

Crisis Simulation Exercise

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Welcome

- Be aware of emergency exits
- Be aware of nearest telephone
- No recording devices are permitted in class
- Keep your personal things secure
- Mobiles off
- Lunch and Tea breaks - please return on time
- Other specific requirements, contact instructor
- Introductions



Agenda

- Introduction
- Workshop Administration
- Exercise Begins
- Presentations and Debriefs
- Lunch
- Exercise Continues
- Learnings and wrap-up



Introduction to Dhiraj Lal

- **Professional Certifications**
 - Business Continuity Certified Expert (BCCE)
 - Certified Business Continuity Professional (CBCP)
 - Certified Information Security Auditor (CISA)
 - ITIL Foundation Certified
 - Six Sigma Certified
 - BS 25999 Lead Auditor
 - BSI's First Technical Expert on BS 25999 in Asia
- **Prior Corporate Appointments**
 - American Express
 - Citibank NA
 - Standard Chartered Bank
 - Agilent Technologies



Introduction to Dhiraj Lal

- **Total work experience of 23 years+ (of which BCM Experience is over 10 years)**

Training and Certification

- BCMI and DRI Asia certified Instructor
- BSI certified Instructor – for conducting BS 25999 workshops
- Taught on behalf of the RBI, IBA, ISACA etc

Implementation and Consulting

- Head of BCM and Global Process Integrity, American Express (including an ISO certification for the Amex BCM program – possibly the world's first)
- Various BCM assignments in India and overseas

Audit and Assurance

- Regional Head of Audit, Citibank NA
- Asia's first BS 25999 Technical Expert – participated as a reviewer in the first two BS 25999 Audits in India



What we offer

- Training and Certification for individuals and organisations
- Assessment / Gap Analysis
- Consulting – including assistance in preparing for BS25999 certification
- Assurance
- Specialised assistance for Risk Analysis and BIA
- Tabletop and other Disaster Simulation Exercises
- SAS70 Audits on behalf of third parties
- Managed services



Clients

SINGAPORE AIRLINES



ตลาดหลักทรัพย์แห่งประเทศไทย
The Stock Exchange of Thailand



Deloitte



PRICEWATERHOUSECOOPERS



Infosys



accenture



Honeywell



What Business Demands.



Bank of America



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Introduction

Please tell us:

- Your Name
- Your Designation/Title
- **Your Crisis Management experience**
- Your BCM experience
- Your intended takeaways from the course
- Objective(s) for attending the course



Objective

- To participate in a Crisis Tabletop Exercise in order to practice response to a Crisis situation
- Achieved by
 - Running a Crisis Tabletop Exercise involving top management from different departments
 - Report findings and recommendations to be reflected on Incident/Crisis Management Plan



Exercise

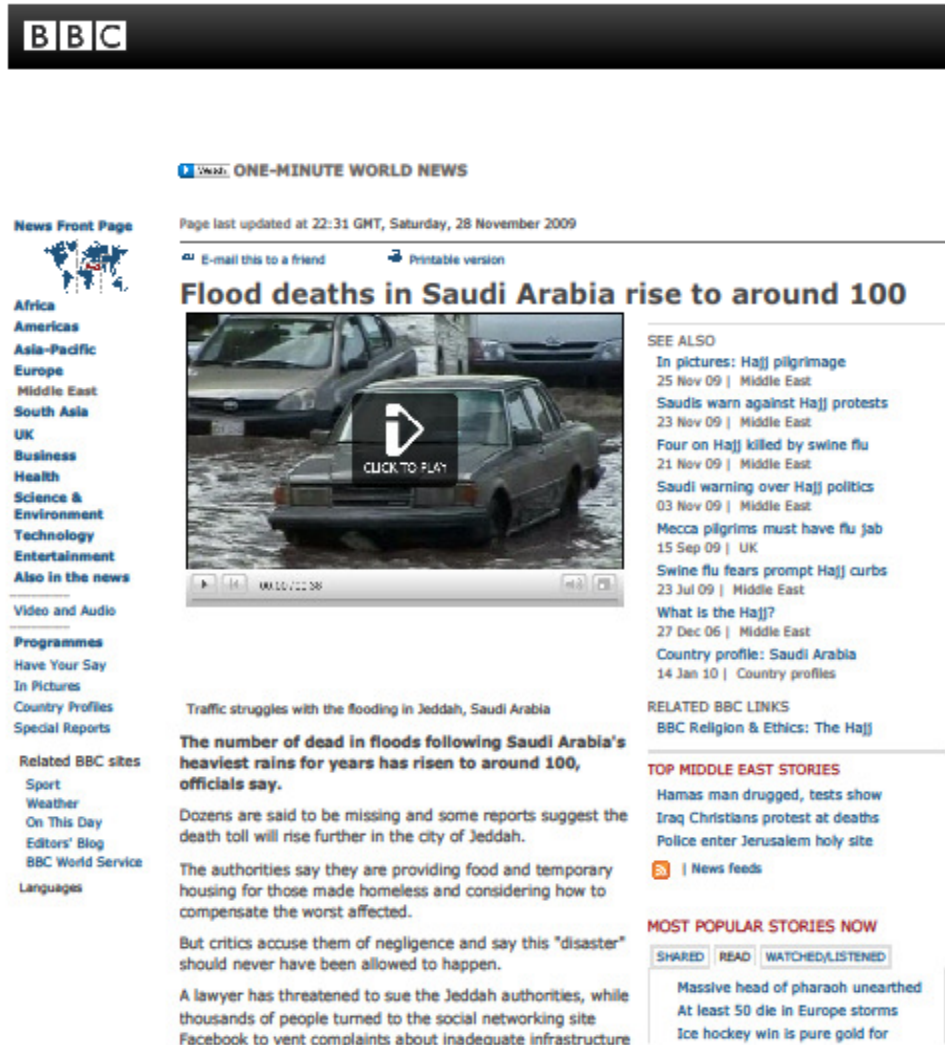
Discuss in your team learnings from the Jeddah Floods of the last week (15 minutes).



Exercise

ws - Flood deaths in Saudi Arabia rise to around 100

Page 1 of 3




BBC

Web ONE-MINUTE WORLD NEWS

Page last updated at 22:31 GMT, Saturday, 28 November 2009

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Flood deaths in Saudi Arabia rise to around 100



Traffic struggles with the flooding in Jeddah, Saudi Arabia

The number of dead in floods following Saudi Arabia's heaviest rains for years has risen to around 100, officials say.

Dozens are said to be missing and some reports suggest the death toll will rise further in the city of Jeddah.

The authorities say they are providing food and temporary housing for those made homeless and considering how to compensate the worst affected.

But critics accuse them of negligence and say this "disaster" should never have been allowed to happen.

A lawyer has threatened to sue the Jeddah authorities, while thousands of people turned to the social networking site Facebook to vent complaints about inadequate infrastructure

SEE ALSO

- [In pictures: Hajj pilgrimage](#)
25 Nov 09 | Middle East
- [Saudis warn against Hajj protests](#)
23 Nov 09 | Middle East
- [Four on Hajj killed by swine flu](#)
21 Nov 09 | Middle East
- [Saudi warning over Hajj politics](#)
03 Nov 09 | Middle East
- [Mecca pilgrims must have flu jab](#)
15 Sep 09 | UK
- [Swine flu fears prompt Hajj curbs](#)
23 Jul 09 | Middle East
- [What is the Hajj?](#)
27 Dec 06 | Middle East
- [Country profile: Saudi Arabia](#)
14 Jan 10 | Country profiles

RELATED BBC LINKS

- [BBC Religion & Ethics: The Hajj](#)

TOP MIDDLE EAST STORIES

- [Hamas man drugged, tests show](#)
- [Iraq Christians protest at deaths](#)
- [Police enter Jerusalem holy site](#)

[News feeds](#)

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[SHARED](#) [READ](#) [WATCHED/LISTENED](#)

- [Massive head of pharaoh unearthed](#)
- [At least 50 die in Europe storms](#)
- [Ice hockey win is pure gold for](#)

Discuss in your team learnings from the Jeddah Floods of the last week (15 minutes).



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What is BCM?

- Discuss Collectively



What is BCM?

- **Holistic** management process that **identifies potential threats** to an organization and the impacts to business operations that those threats, if realized, might cause and which provides a **framework for building organizational resilience** with the capability for an effective response that **safeguards the interests** of its key stakeholders, reputation, brand and value-creating activities

BS 25999-2:2007, Clause 2.4



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This is what you DO NOT WANT....

Gmail knocked offline, millions hit

San Francisco: Google Inc's Gmail service was knocked offline on Tuesday in an outage that the company said affected a "majority" of its millions of e-mail users.

The disruption lasted under two hours. It led tens of millions of Gmail users to get an "Unable to reach Gmail" error message as they tried to connect to the service.

Google said it had taken some of Gmail's servers of-

fline for routine maintenance and underestimated the load that would place on other computers responsible for directing traffic to the appropriate Gmail servers.

TECH GLITCH

Google said it was alerted to the failures within seconds. It said it has added capacity and made changes to prevent similar incidents in the future.



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Or this....



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Consequences of disruptions

- Loss of Business and Revenues
- Fines, penalties and lawsuits
- Embarrassment and non-value add
- “Non-professional” image
- Question mark on your reliability and judgement
- Erosion of customer volumes/market share/attrition
- Employee attrition
- Point of no return
- **Eventual closure of Business**

BCM is critical for SURVIVAL



Good reasons to implement BCM

- Proactively identify the impacts of potential disruptions, and put in place an effective response
- Minimize impact of disruptions and quickly recover normal business operations
- Protect revenues, profits and cash flows
- Protect organization's value and reputation
- Meet commitments to stakeholders (board, trustees, public).



Why BCM

- Enhance market leadership and reputation
- Diverse Industries – holistic approach
- For trust, faith and confidence of the customer
- Ensure compliance with other legal, regulatory, contractual, moral and social obligations . Protect revenues, guard against potential losses/claims
- Secure the future of the company
- Employee comfort and morale
- Be a role model in the market



Business Case for investing in BCM

It isn't it worth investing in BCM, keeping in mind:

- Company survival, and continued trust and faith of customers, employees and regulators
- Loss of image and reputation with business associates, partners and owners/board
- Possible negative reports in the press/media
- Loss of current and potential business
- Possible fines and penalties
- Nuisance value of time and effort wasted in managing a business disruption



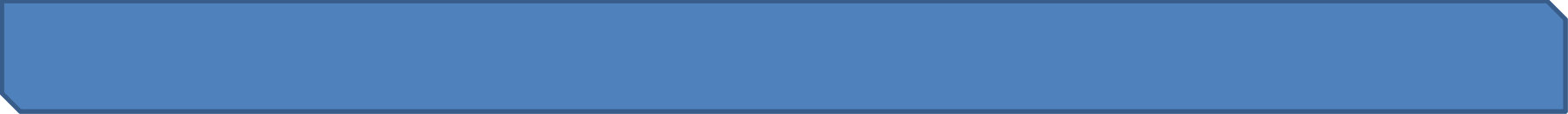
Good reasons to implement BCM

An effective Business Continuity Plan can
reduce the total loss by 90% +

Implement BCM to protect your tomorrow



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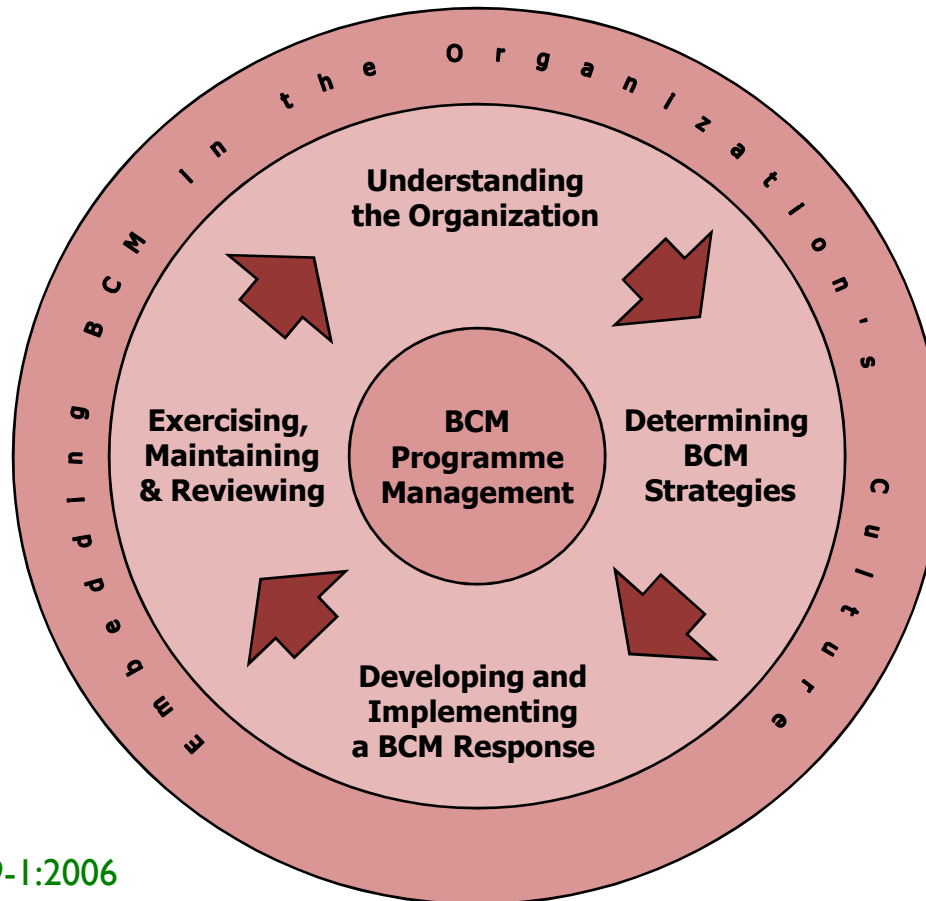


BCM Implementation Roadmap



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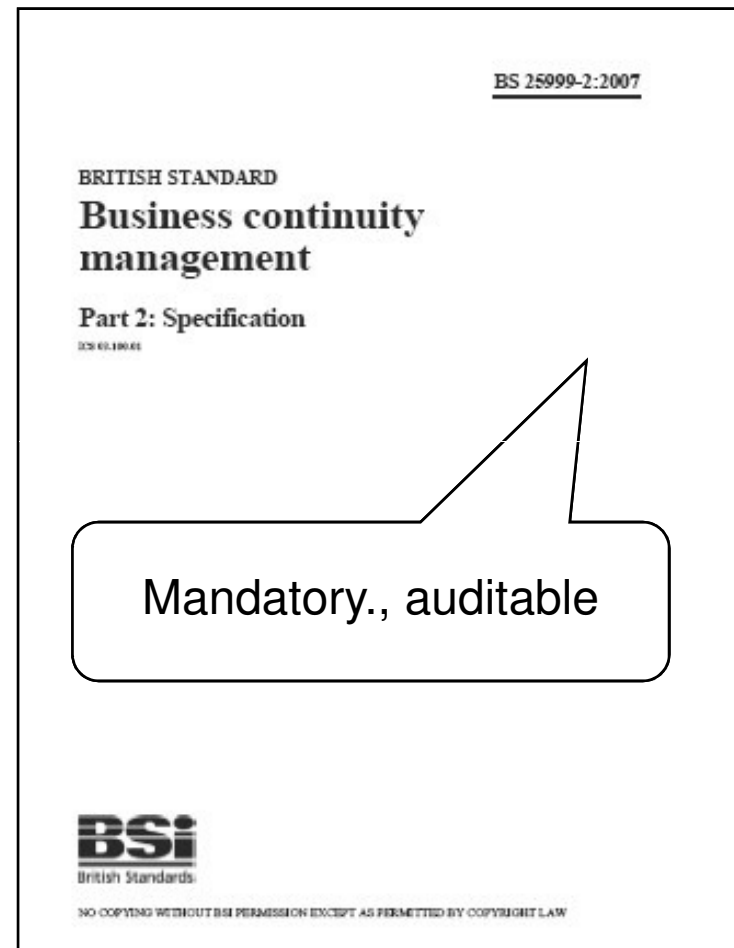
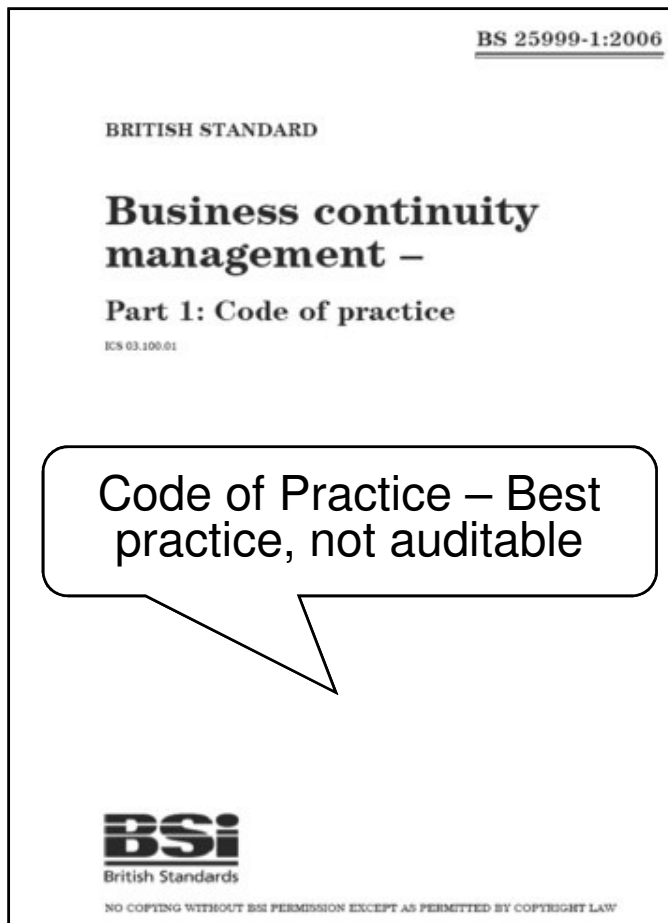
The BCM Lifecycle



Source – BSI (BS 25999-1:2006)



The BS 25999-2:2007 Standard



1. BCM Program Management

- Responsibilities
- Scope
- Policy
- Documentation
- Implementation and maintenance of the program



2. Understanding the Organization

- Business Impact Analysis (BIA)
- Risk Assessment (RA)
- Determine choices



3. Determining BCM Strategy

Consider strategy for:

- People
- Premises
- Technology
- Information
- Supplies
- Stakeholders



4. Determining and Implementing BCM Response

- Incident response structure
- Incident management plan
- Business continuity plan



5. Exercising, Maintaining, and Reviewing

- Exercise program
- Exercise arrangements
- Maintaining BCM arrangements
- Reviewing BCM arrangements



6. Embedding BCM in the organization's Culture

- Ensure all employees are aware how they contribute to the achievement of BC objectives
- Communicate to all the importance of:
 - Meeting BCM objectives
 - Conforming to BC policy
 - Continual improvement

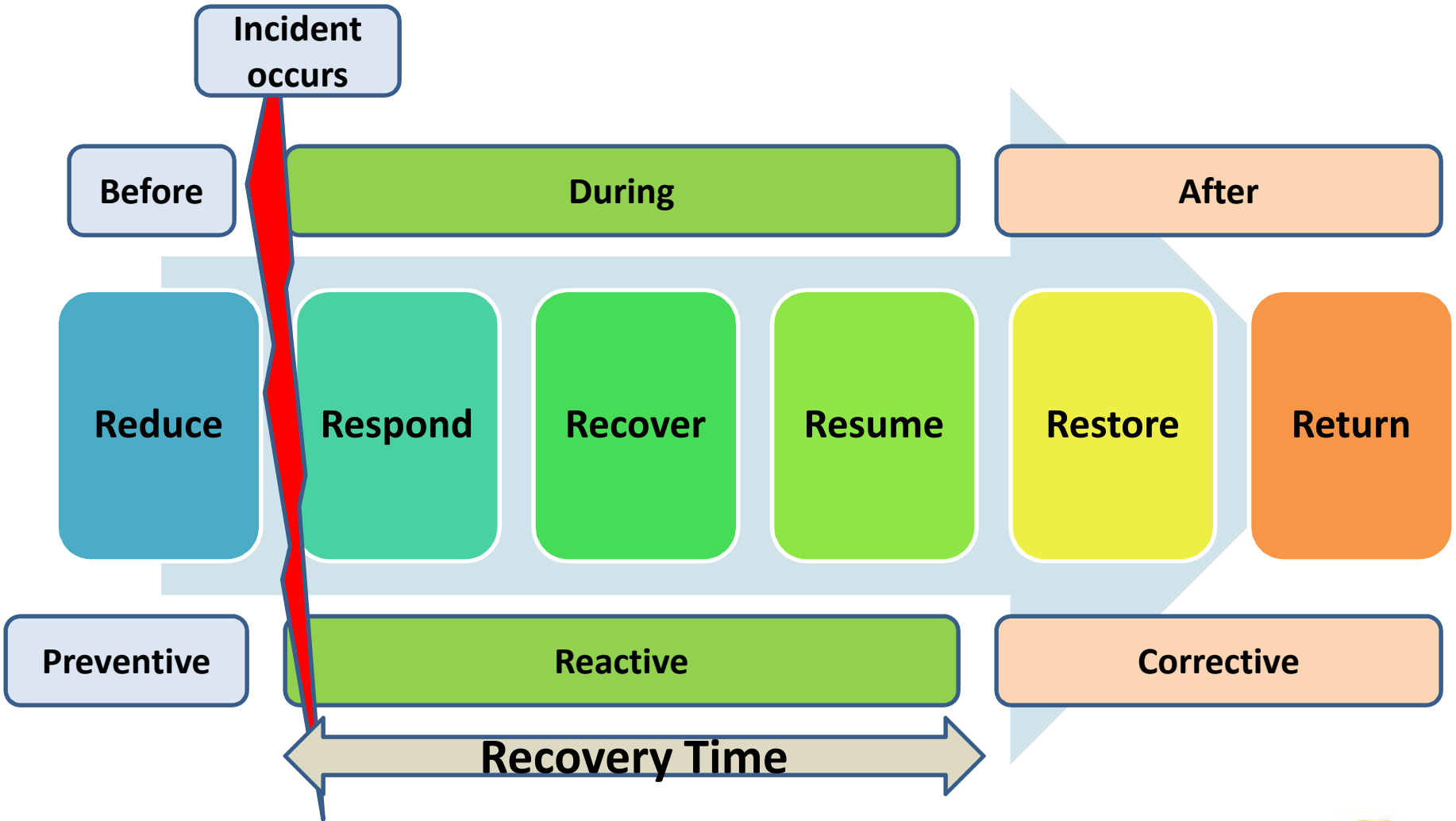


Effective Crisis Management and BCM

- Identify Key Disaster scenarios
- Identify Critical Business Functions
- Agree Recovery Strategies
- Draw up detailed plans
- Test and exercise plans

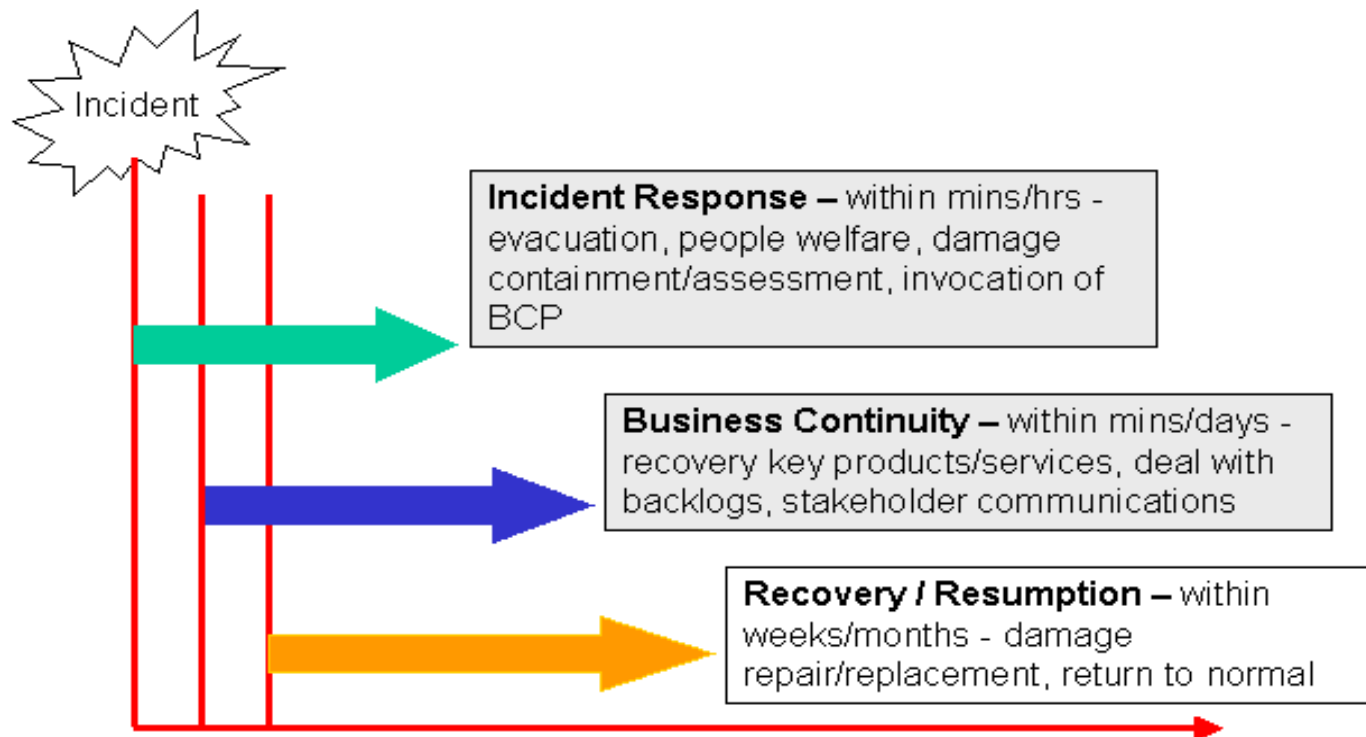


Disaster Life Cycle



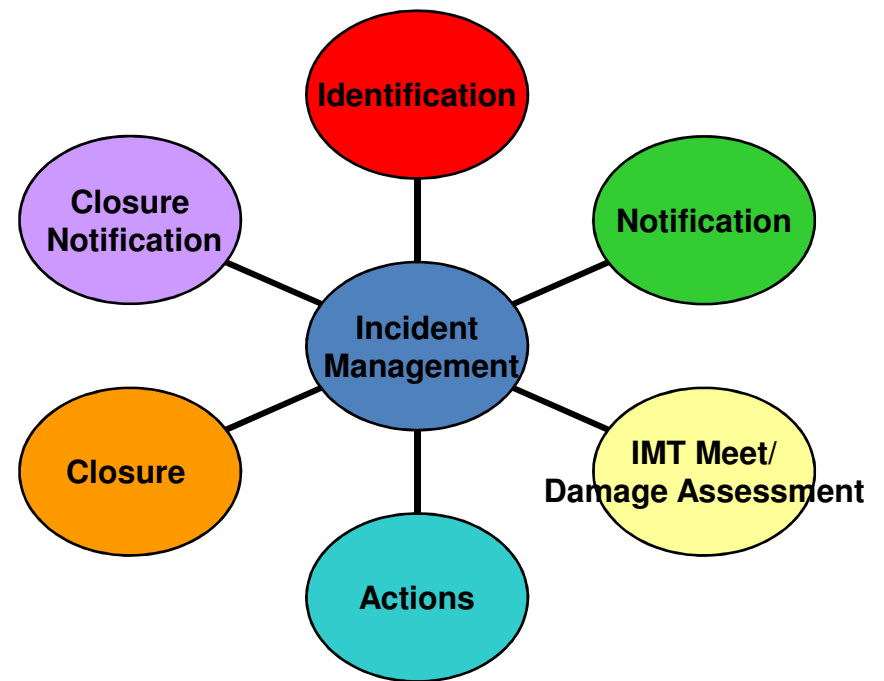
4: Developing and Implementing a BCM Response

- Relationship between plans



Developing and Implementing a BCM Response

- Incident Management



- Incident Response Structure

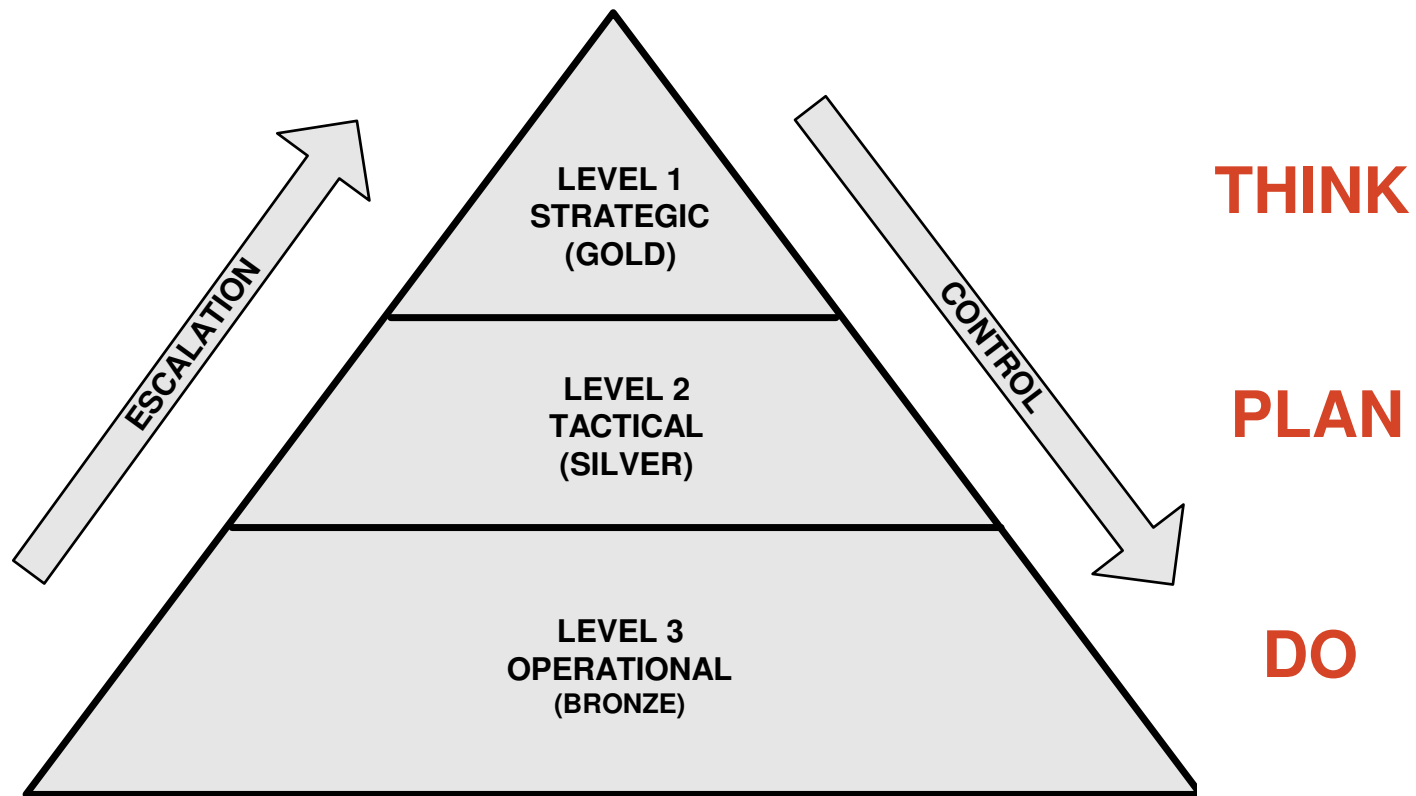


Sample Incident Response Structure



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Incident Management



The BCM team structures should mirror the incident management structures

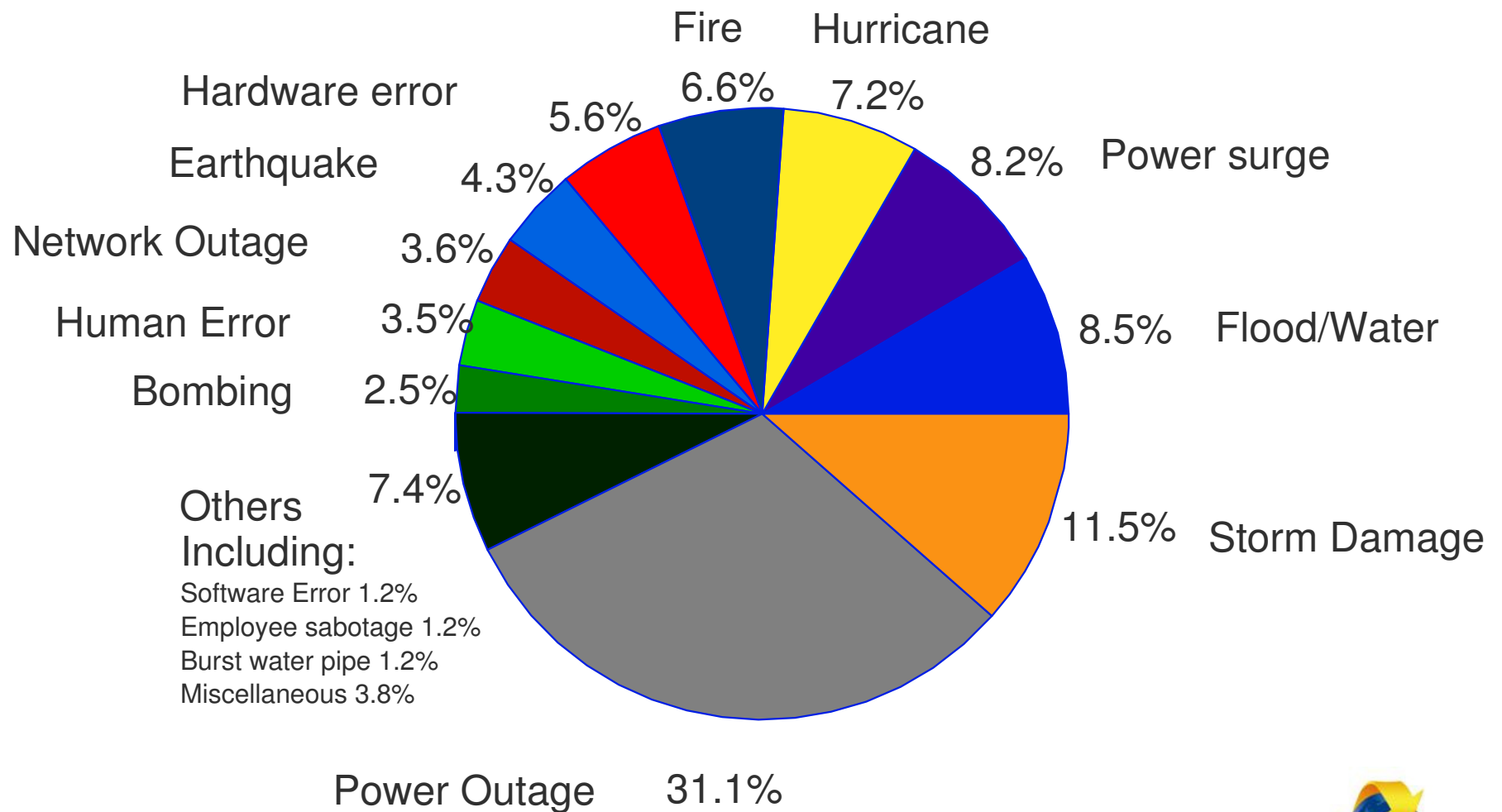


Crises that could affect your business

- Bomb Threat
- Fire
- Terrorism/Hostage situations
- Explosion
- Flooding
- Traffic and logistic disruptions
- Resignations of key persons or departments
- Pandemic/Bird Flu/Swine Flu
- Others



Reasons for outage (Global Data)



Source: Contingency Planning Research Inc.



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Crisis Management Tabletop Exercise Begins





Tabletop Slides deleted





Thank you



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THANK YOU!!!

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