

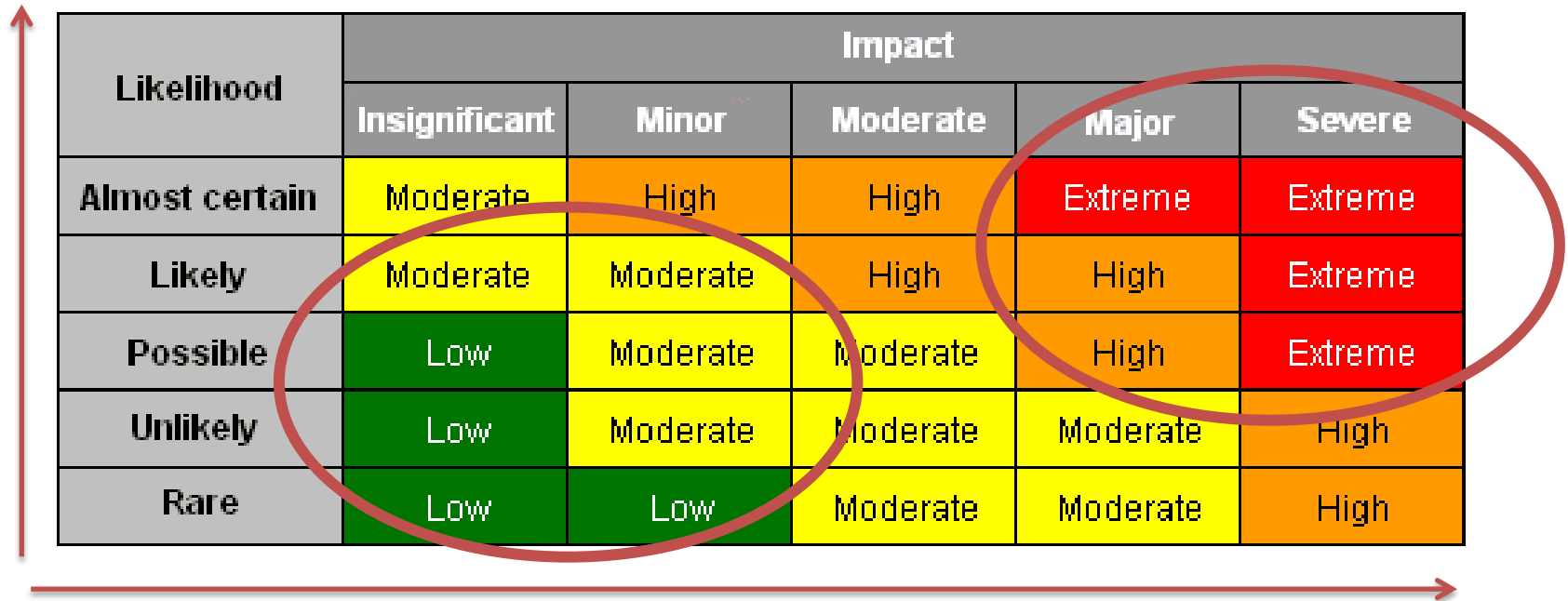


# RECOVERING AFTER THE EVENT

Juan van Tonder

# RISK ASSESSMENT

**PLAN.B**



A Risk Assessment Matrix with Likelihood on the vertical axis and Impact on the horizontal axis. The matrix is a 6x6 grid. The vertical axis is labeled 'Likelihood' with categories: Almost certain, Likely, Possible, Unlikely, and Rare. The horizontal axis is labeled 'Impact' with categories: Insignificant, Minor, Moderate, Major, and Severe. The cells are color-coded: Green for Low risk, Yellow for Moderate risk, Orange for High risk, and Red for Extreme risk. Two red circles highlight specific areas: one circle encompasses the 'Possible' and 'Unlikely' rows for 'Insignificant' and 'Minor' impact (Low risk), and another circle encompasses the 'Almost certain', 'Likely', and 'Possible' rows for 'Major' and 'Severe' impact (Extreme risk).

Likelihood	Impact				
	Insignificant	Minor	Moderate	Major	Severe
Almost certain	Moderate	High	High	Extreme	Extreme
Likely	Moderate	Moderate	High	High	Extreme
Possible	Low	Moderate	Moderate	High	Extreme
Unlikely	Low	Moderate	Moderate	Moderate	High
Rare	Low	Low	Moderate	Moderate	High

- Business Continuity is defined within ISO 22301: 2012

“The capability of the organization to continue delivery of products or services at acceptable predefined levels following a disruptive incident.”

# BUSINESS CONTINUITY

**PLAN.B**

## Incident Management

Disruption of day-to-day operational activities

## Emergency Management

Protection of people

## Crisis Management

An **abnormal** situation which threatens the operations, staff, customers or reputation of an enterprise.

## Disaster Recovery

**Information Technology** plans to recover from a business disruption

## Business Continuity

Continue business operations at an **acceptable predefined level**.

# TYPICAL BC PROGRAMME & LIFECYCLE

**PLAN.B**



The BCI – Good Practice Guidelines - 2013 Global Edition





Vector advises that because of a fire early this morning at the Penrose substation Vector shares with Transpower, a number of Auckland suburbs are without power.

At this stage the cause is still unknown.

However, the initial investigation has revealed substantial damage to a number of cables feeding some eastern, central and southern suburbs. Vector mobilised extra resources when news came through of the fire early this morning and are at now at to work repairing these damaged cable. It's expected that the crews will work through the night to effect these repairs, but this will take some time.

Every cable and every piece of switchgear must be thoroughly checked before being re-livened, so an initial restore to some areas may take some time.

The areas that we estimate could be restored this afternoon are; Newmarket, Glen Innes, Rockfield, Onehunga and parts of Epsom.

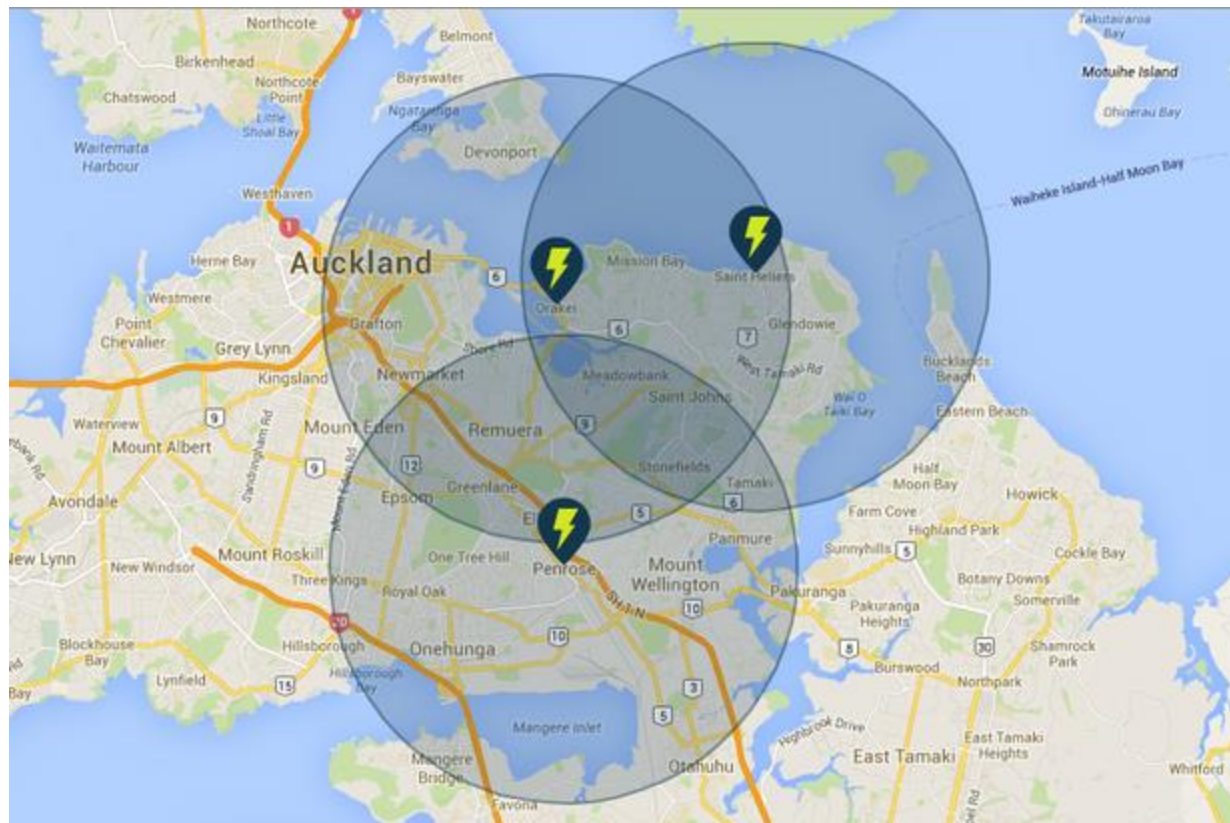
Our best estimate at this early stage is that the suburbs that are likely to be out for up to 24-48 hours are; St Johns, Remuera, Sylvia Park and Mt Wellington. If all goes to plan, there may be some restoration in the peripheral areas of these suburbs that could take place earlier, if the crews can back feed, although that is difficult to establish at this stage. We want to manage expectations so that if people need to make alternative arrangements, they can do so.

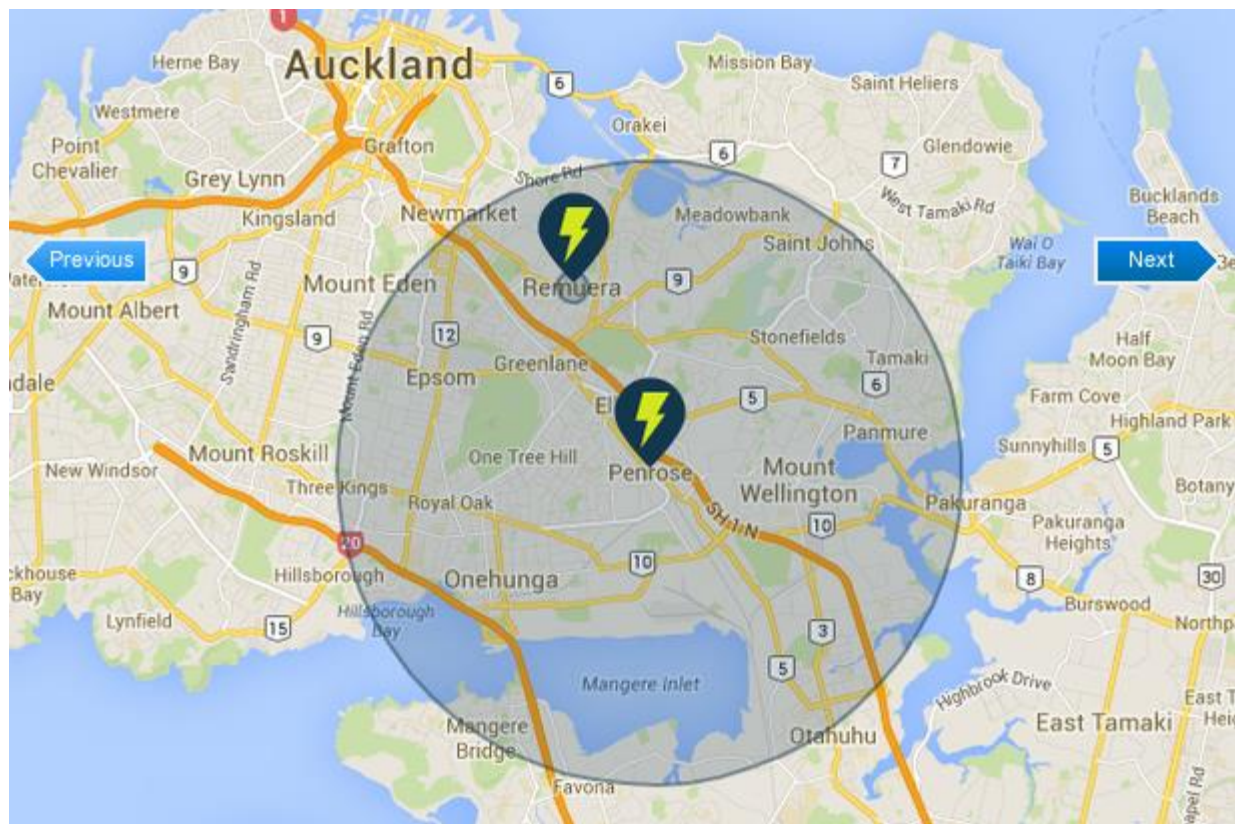
Medically dependent customers or vulnerable customers in these areas should make alternative arrangements.

We would like to thank customers for their patience and we will update this information regularly throughout the day.













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 **Sylvia Park Shopping Centre**  
6 October  Edited 

Sylvia Park is closed today, Monday 6 October due to power outage, however Pak n Save and Countdown are open.

Like  Comment  Share

30 Shares

 121 people like this.

Top Comments 



Write a comment...

 **Tony Hahn**

Could you please give security permission to allow retailers into their stores? With proper identification of course. Some people may be happy for more time off, but some of us have things to do, inventory to either take or stock up, or sales to get ready for. So how about it Sylvia Park? Can you help us retailers out?

Like  Reply  8  6 October at 12:03

 **Sylvia Park Shopping Centre**

I'm sorry but we are only allowing retailers in who have perishable goods. It is a health and safety issue

Like  2  6 October at 13:14





**Google** Error

## Server Error

The service you requested is not available yet.

Please try again in 30 seconds.

# TOP THREATS IN 2014



The top threats rated by level of concern from the annual Business Continuity Institute for 2014

1. Unplanned IT and Telecom outage (77% extremely concerned or concerned)
2. Data breach (73%)
3. Cyber attack (73%)
4. Adverse weather (57%)
5. Interruption to utility supply (56%)
6. Security incident (53%)





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Risk Management



Business Continuity

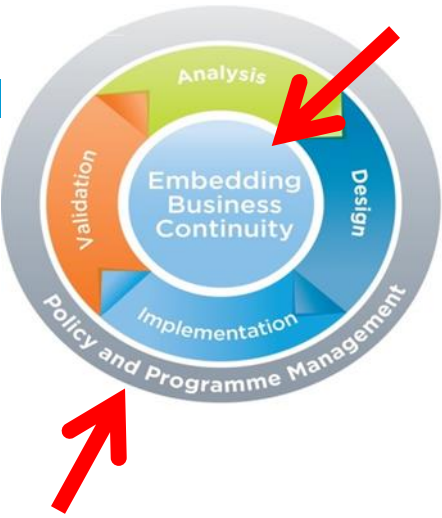
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Likelihood vs Impact

Accept  
Reduce  
Transfer  
Avoid



Capability of the organization to  
**continue delivery of products or services**  
at acceptable predefined levels  
**following disruptive incident.**



- Business Continuity Policy
- Initial Business Continuity Programme
- Business Continuity Culture within the organisation



How does that  
help me now?

why





**PLAN.B**

A team to lead the Crisis ...  
**Crisis Management Team**







**PLAN.B**

Teams to recover the Business...  
**Business Recovery Teams**

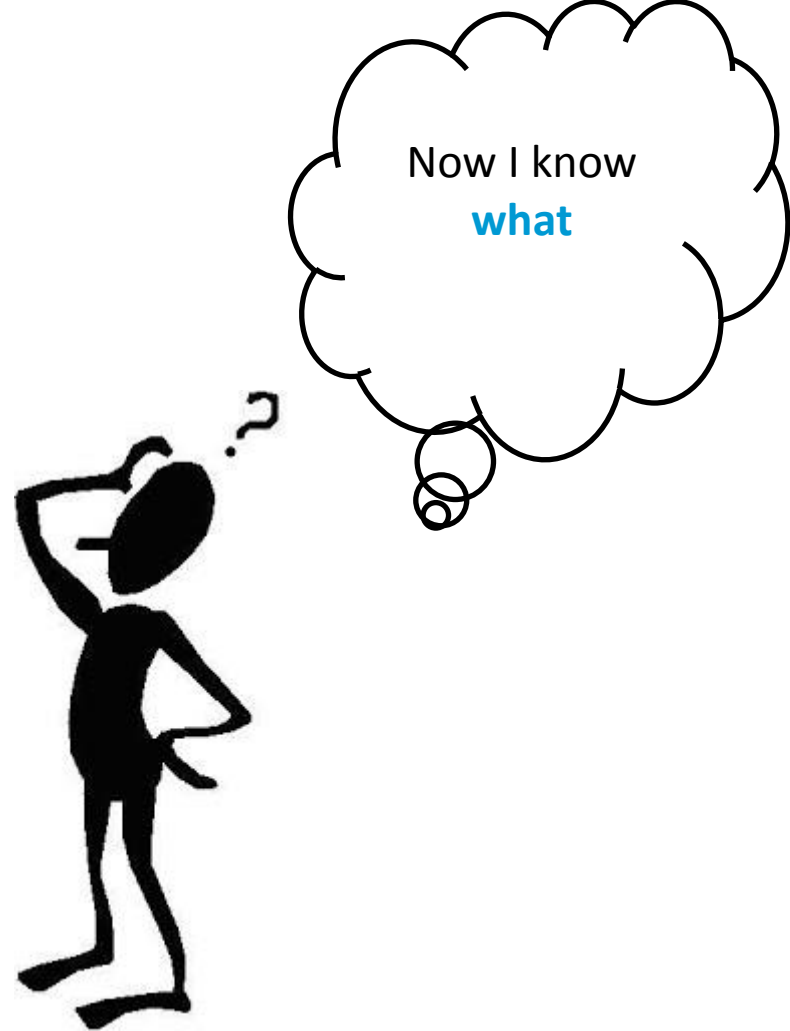








- **Business Impact Analysis**
  - Priority order of critical activities and key metrics (RPO, RTO)
  - In scope
  - Dependencies that support the activities
  
- **Risk Analysis**
  - Accept, Reduce, Transfer, Avoid
  
- **Gap Analysis**





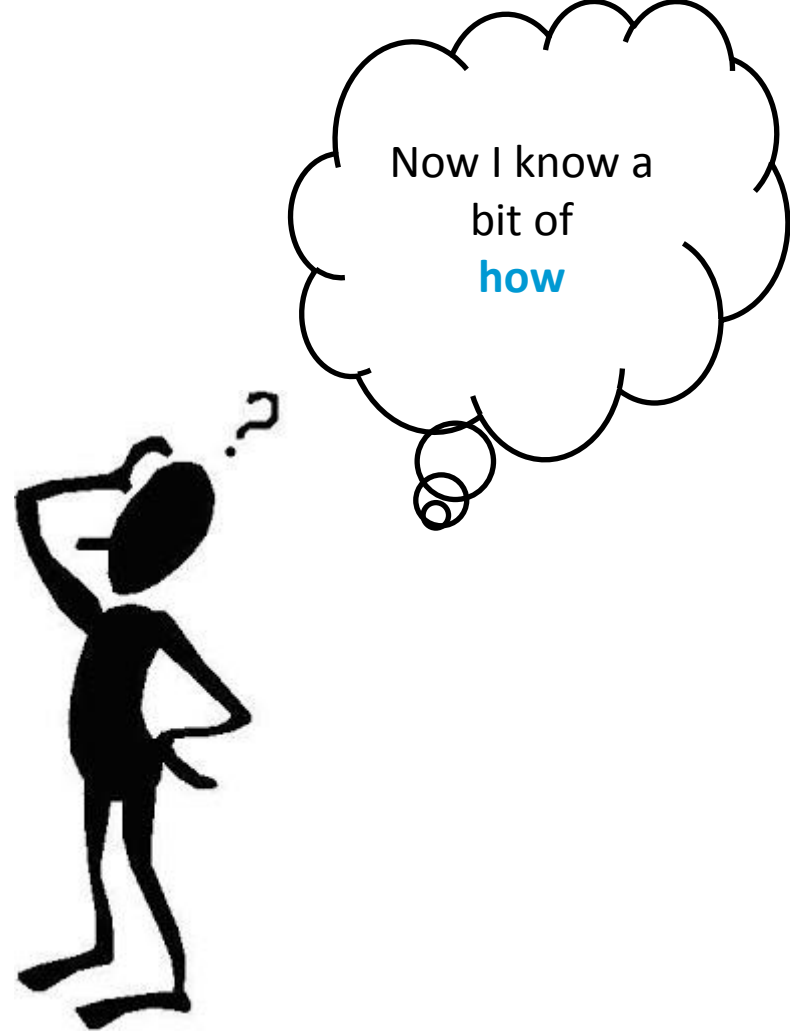
But that still  
doesn't tell  
me **how**



## Strategies/ Tactics

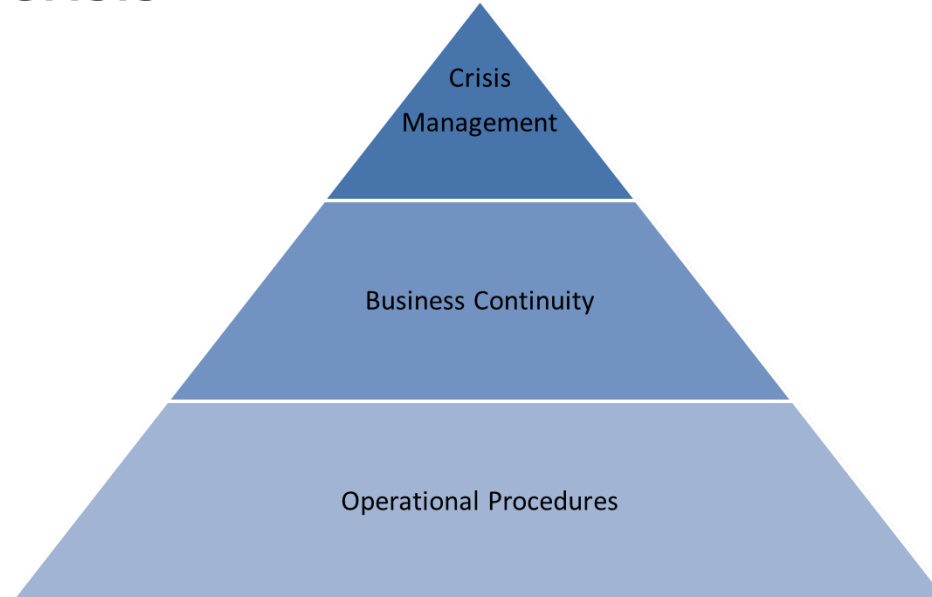
### Loss of...

- Facilities
- People
- Technology
- 3<sup>rd</sup> Parties
- Other based on your Business



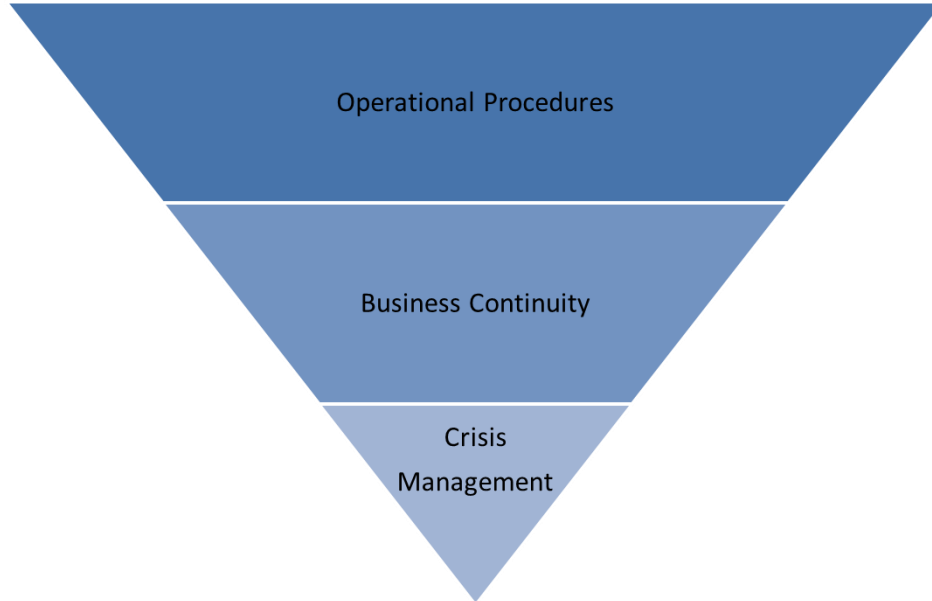


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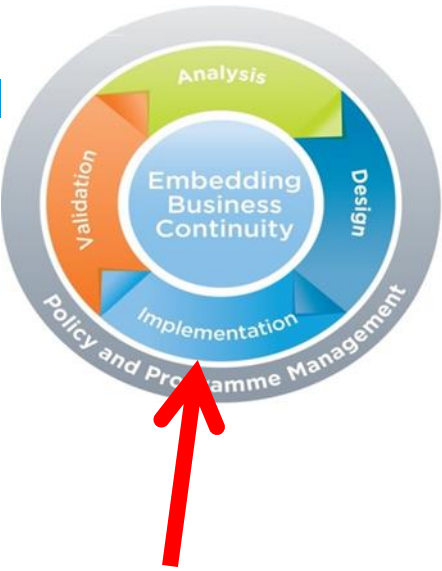






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- My 2 rules for Business Continuity Plans

1. If its not going to be used in a Crisis, don't include in the plans
2. Somebody from outside of the Business should be able to run a crisis at a high level based on the information in the BC plans

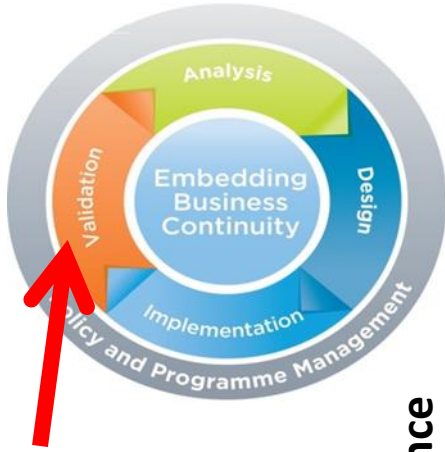
# KEY COMPONENTS OF A BC PLAN



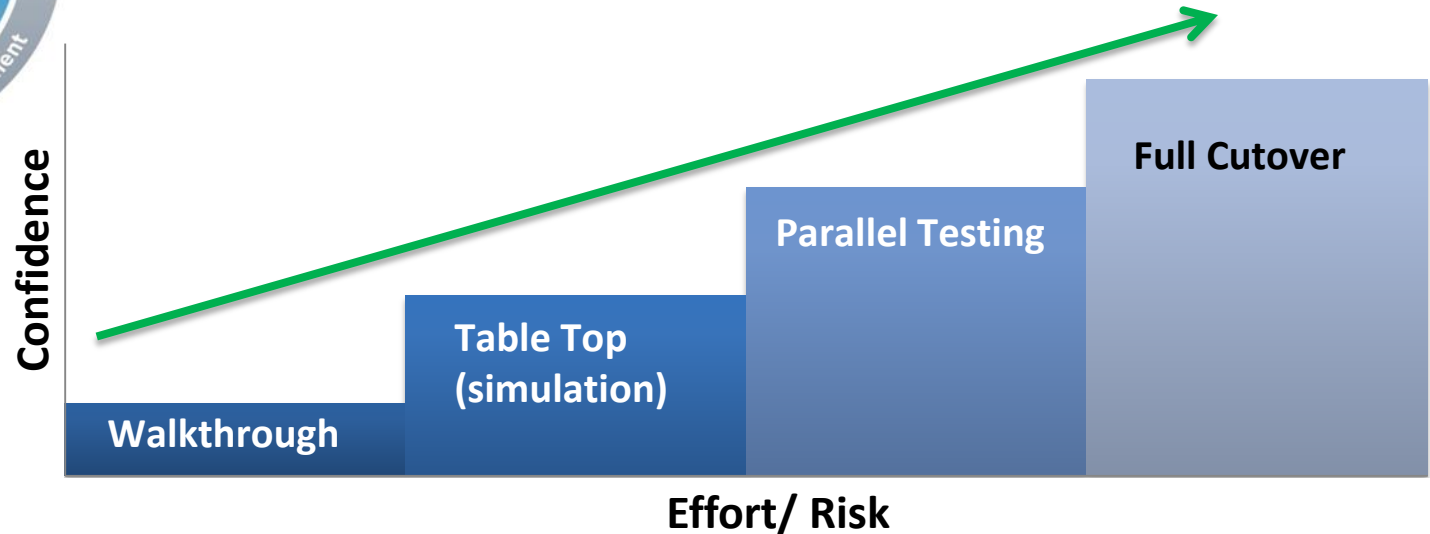
- Leadership roles and responsibilities
- Decision points
- Defined list of Critical Business activities/ functions with metrics
- Pre approved strategies
- High level tasks to action during the different phases of Business Continuity (Respond, Assess, Activate, Recover, Resume)
- List of Critical Contacts
- Communications plan
- Assisting Templates

# VALIDATION

PLAN.B



## Exercise Types - Confidence vs Risk



# COMMON MISTAKES

- Not enough engagement from the Business
- IT taking ownership of Business Continuity
- Misunderstanding of Business Continuity in general
- Priority of Business Activities not defined
- Out of date plans
- Strategies not clear
- Plans not validated

- **Risk Assessment should be done** as part of the Business Impact Analysis (BIA) phase
- Risk Management can help **reduce the likelihood** of needing to invoke Business Continuity Plans
- Validated Business Continuity Plans can **help reduce the Impact** in an event
- Risk Assessment and Business Continuity should have a **healthy relationship**
- **Business Continuity** is a lifecycle – not a one time programme
- Business Continuity Plans are the end output, but the **real value** is the journey, identifying and reducing risk, and exercising







# Thank You

If you have any questions, please feel free to contact me below

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