

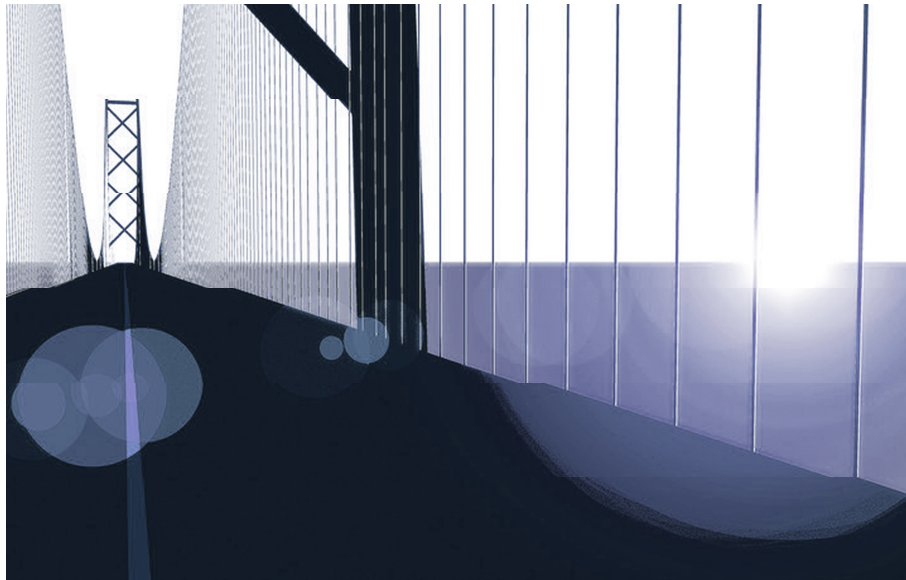
Continuity Forum

Creating Continuity... Building Resilience...

Russell Price



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www.continuityforum.org

Creating Continuity...
Building Resilience...

Continuity Forum acts as a bridge between organisations who have interest in promoting, delivering and utilising Business Continuity and Risk Management.

The Continuity Forum encourages a uniform approach to the delivery of these critical disciplines providing an unbiased, non-commercial input to regulators, legislators, standards bodies, auditors, the media & business

We are an independent NGO working to support, advise and assist YOU!

Business Continuity Management

Definition:

“Business Continuity Management is a holistic management process that identifies potential impacts that threaten an organisation and provides a framework for building resilience and the capability for an effective response safeguarding the interests of its key stakeholders, reputation, brand and value creating activities”.

Resilience

“at every relevant level (the ability) to detect, prevent and if necessary, to handle and recover from disruptive challenges”

Dealing with Disasters 3rd Edition

Cabinet Office

Building a Secure Business

“Building a secure business is not just about supply and demand.

It is about the protection and prevention measures that you can put in place against crime, the consequences of a natural disaster, electronic attack, acts of terrorism and other events that would have a negative impact on your organisation”

Rt Hon Hazel Blears MP.

Secretary of State

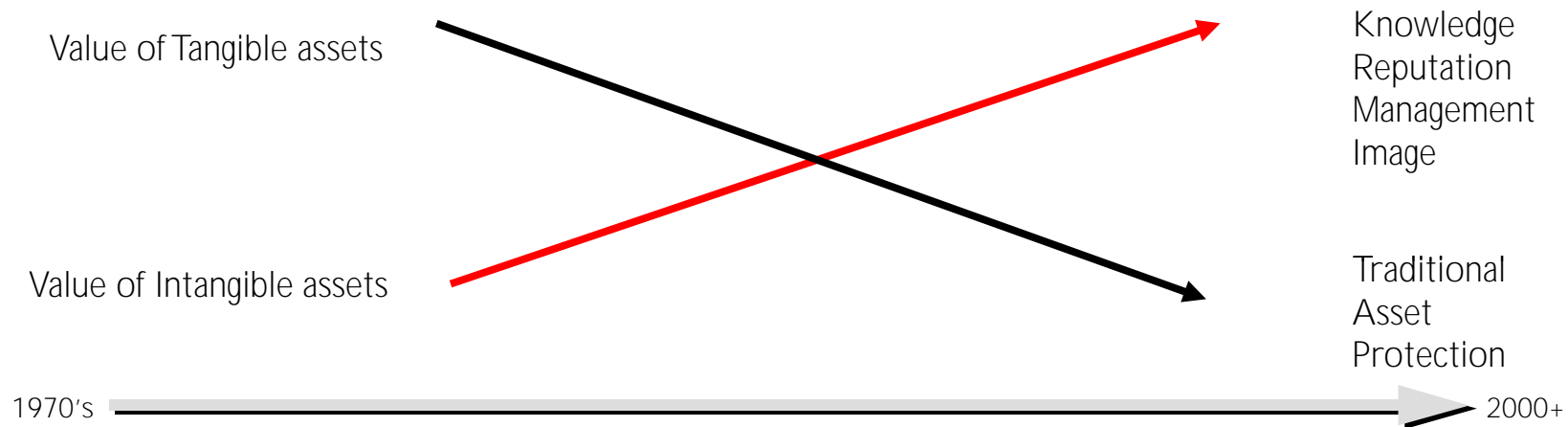
Secure in the Knowledge (2005)



WHY?

A riskier world?

Risk Management – A changing framework



Production based
economy
Mainly
National/Local
Founded on Plant,
Labour etc

Global Interdependencies
Extended Supply Chains
Integrated Economies
Substantially increased market complexity
Confidence
Market Momentum

Knowledge based
economy

= more risk
faster impacts

A Changing World

ISO 17799-01

BS7799-02

COBIT

ITIL

IT Baseline

BS25999



Basel II

Sarbanes Oxley Act

Governance

CCA, Comp Act

GDPdU & GoBS

NF Z 42-013

AIPA

King II

MAS

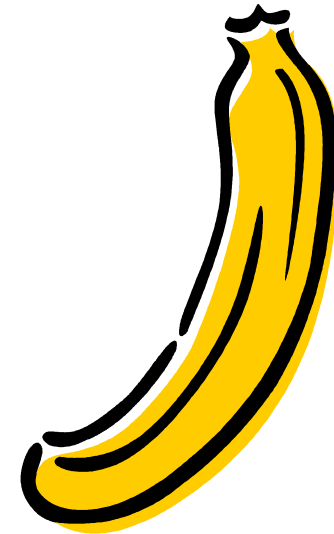
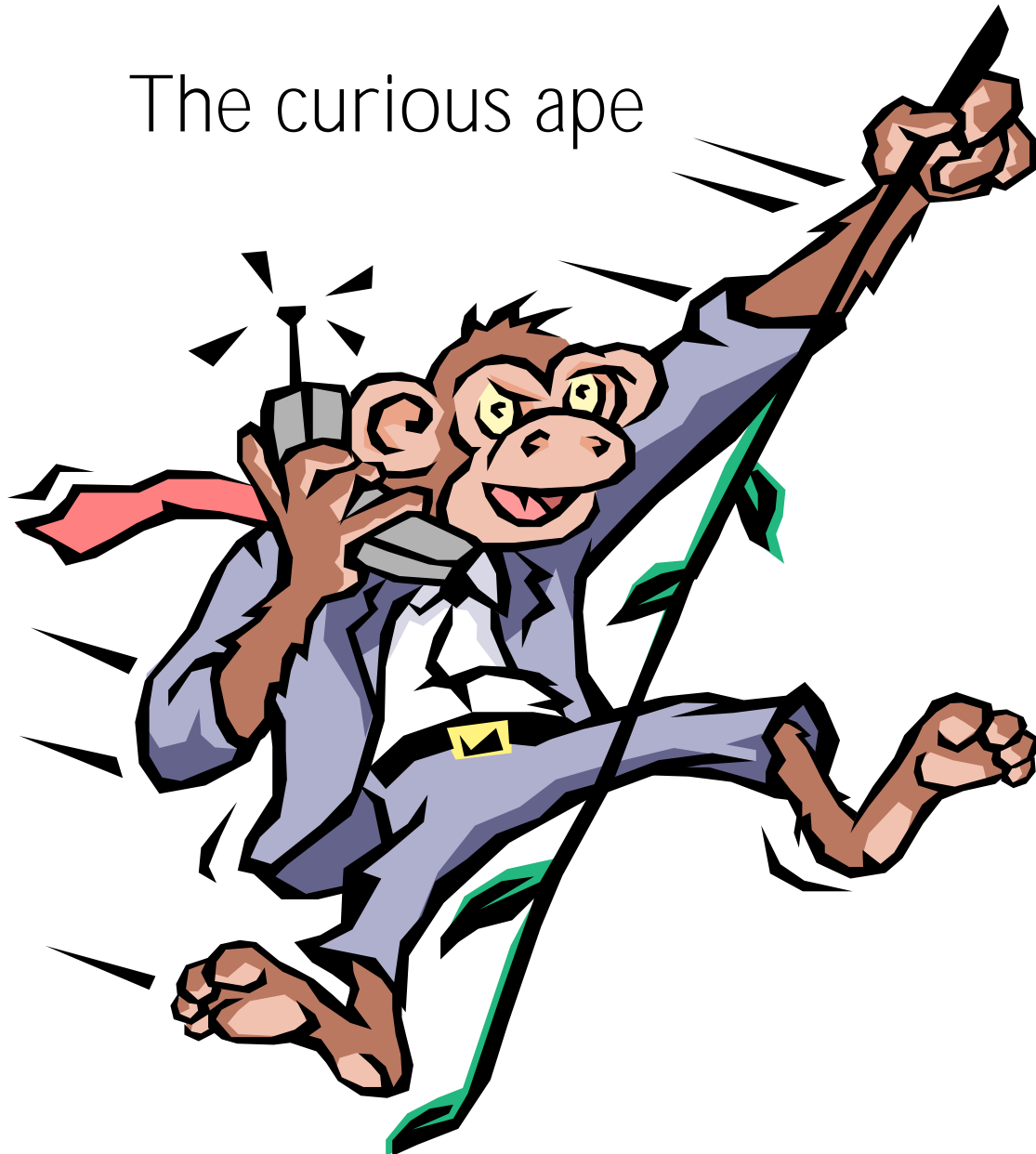
China

APO

A word about people, analysis & decision making

The difference between Wisdom, Knowledge and Experience

The curious ape



It will never happen to me !

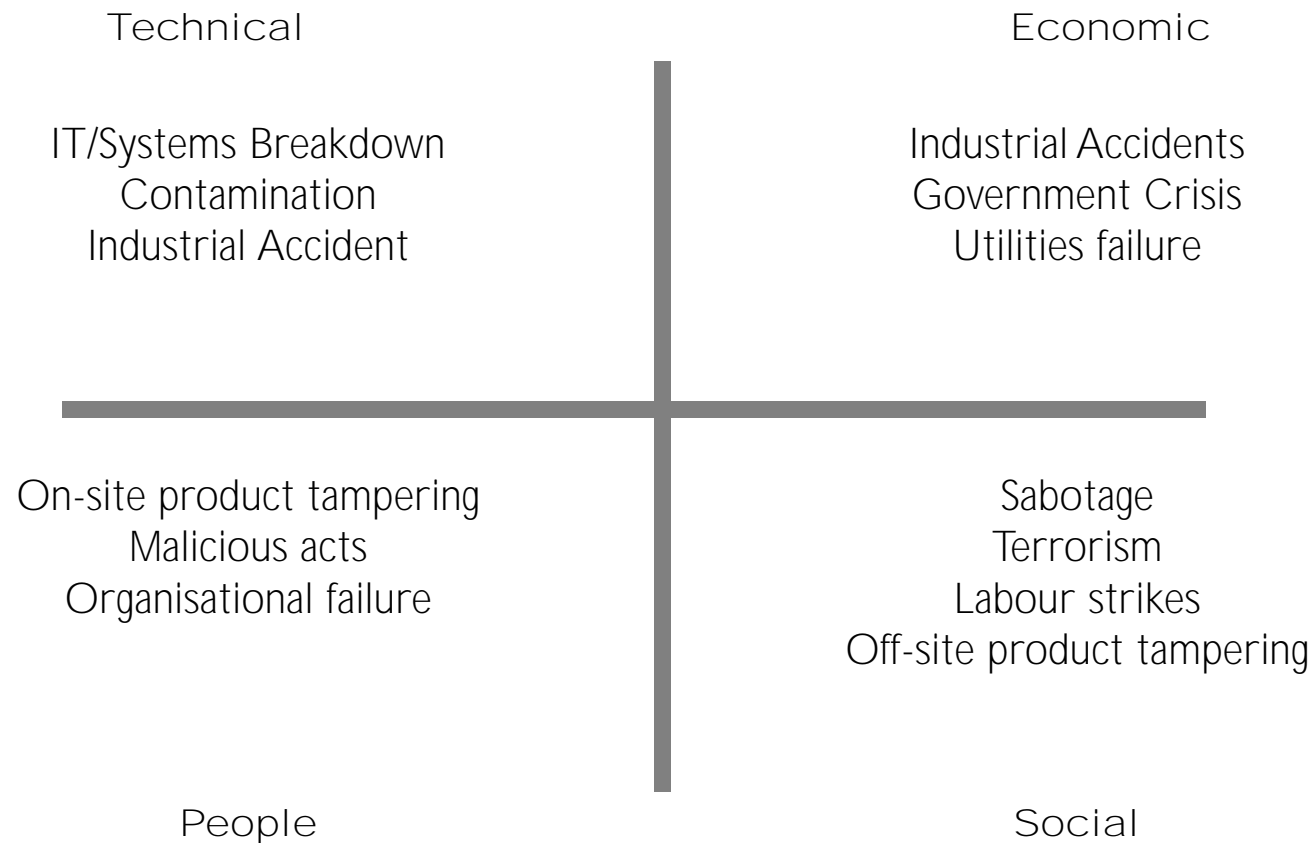
- For a 'listed' company, a company critical incident can be expected once every 1.7 years
- 88% experience 'disaster' on non contract systems or in unplanned areas
- 82% substantially upgrade their 'capability' after an event
- 43% stated that it took them 3 months or longer to fully recover from the event
- An effective 'BC' Plan can reduce the total loss over 90%

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Risk Variety

Example 'PEST' model



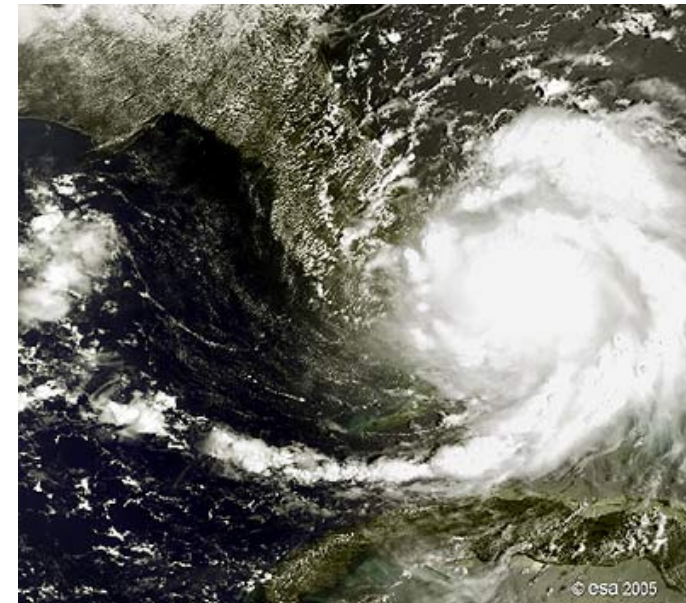
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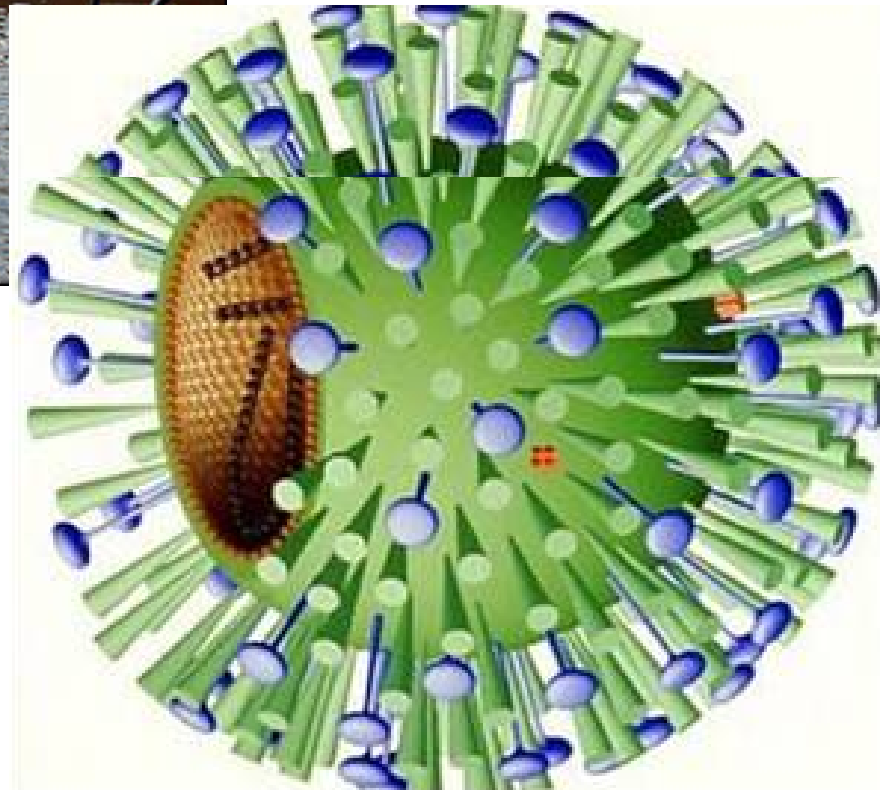
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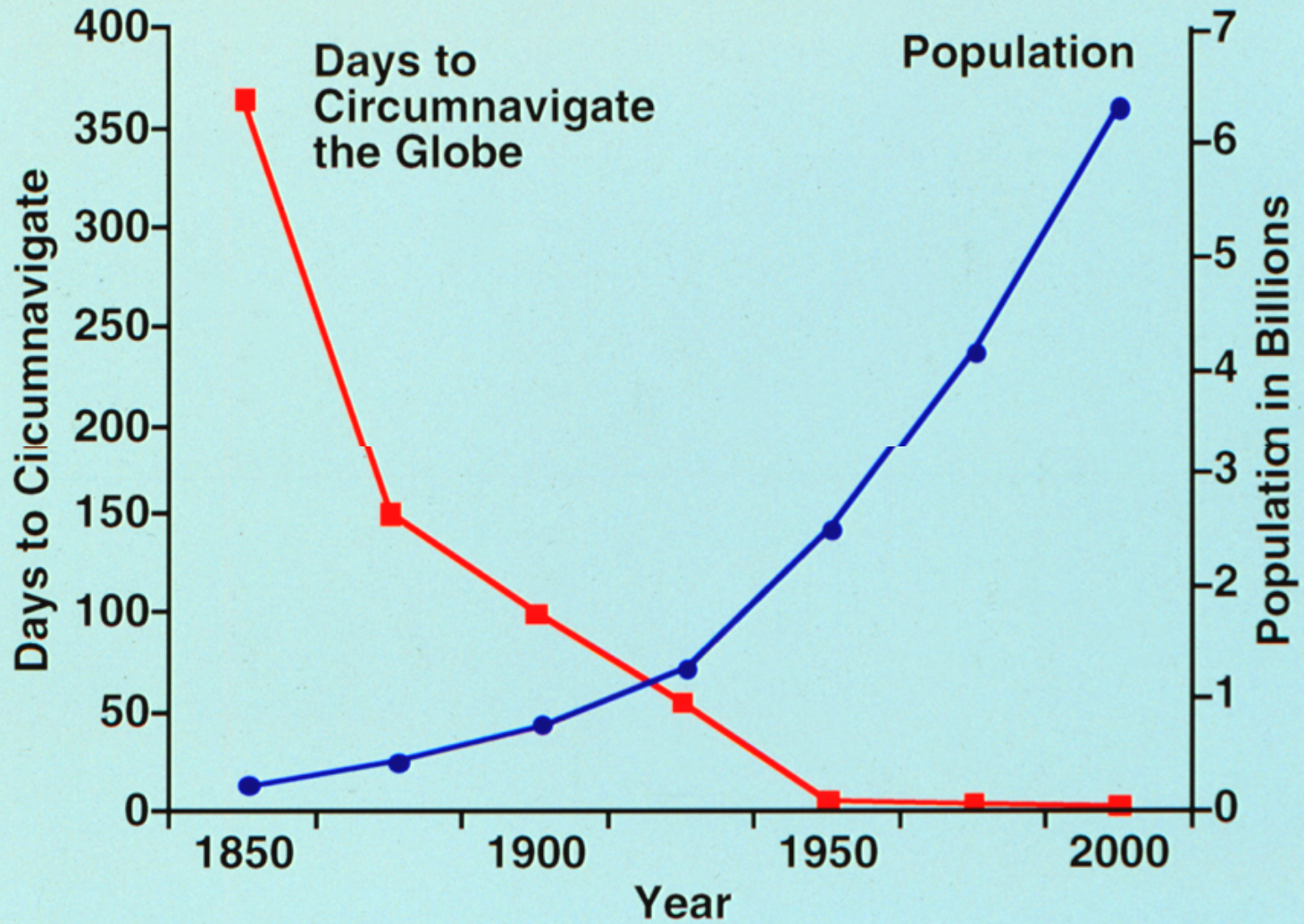
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Pandemic



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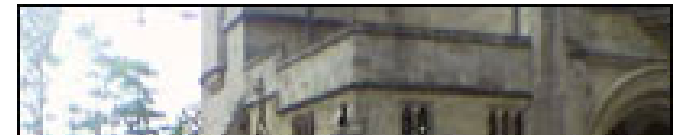




Roads closed after major gas leak

City Centre Roads closed after a major gas leak.

Emergency services and Transco staff were called to a building site on Tuesday morning after workers dug through a gas main.



The Hospital, Shopping Centre and many businesses were evacuated. A cordon has been set up and access is currently restricted.



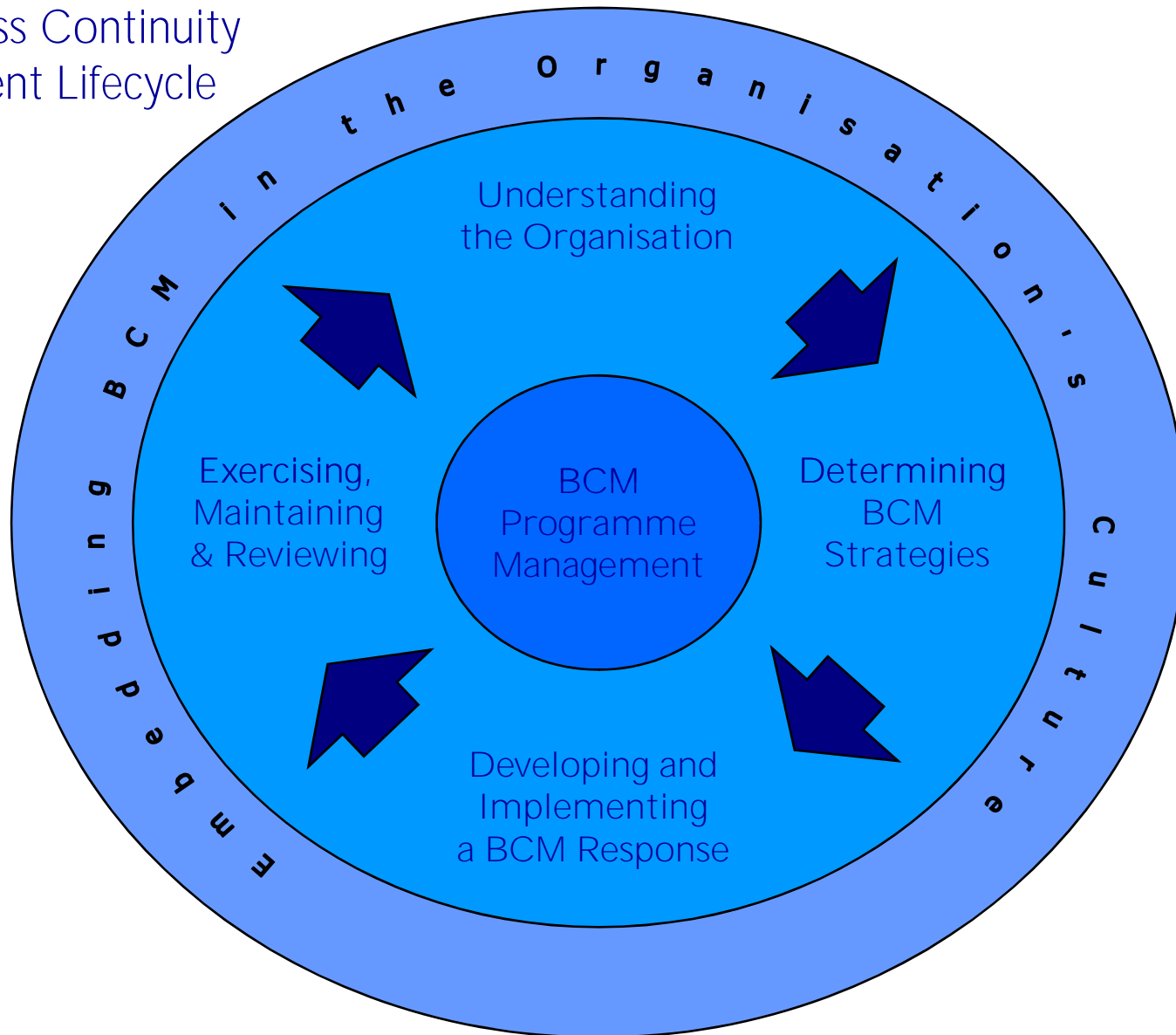
The road will be closed for up to 3 weeks while repairs are carried.

Isn't this all just more hype ?

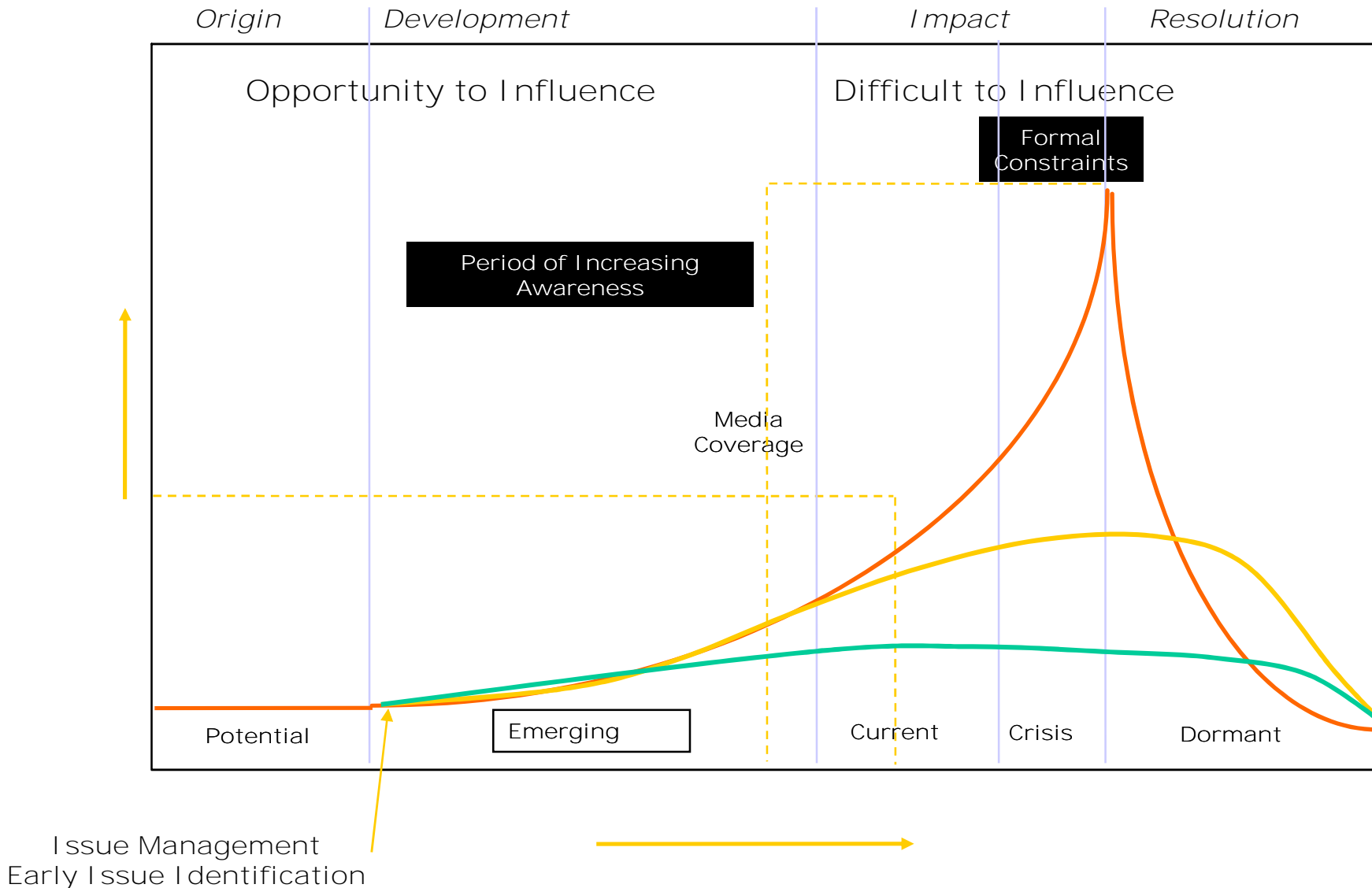
What can we really do to protect ourselves?

- Disruption is a Social, Business and Professional issue
- We should not be concentrating on the cause, but its effects!
- Embed Business Continuity processes throughout the organisation
- liaise with Local Authorities and 'Blue Light' services
- Create a BUSINESS Continuity Plan not *just* an Emergency or IT DR Plan!

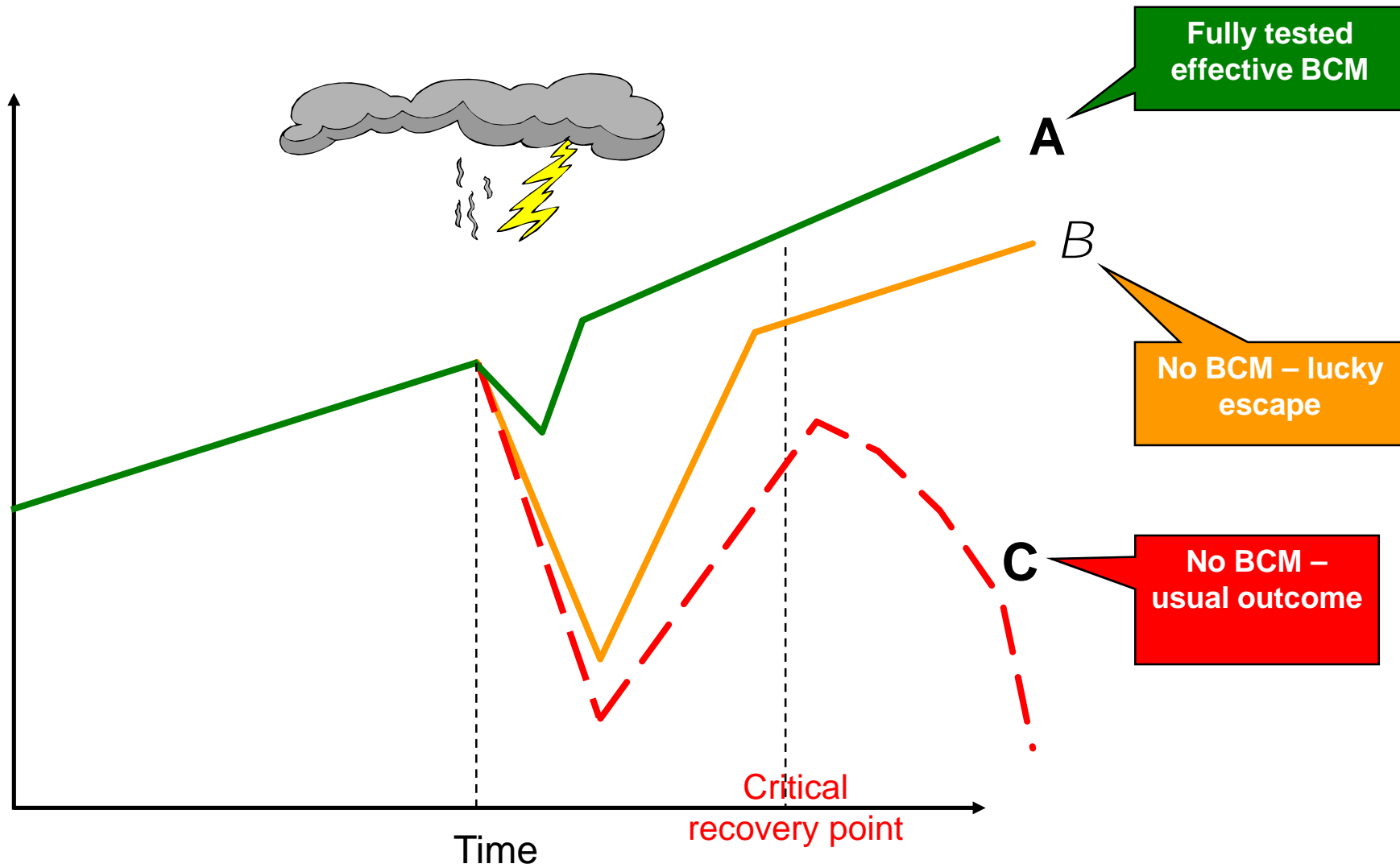
The Business Continuity Management Lifecycle



Risk issue life cycle



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Organisation framework

Example

Property

Fire

Security

Environment

Natural Disaster

Third Party

Motor Fleet

Operational

Information
Technology

Communications

Product Liability

Service Liability

Regulatory

Production
& Supply Chain

Commercial

Industry

Legal

Financial

Political

Reputation

People

Health
& Safety

Human Resources

Key Personnel

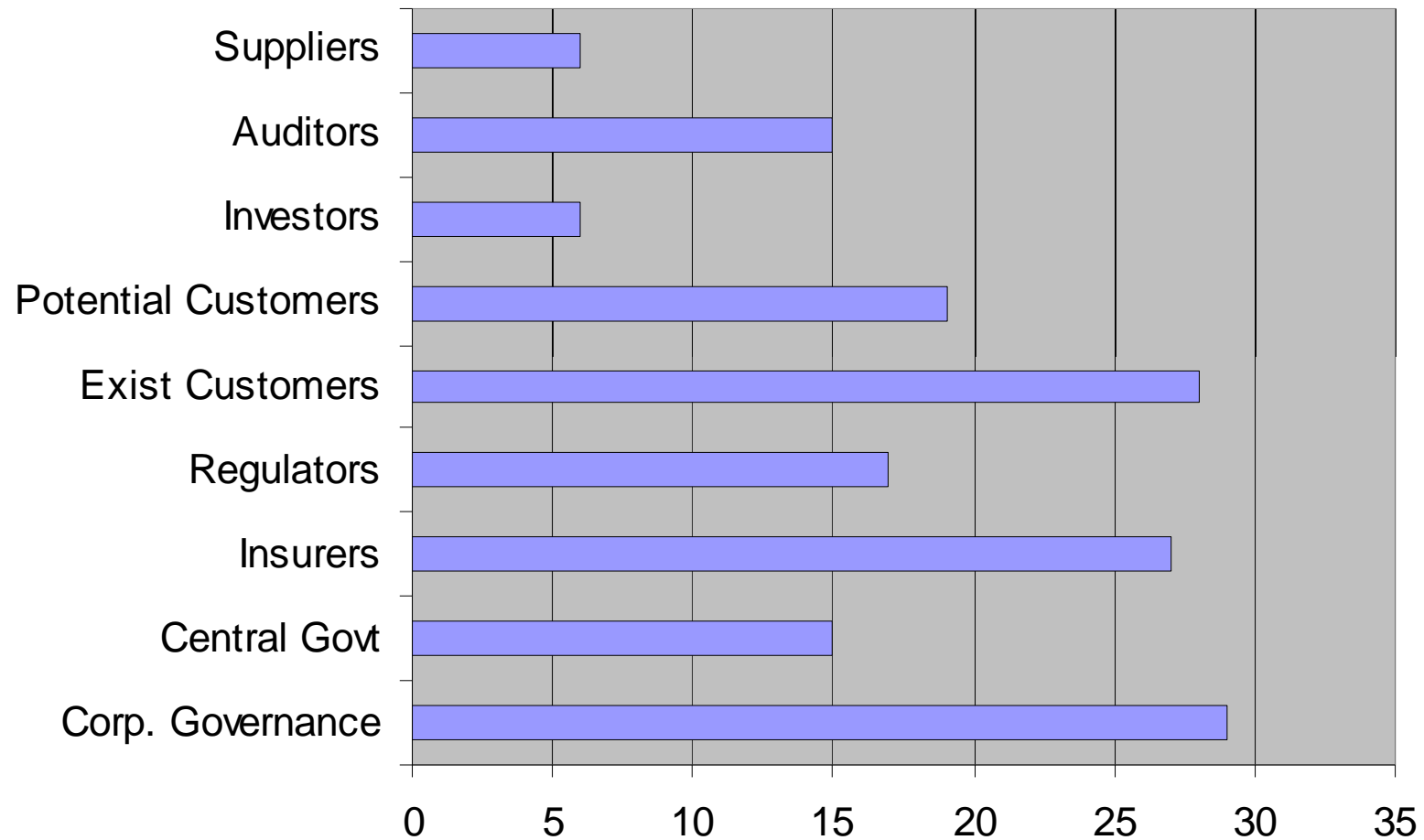
Does your BC
Plan cover all
these areas?

Honestly?

BUSINESS CONTINUITY MANAGEMENT is:

- Concerned with Impacts, not Causes
- Prevention, rather than Cure
- Holistic
 - Enterprise Wide
 - Involves Everyone
- Dynamic
- Builds and develops from what exists already
- Positive Message
- A Cultural Process
- A British Standard ... BS25999

What Drives BCM for Organisations?



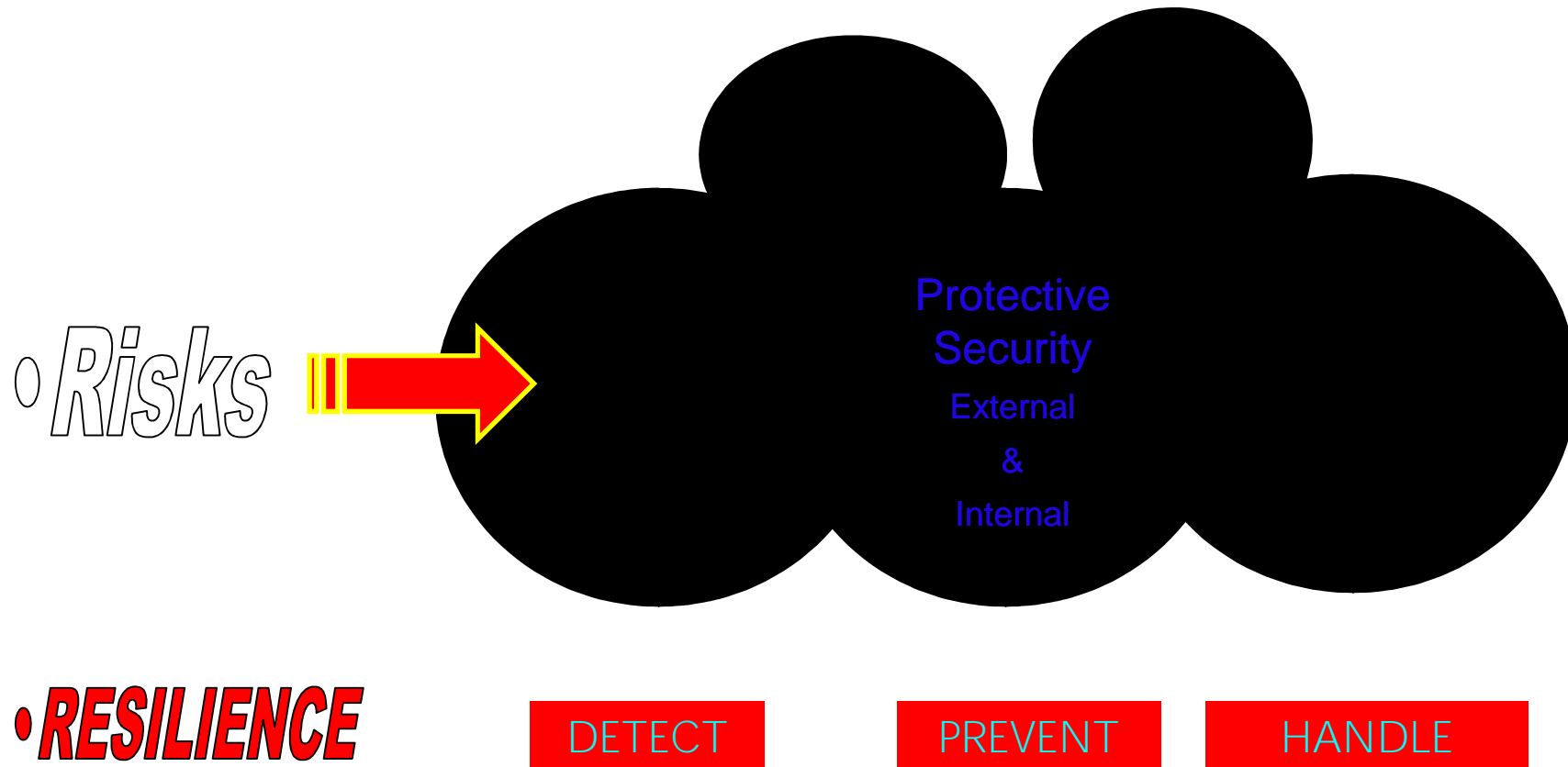
Resilience needs Synergy

Security & Crisis Mgmt

- Focus on threat.
- Understand the threat.
- Business impact.
- Put in place control measures.
- Prevent the threat becoming manifest.

Business Continuity

- Focus on effects
- Understand the consequences
- Business impact
- Develop BCM Plans
- Saves the organisation
 - ü People
 - ü Reputation
 - ü Money
- Compliance and competitive advantage



Multi-disciplinary and Partnership Approach

- Working effectively in partnership internally and with external organisations is essential to building resilience
- Police, Business and Government have a role ... liaison and local communication is essential.
- Share the load ... Trusted partners ...
- Business Continuity has a **vital** role to play in building community resilience.
- A shared benefit must come from the relationships with Risk Management and Corporate Governance
- Enterprise *and* Community wide risk management

Legislation and Standards

- Increasing expectation!
- Connecting standards, management and business
- Basel II
- Civil Contingencies Act
- BS25999 ... a two part standard
-
- Professional and institutional bodies
- Combining to create continuity and build resilience

Summary

- The threat of events of all types is very real and Business needs to be doing much more to protect itself and its' staff.
- BCM provides framework for enhanced protection from the threat and effects of an event and much more too!
- Protecting your organisation is a vital part of your responsibility.
- It is not someone else's responsibility it is everyone's.
- Business Continuity is not just an Obligation, but an Opportunity!

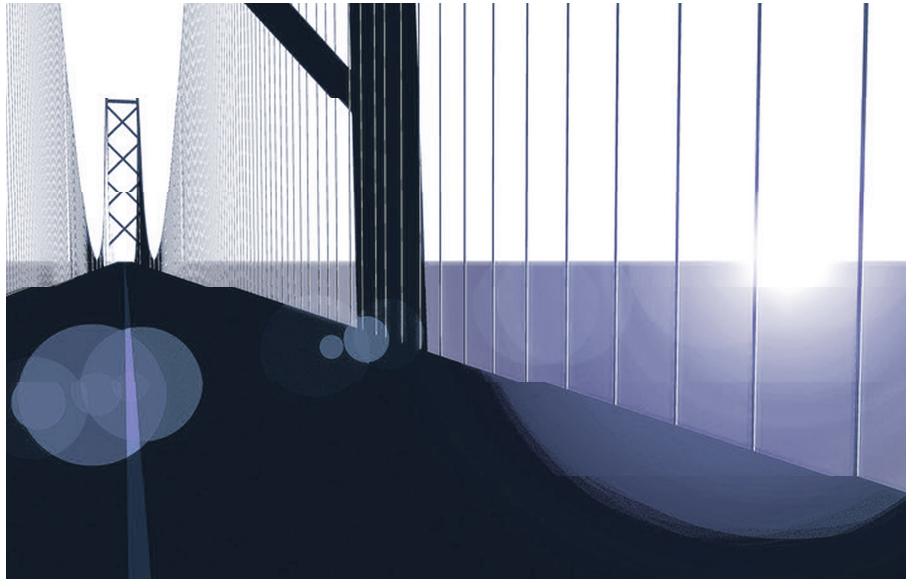
Thank you

Questions?

Remember if it can happen ... it will happen!



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