

Business Continuity

BOGLIB NEWSFLASH

March 2017

Volume 4, Issue 1

Achieving Excellence through Innovation

Innovation essentially means improvising ways and means of doing the same tasks, so as to do it better, in a 'smarter' way.

If we refer to any write-up on business productivity, business improvements and innovation, it is clearly seen that contact points are the ones where most of our innovations happen.

Q. What exactly are contact points?

A. They are the points of contact with the client.

Financial institutions, banks, insurance companies rely on these contact point opportunities to serve customers better, smarter and that is what gives way to innovation. As Organisations

mature, they perfect the art of innovation. And it starts with contact points.

<http://www.mindfiresolutions.com/blog/2012/11/27/achieving-excellence-through-innovation/>

The Bank of Ghana (BoG) Library is always seeking new ways in meeting clients' needs thereby ensuring customer satisfaction is achieved at all levels in the service provision.

It is worth mentioning that BoG Connecting, the new Intranet could not have come at a much better time.

This is a laudable idea that will facilitate and enhance most of the Library's activities lined up in the Work Programme.



Collective Efforts with Team work creates excellent work for business continuity that yields customer satisfaction



Inside this issue:

* IT Disaster prevention	2
* It's DIY Time...	2
* Your Library, Our Library	2
* Famous Easter Quotes	3
* What's New	
* Personnel Risk Management	4
* Contact Us	5
* Customer Satisfaction	6

Some Benefits of Effective Adherence to BCP

The objective of Business Continuity Plan (BCP) are to minimize financial loss to an institution, to continue to serve customers and financial market participants and mitigate the negative effects disruptions can have on the institution's strategic plan, reputation, operations, etc and the ability to remain in compliance with applicable laws and regulations.

Some of the benefits include:

- Competitive advantage - having a comprehensive and tested BCP program assures customers of your ability to deliver.
- It helps to protect your organization from the negative publicity resulting from disruptions. Being known for reliability is always good for business.

- Knowledge Capture—BCP becomes a perfect avenue to collect and organize information for future uses and to prevent information from being lost.
- It also strengthens the Organisation by giving employees the skills and knowledge to react more effectively to mitigate smaller everyday problems as they arise— and before they become major disruptions.

Special points of interest:

- Achieving Excellence through Innovation
- Benefits of Adherence to BCP
- IT Disaster Prevention
- Its' DIY Time
- Your Library, Our Library
- Ensuring Customer Satisfaction

IT Disaster Prevention: Keeping Your Data Safe

There are many threats to your business data. You could lose or damage your data through human error, it is easy to change or erase data accidentally. For instance, a member of staff could delete a crucial list of customers by mistake.

The way to store your data is key to keeping it safe. Some storage methods are more secure than others, so you should think about where you keep your most important business data.

You should consider storing your mission-critical data on a central server. Having data in only a single place reduces the risk of theft. For instance, the risk of data being

stolen is reduced because it is not stored on employee laptops. However, having data in one place means there is a single point of failure. If your server breaks, your data could be inaccessible.

To guard against this, consider mirroring the information elsewhere. Wherever your data is stored, always take some key precautions to protect it. If data is kept on a system connected to the Intranet, use both software and hardware firewalls to keep out hackers.

Ensure every employee has access to the data they need to do their job. Set up an effective backup procedure, so you can recover your data if the worst happens. Backups are extra copies of data. You can use them to restore data if your working copy is lost. Remember to keep your backups secure too. Encrypt data, and store disks or tapes somewhere safe. Make sure you test your backup procedures regularly, so you know how to recover data. Train employees in the basics of data protection law. <http://www.icaew.com/-/media/corporate/files/library/collections/online-resources/briefings/directors-briefings/it1disas.ashx>;

Its DIY Time! Thanks to Management & Our IT Department

All too soon we are now enjoying the social media type of Intranet where the IDPS Department can now post relevant Library updates Online without having to stress IT Department with bits and pieces of Information and articles to be posted on the Intranet.

BoG Connecting now enables the Library and Documentations Office (LDO), the Corporate Records Management Office (CRMO) and the Printing and Publications

Office (PPO) post relevant information materials under the **COMMUNITIES** link or from the drop down menu under Communications, and then **NEWSLETTERS**.

This New Intranet will help staff to be able to share ideas and discuss relevant topics when relevant Communities are created This in turn will enhance networking among Departments, Offices and Units.

**BOG
CONNECTING
COULD NOT
HAVE COME AT A
MUCH BETTER
TIME. KUDOS TO
OUR DYNAMIC
MANAGEMENT
AND IT
DEPARTMENT**

Since it is new, it is best to contact IT Department for assistance in case there are any challenges in the use of the our **User Friendly Intranet.**

*Simply put,
We love it!*

Your Library, Our Library

The provision of library resources online has brought about a huge shift in the role of the Librarian— with this role becoming more integrated into the user communities within the Bank.

Feedback from our users indicated that the BOG Intranet is seen as an important support tool for transitioning into this new role of the library. We are liaising with staff

more. Some new innovation include the following:

- New Books Alert—publishing of content pages of newly acquired titles.
- Some corners in the library holds Reference collections, BOG publications, Legal reference **just to mention a few.**
 - We are committed to bringing the library to you on your desktop

and at your doorstep.

- Since not all our users can make it to the library at all times due to busy schedules, we ask that, we provide SDI-Selective Dissemination of Information and would be happy to provide bespoke to Management and staff who furnish us with their special areas of interest



Famous Easter Quotes

‘Easter is very important to me, it's a second chance’. **Reba McEntire**
https://www.brainyquote.com/quotes/topics/topic_easter.html

‘A man who was completely innocent, offered himself as a sacrifice for the good of others, including his enemies, and became the ransom of the world. It was a perfect act’. **Mahatma Gandhi**
https://www.brainyquote.com/quotes/topics/topic_easter.html



‘What makes you a Christian is whether or not you really are in accord with biblical theology and whether you know Jesus Christ as your Saviour’. **Walter Martin**
https://www.brainyquote.com/quotes/topics/topic_easter.html

‘We were old sinners - but when we came to Christ we are not sinners anymore’.

Joel Osteen
https://www.brainyquote.com/quotes/topics/topic_easter.html

Personnel Risk Management Matters : Personnel as a resource

Employees are also an organization's resource from the point of view of risk management. An Organization's workforce has knowledge and experience or many problem, risk situations and other management .

Even though hazard identification and risk assessment often require specialist knowledge the input of employees is invaluable—particularly in issues related to the work environment.

People who work together form a work

community.

Nowadays, a work community is not necessarily limited to one workplace or employer...

At its best, a work community supports and motivates the work of individuals. At its worst, conflicts in a work community

worst, conflicts in a work community creates obstacles for carrying out work and due to the “poisoned” atmosphere, reduce the pleasure of work and enthusiasm of individuals to give their best.

Ref: <http://virtual.vtt.fi/virtual/pkrh/pdf/en/personnel-risk-management-booklet.pdf>

Risk related to the functioning of a work are usually related to Interpersonal relationships...

What's New?

The Takoradi Documentation Offices has now been allocated a new library space. The Estates Department is working vigorously to furnish the office to an ultra modern special library



We'll stock current and up-to-date books just you

which will be stocked with current and up- to-date books and other materials to help in the operations of the Bank.

Regional Visit

The other Regional and Documentation Centres are not left out. The scheduled visit for the



last quarter of 2016 could not come on due to delay in receiving the selected Book Titles to be delivered. We have good news!

The LDO have received new and very relevant books which would be processed and sent to the Regional Documentation Centres as soon as possible.

Be on the look out!

BANK OF GHANA LIBRARY IDPS DEPARTMENT

Library & Documentation Office
1st. Floor, Cedi House
No. 1 Liberia Road
P.O.Box GP 2674
Phone: 0302 66 5252
ext.5117/5119
Direct line 0302660869

The Work Goes On

- **Your satisfaction is our Goal!**

IDPS –INFORMATION, DOCUMENTATION & PUBLICATIONS SERVICES DEPARTMENT HAS THREE OFFICES:

- *Library & Documentation Office*
- *Corporate Records Management Office*
- *Printing & Publications Office*

The Library is charged with the responsibility of identifying, acquiring, disseminating and storing literature sources in the relevant subject areas of banking, finance, economics, legal etc to support the decision making processes of Management. And training needs of staff. We run a current awareness services as well as selective dissemination of information on relevant topics to Management and staff.

Watch out for the link to our web page on the New Intranet!!!

Ensuring Customer Satisfaction

Central to the issues of customer satisfaction is the fact that there is a relationship between the library and its users (customers). The first step towards getting a grip is to recognize and examine its relationship as a service delivery enterprise.

For a Library service quality encompasses the interactive relationship between the library and the people whom it is supposed to serve. A library that adheres to all the professionally approved rules and procedures for acquiring, organising, managing and preserving materials but has no customers cannot claim quality because a major element is missing—satisfying people's needs, request, and desires for information. As Francois Herbert notes, 'when library and customer measures of

quality are not congruent, the library may be meeting its internal standards of performance but may not be performing well in the eyes of its customers'.

Only a customer who regards the services as being of a high quality from his subjective point of view will remain a satisfied library customer in the long run.

Library quality can be assessed by:

- Knowing the customers' needs
- Faultless delivery of services
- Good facilities
- Reliable equipment
- Efficient administration



- Feedback loops to build improvement procedures.

The BOG Library prides itself in the above so we are not doing badly at all.

What do you say?

<http://www.cssp.org/publications/constituents-co-invested-in-change/customer-satisfaction/customer-satisfaction-what-research-tells-us.pdf>



Customer satisfaction is our goal