support during internal audit</li> <li>• Regulator-facing documentation review and coaching</li> </ul>

*\*Real-time incident advisory can be included as a defined add-on or as a limited-call allowance, depending on the selected retainer package.*

## Operating Model (Continuous Cycle)



## Key Deliverables

Deliverables	What it includes	Frequency
Executive Report	KPIs, key risks, decisions required, remediation status	Quarterly
Testing Roadmap	Annual plan, scenarios, objectives, evidence requirements	Quarterly refresh
Exercise Pack	Facilitation guide, participant briefs, outputs and action log	Per exercise
Audit Evidence Index	Traceable evidence map to policy/controls/tests	Ongoing

## KPIs Tracked (Sample)

- % of critical services with validated RTO/RPO and supporting evidence
- % of BCPs and BIAs reviewed/updated within the last 12 months
- Remediation closure rate and aging of open findings
- Incident readiness score (roles, playbooks, and escalation effectiveness)

## Delivery Model

Senior-led operating cadence
Maxvia provides senior oversight and structured delivery. Engagements are designed to integrate into your governance forums and provide executive-grade reporting without adding operational burden to your team.

How we work	What we need from you
<ul style="list-style-type: none"> <li>• Kickoff + baseline review</li> <li>• Working sessions for documentation/testing</li> <li>• Quarterly reporting &amp; actions log</li> </ul>	<ul style="list-style-type: none"> <li>• BCM owner or delegate for coordination</li> <li>• Existing BCM artifacts (policy, BIA, BCPs)</li> <li>• Risk/audit liaison (as applicable)</li> </ul>

## Optional Add-Ons (Not Part of Core Retainer)

- Third-party resilience oversight and assessments (critical vendor capability reviews)
- Advanced crisis simulations (executive and technical)
- Regulatory audit intensives (time-boxed prep for upcoming reviews)
- Enhanced incident response support (on-call retainer)

## Next Step

### Book a 30-minute Resilience Review

In 30 minutes, we will: (1) confirm your current operating model, (2) identify the highest-value retainer outcomes for the next 90 days, and (3) recommend a Tier 4 package and cadence that fits your environment.

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