



BUSINESS CONTINUITY PLAN

*Essence, Planning & Incident Response
Water-en Energiebedrijf Aruba (W.E.B.) N.V.
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DRAFT



CONTENT

- *W.E.B. Aruba N.V. BCP Trajectory and Path Forward*
- *Planning & Response*
- *Type of Disruptions*
- *Exercises*
- *Questions*



W.E.B. ARUBA N.V. BCP TRAJECTORY & PATH FORWARD

Risk Inventarization & Evaluation (RIE) and Enterprise Risk Management (ERM) Assessment and Development

RIE & ERM ASSESSMENTS AS MANDATORY PRECURSORS TO MAKE BCP



RIE: Operational & Organizational 2005-2009 (re-assessed every 4 years)



ERM: 2009-2010.

- Assess Risk Appetite
- Identify and Classify Risks
- Design Risk Mitigating Procedures
- Set Compliance standards
- Implement

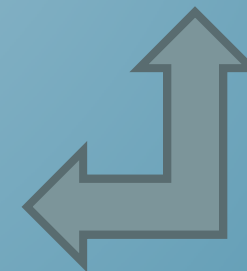


BCP:

- Organization
- Logistics
- Contacts
- Resources
- ComPlan
- Exercises



HSE Area	Finance	Strategic
ICT	Logistics	Security
Assets	CG	Global





BCP: PLANNING & RESPONSE

PROACTIVITY, PROACTIVITY, PROACTIVITY!!!!

SIX STEPS TO A COMPREHENSIVE BCP

BCP: PLANNING & RESPONSE

- *STEP 1: BUSINESS CASE*
 - *Regulatory compliance*
 - *BCP reflects company culture*
 - *Grass rootes support (Draagvlak)*
 - *Stay Flexible*
 - *Business Continuity and the Bottom Line*



BCP: PLANNING & RESPONSE

- *STEP 2: PLANNING PROCESS*
 - *Planning Goals:*
 - *Human safety*
 - *Minimize Business Impact of an incident*
 - *Mitigate Corporate Liability*
 - *Meet regulatory requirements*
 - *Protect organization's public image*



BCP: PLANNING & RESPONSE

- *STEP 3: BUILD AND TRAIN THE TEAM*
 - *Team Manager*
 - *Technical Lead*
 - *Public Relations*
 - *IS Support*
 - *Facilities Management*
 - *Labor Union*
 - *Reps of Critical Business Functions*

BCP: PLANNING & RESPONSE

STEP 4: BUSINESS IMPACT ANALYSIS FORMAT

Rating	Timeframe	Description
AAA	Immediate recovery	Must be performed in at least two geographically dispersed locations that are fully equipped and staffed.
AA	Up to 4 hours to recover	Must have a viable alternate site that can be staffed and functioning within the four hour timeframe required.
A	Same day recovery	Must be operational the same business day and must therefore have a viable alternate site that can be staffed and functioning within the same business day.
B	Up to 3 days	Can be suspended for up to 3 business days, but must have a viable alternate site that can be staffed and functioning by the fourth business day.
C	Week 1	Can be suspended for up to a week, but must have a viable alternate site that can be staffed and functioning the second week following an interruption.
D	Week 2 or greater downtime allowable	Can be suspended for greater than one week. A maximum number of days should be identified for this function.



BCP: PLANNING & RESPONSE

- *STEP 5: EVALUATE EXTERNAL RESOURCES (BC/DR Consultancy)*
 - *Evaluate what you need*
 - *Options presented*
 - *BCP certified?*
 - *Willing and able to prioritize?*
 - *BC/DR solutions fit Budget?*



BCP: PLANNING & RESPONSE

- *STEP 6: Crisis Communication Plan*
 - *Internal Communication*
 - *External Communication*
 - *Be Truthful*
 - *Provide useful info*
 - *Train your spokespeople*
 - *Establish an ongoing relationship*
 - *Don't let the media be the only source of news*



TYPE OF DISRUPTIONS

Disruption Classifications (as adopted by WEB Aruba NV)



DISRUPTION CLASSIFICATIONS

Nature Induced Disruptions

- *Hurricanes(!*)*
- *Earthquakes(?)*
- *Floods**
- *Tsunami(?)*
- *Tornado*
- *Heat Waves/Dry spells*
- *Electric Storms**
- *Major solar burst*

Behavior Induced Disruptions

- *Political/Civil Unrest**
- *Labor Strike(!)*
- *Terrorism(?)*
- *Foreign Invasion*
- *Theft(?)*
- *Sabotage*
- *Corruption*
- *Extortion*
- *Kidnapping*



DISRUPTION CLASSIFICATIONS

Economic, Information and Operations Based Disruptions

- *Local Economic Collapse(?)*
- *Global Economic Collapse**
- *Cyber Attack**
- *Major Fire(!*)*
- *ICT system crash(!*)*
- *Explosion(?)*
- *Major Oil Spill(!*)*

Health Based Disruptions

- *Water Contamination(!*)*
- *Epidemics/Pandemics(?)*
- *Plagues*



BC/DR EXERCISES

The KEY to a Successful BCP Implementation!



BC/DR EXERCISES

- *TIPS FOR EFFECTIVE EXERCISES*
 - *How much Doom & Gloom?*
 - *Test how quickly you can mobilize your team*
 - *Involve everyone*
 - *Acknowledge that first-timers may be nervous*
 - *Encourage misinformation*
 - *Take the lessons with you*

DO NOT 'ASSUME'! ASSESS, CONFIRM, EVALUATE, ACT!



THANK YOU FOR YOUR TIME
QUESTIONS?

- Sources: - <http://www.csoonline.com/>
- WEB Aruba NV ERM Report 2010
- WEB Aruba NV RIE Report 2009
- WEB Aruba NV Security Audit Report 2006-2008