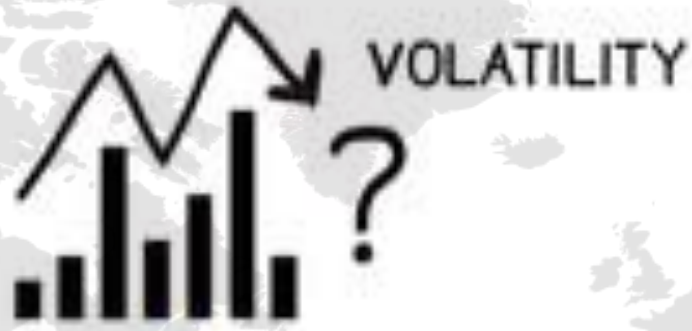




Building Resilience into your business before a crisis hits!

Prepared by Tracey Linnell
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Version 1.0





UNCERTAINTY



VUCA



WHAT CAN GO WRONG?

FLOOD



FIRE



WATER SHORTAGE



IT SYSTEM CRASH



SUPPLY CHAIN
ISSUES



LOSS OF
SKILLSETS



LOSS OF
DOCUMENTATION



LOSS OF POWER
OR NETWORK
OUTAGE

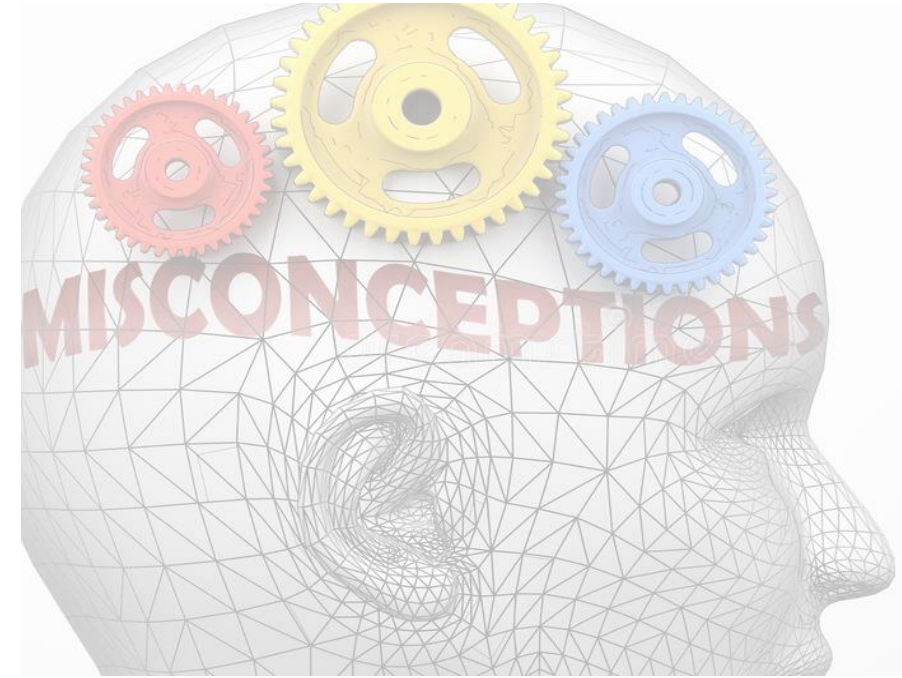
Misconceptions...

**Our Staff will know
what to do...**

**We have insurance
to cover our losses...**

**We do not have the
time to develop a
BCP...**

**BC & IT DR = SAME
THING...**



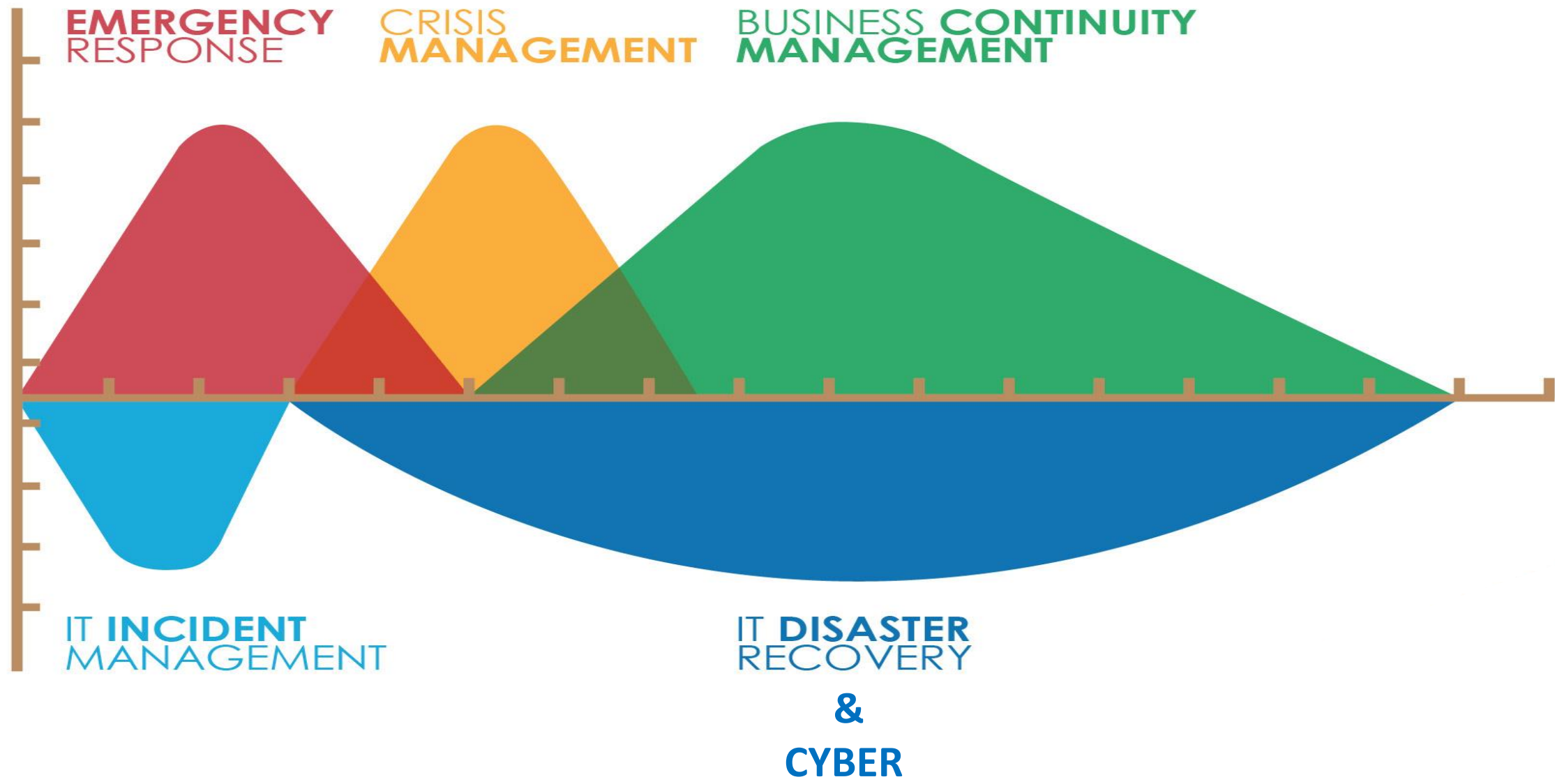
Share Price impact



Source: Knight / Pretty 1996 – 2010

"He who fails to plan is
planning to fail"

- Sir Winston Churchill



Emergency Response

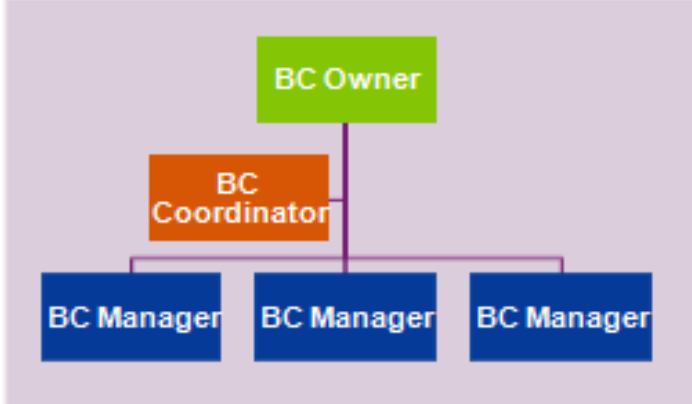
Facilities and Occupational Health and Safety representatives and activities.

Crisis Management

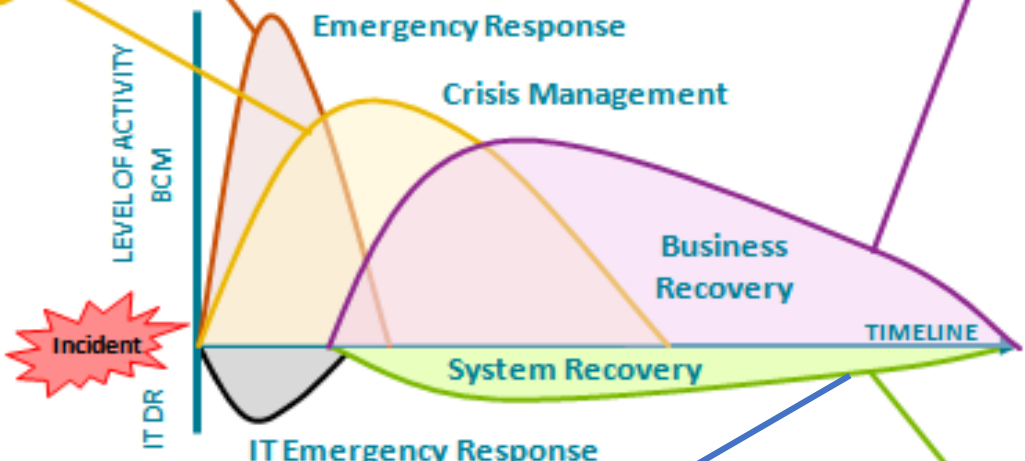


- Strategic Member**
- Board Members
- Tactical Members**
- Business Continuity
 - Facilities
 - IT
 - HR
 - Legal
 - Operations
 - Occupational, Health and Safety

Business Recovery



- Recovery Teams:**
- Managing Director
 - Operations and Support
 - Information technology
 - Finance
 - Communications and Public Relations



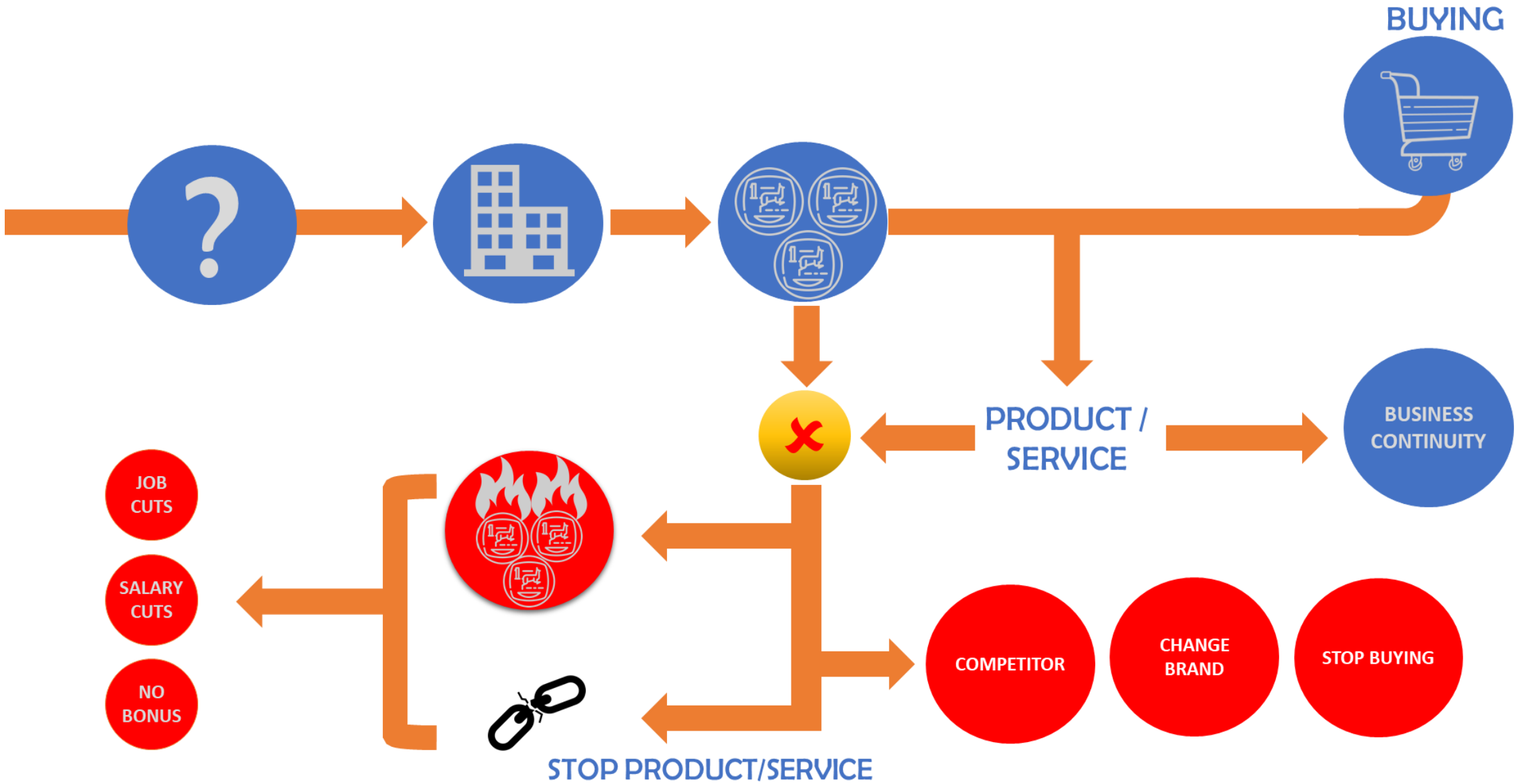
Cyber

Detection, Notification, Respond and Contain, Eradicate, Post incident review

IT Disaster Recovery

Operational teams / vendors responsible for recovering systems to support business recovery.

WHY DO WE DO BUSINESS CONTINUITY?



WHAT ARE WE PROTECTING?

6 Pillars

SKILLSETS



This pillar deals with a loss of, or **disruption to the staff compliment**

Examples of disasters that will invoke the People Strategy:

- Strike action
- Pandemic
- Events impacting staff safety

PREMISES



This pillar deals with a partial or total **campus inaccessibility**

Examples of disasters that will invoke the Premises Strategy:

- Bomb threats
- Violent protest
- Flooding

DOCUMENTS



This pillar deals with a loss of **critical documentation**

Examples of disasters that will invoke the Documents Strategy:

- Fire
- Flood
- Damages
- Theft

EQUIPMENT



This pillar deals with a **partial or total loss of equipment** (including IT and user devices)

Examples of disasters that will invoke the Equipment Strategy:

- Fire
- Flood
- Theft
- Damages
- Loss

3RD PARTIES



This pillar deals with a **3rd party disruption** that means the suppliers cannot fulfill their service/product

Examples of disasters that will invoke the 3rd Party Strategy:

- Any incident that renders the 3rd party unable to fulfill service/product obligations

IT SYSTEMS

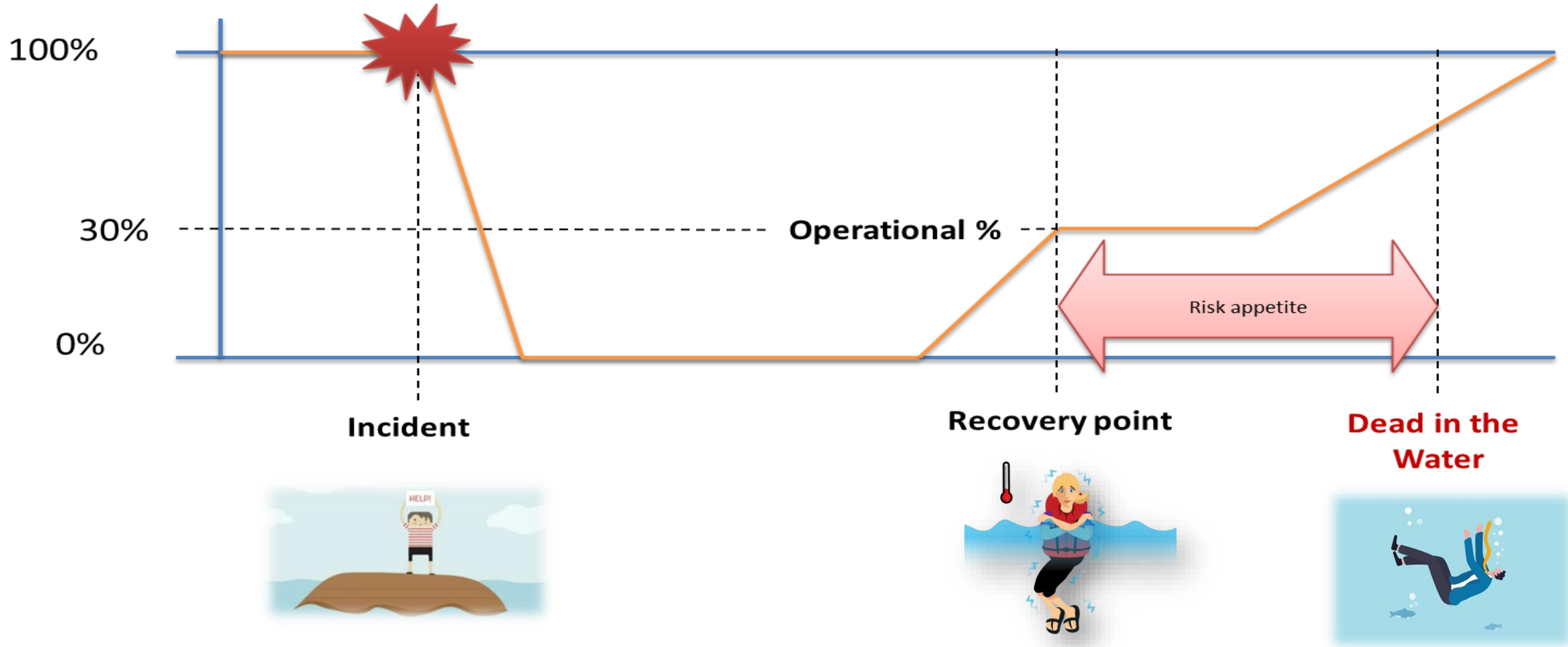


This pillar deals with a **partial or total loss of critical IT and Telecom systems**

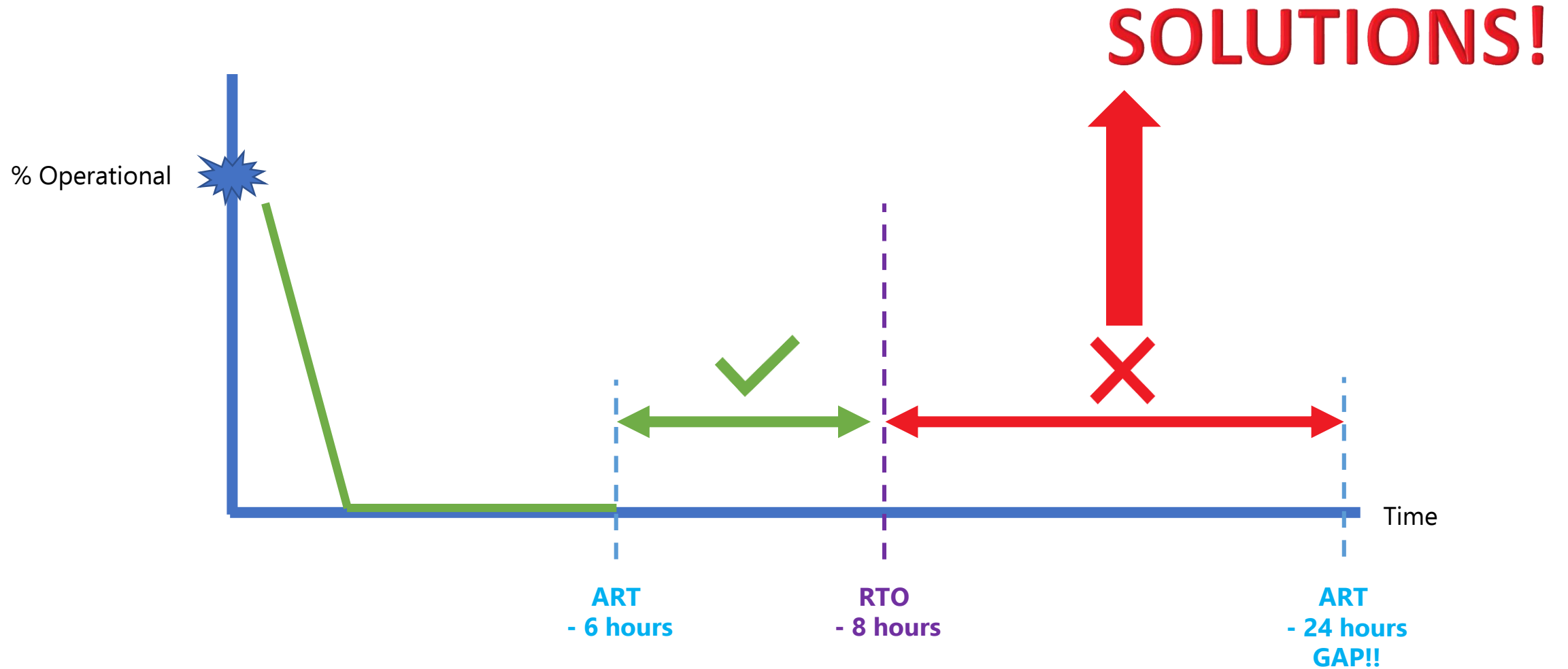
Examples of disasters that will invoke the ICT Strategy:

- Cyber Attack
- IT system failures
- Malware
- Bugs
- Data centre failure

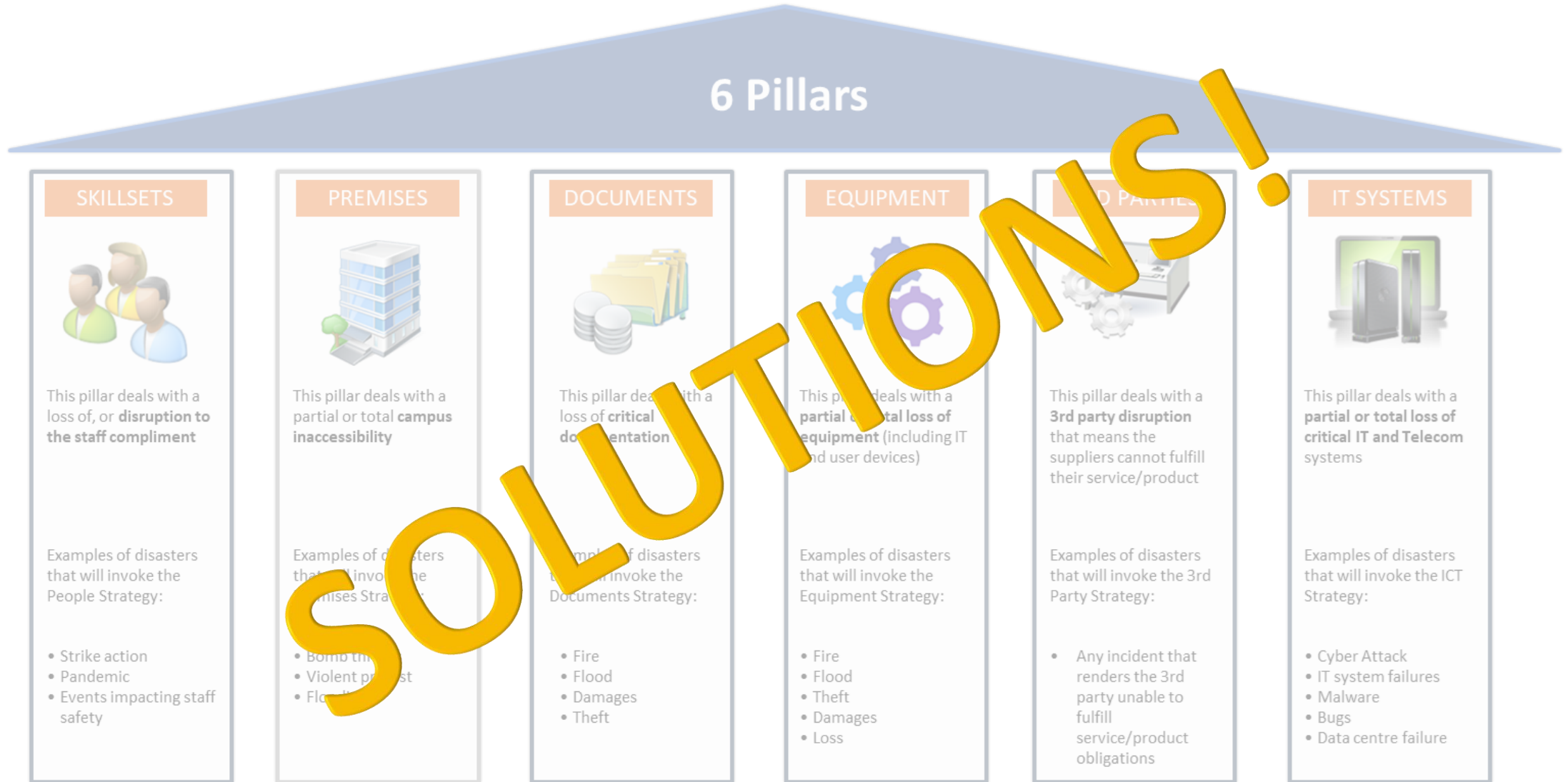
RECOVERY EXPECTATIONS



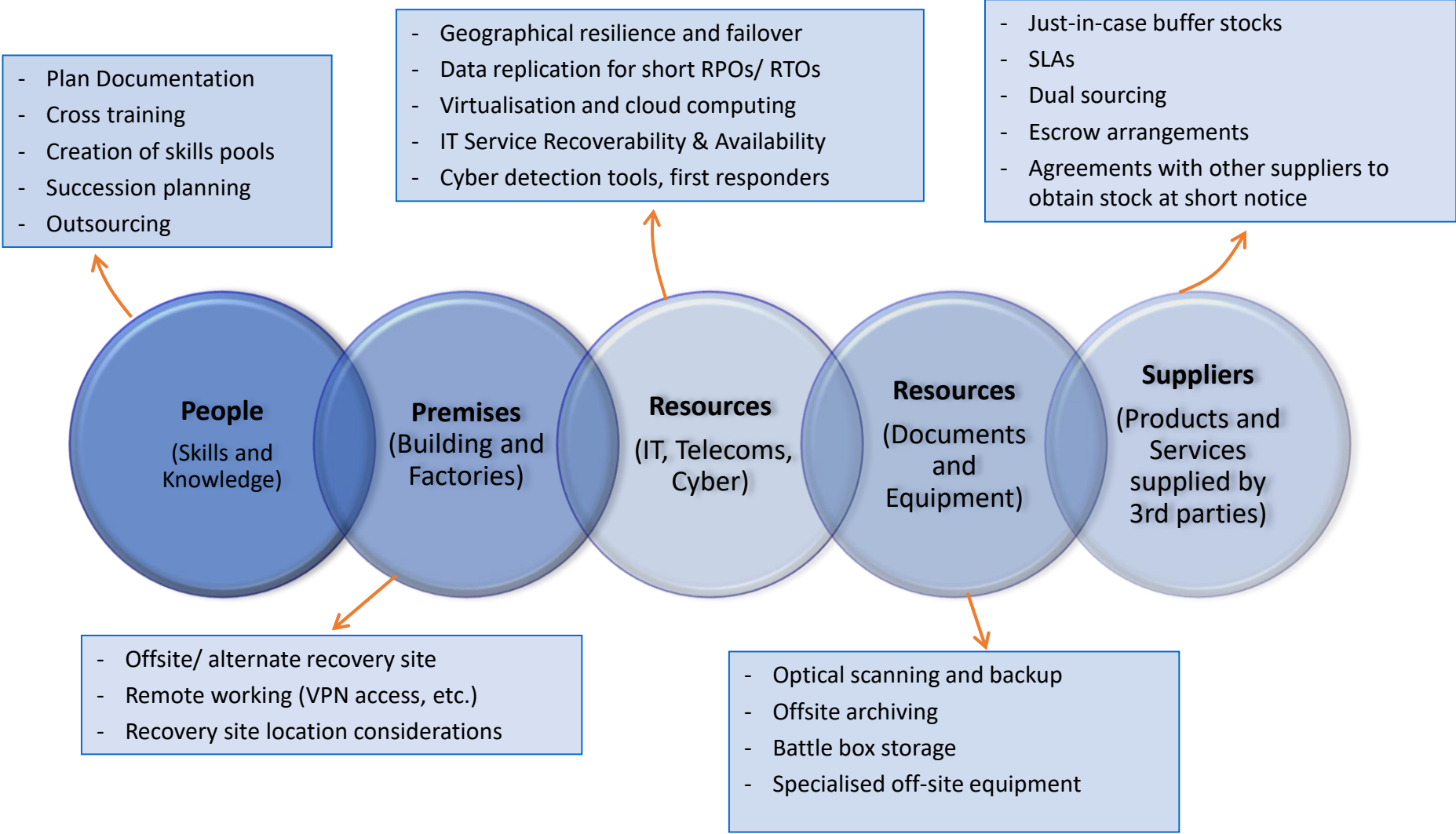
RECOVERY – MEET OR GAP?



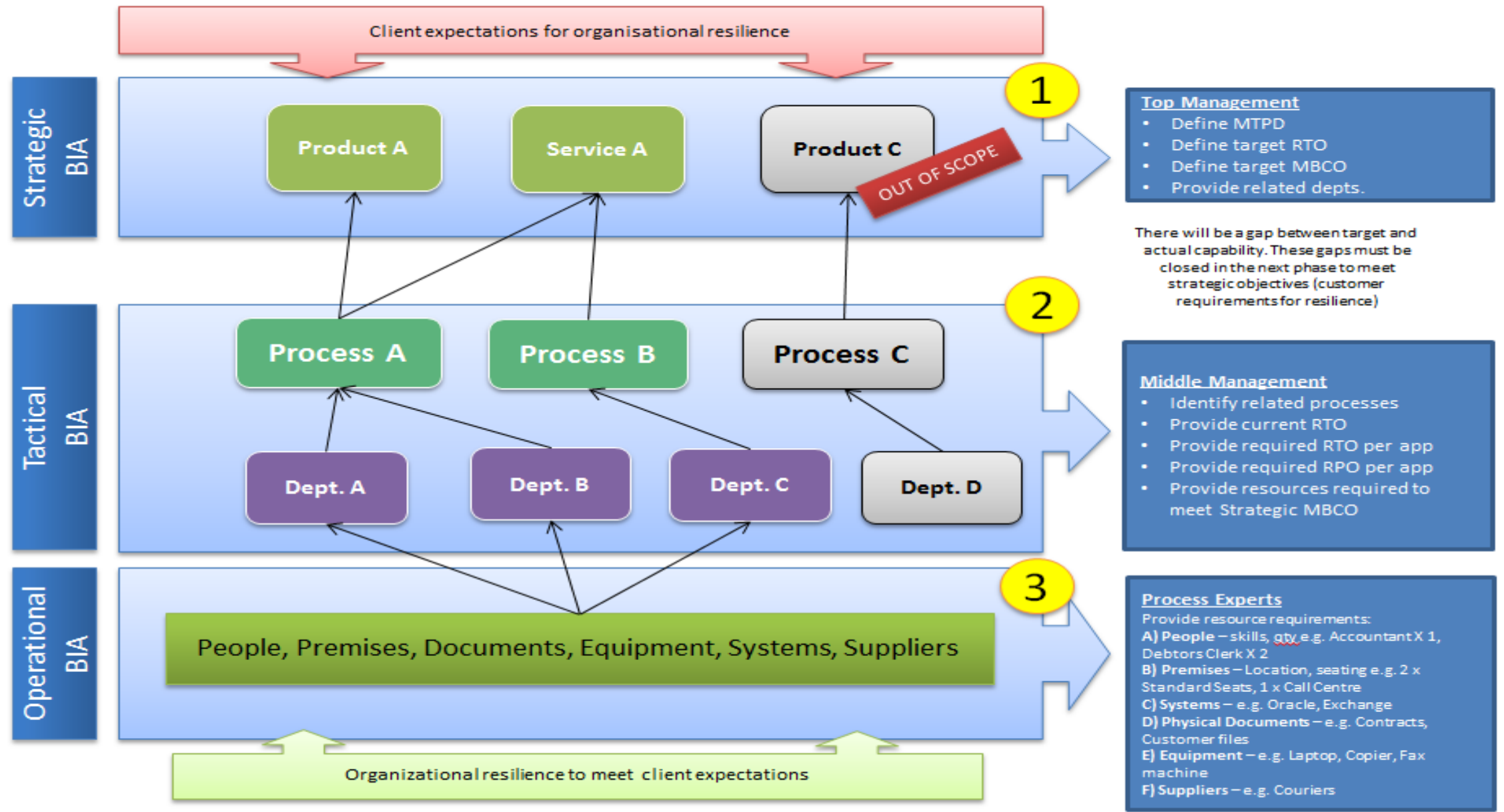
WHAT ARE WE PROTECTING?



SOLUTIONS – OPTIONS TO MEET RTO



INFO GATHERING:



VALUE CHAIN PROTECTION:

Products and Services – what the customer purchases

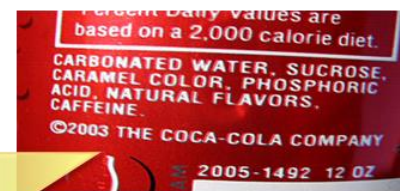


Function(s) – that which delivers the product/service

“Packing”
“Sourcing”
“Mixing”
“Labelling”
“Distribution”

6 Pillars

1. Premises
2. Skillsets
3. Documentation
4. Equipment
5. Suppliers/3rd Party's
6. IT & Data



4. The Coca-Cola Company ERP (I)

- Earlier SAP R/3 Enterprise system was used together with Oracle database
- Upgrade their SAP R/3 Enterprise system to SAP ERP 6.0
- Decided to engage to a new database platform IBM DB2, instead of upgrading the Oracle Database which would have been expensive.

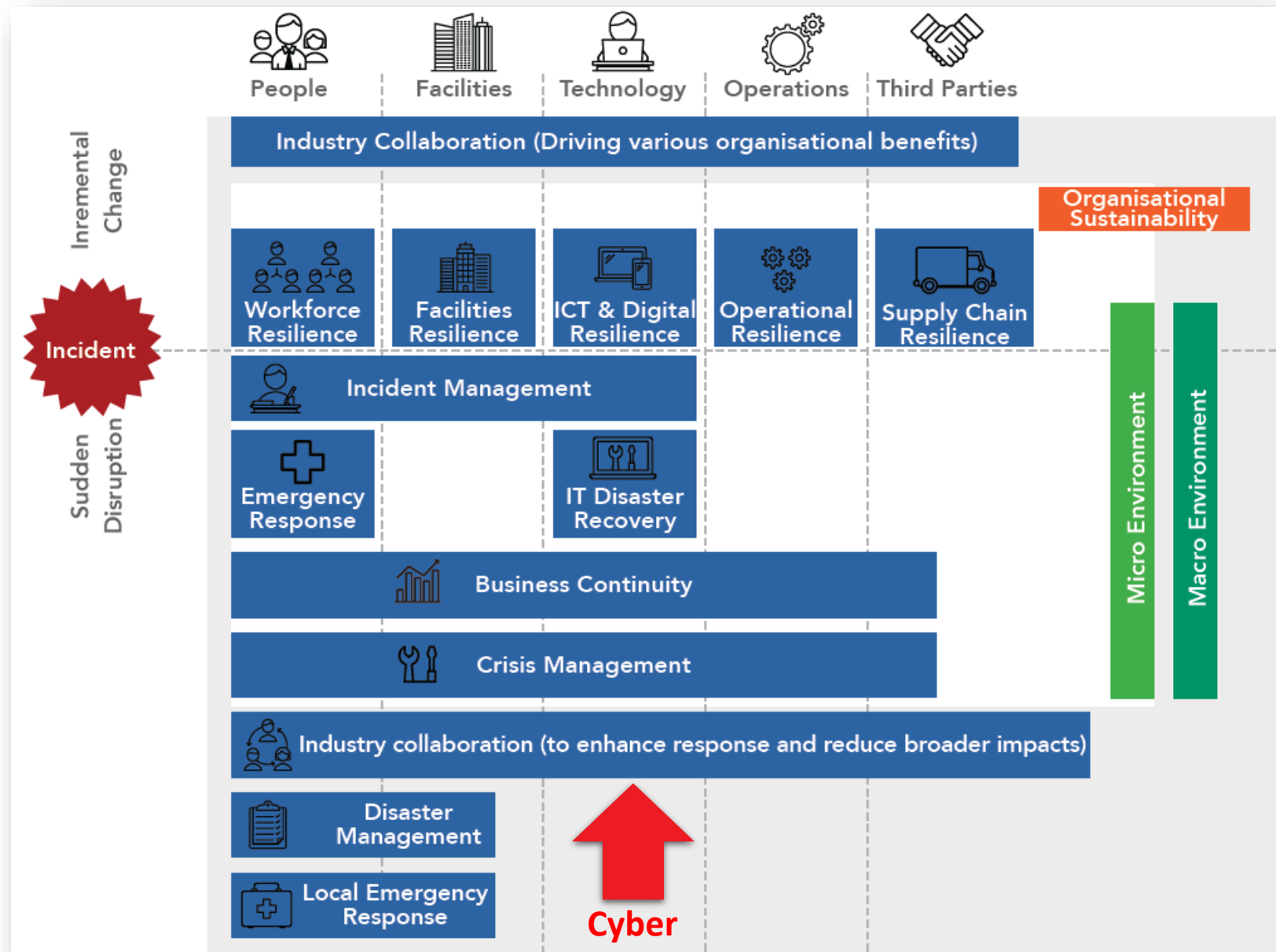


DEFINITION OF OPERATIONAL RESILIENCE

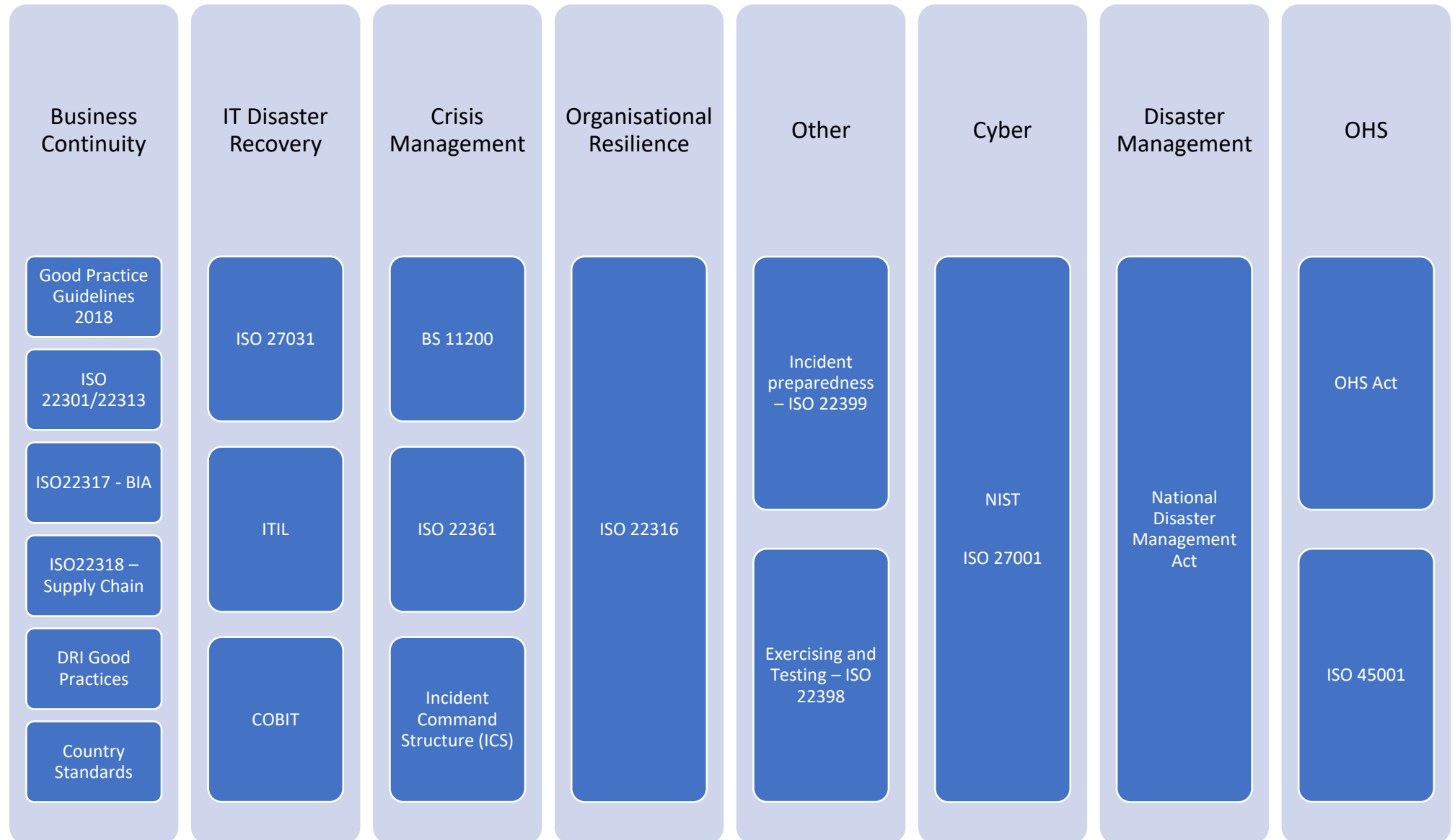
Operational resilience is a business's ability to respond to and overcome adverse circumstances during operation that might cause financial loss or disrupt business services.

An organization's operational resilience determines its ability to respond and recover in a timely manner.

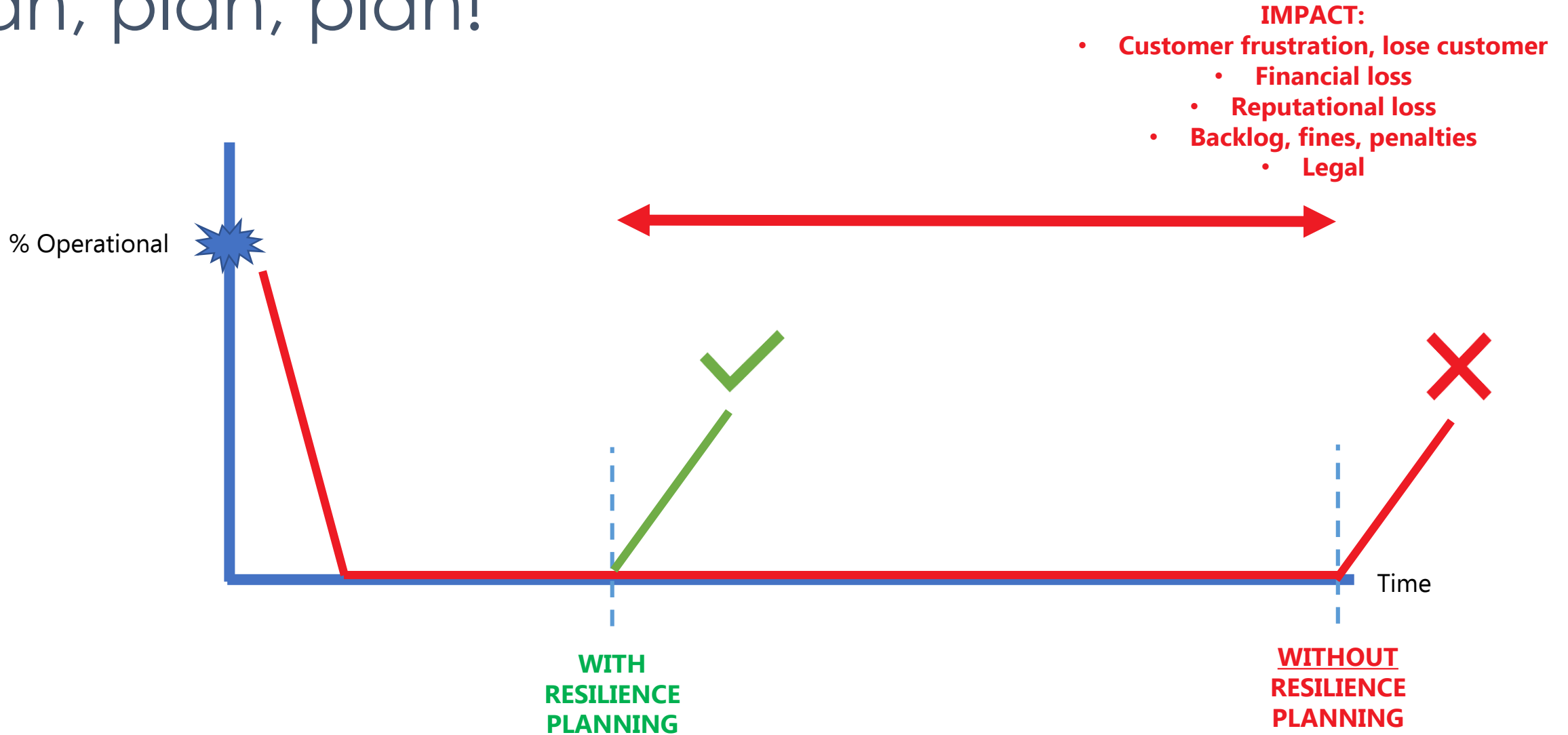
CONCEPT OF OPERATIONAL RESILIENCE



INDUSTRY STANDARDS



Plan, plan, plan!



SOFTWARE SOLUTIONS



A DISASTER RECOVERY AND
BUSINESS CONTINUITY PLAN?
I APPLAUD YOUR PROACTIVE
THINKING SMITH BUT THIS FIRM
HAS BEEN IN BUSINESS FOR
23 MILLION YEARS AND
NOTHING'S HAPPENED YET!
I'LL KEEP THIS ON FILE.



Any questions are welcome

THANK YOU



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