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GRC SUMMIT 2013

MIDDLE EAST

October 29 - 30, 2013 | Dubai, UAE

Implementing Business Continuity & Disaster Recovery Management Programs

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www.GRC-Summit.com/MEA2013

The Rising World of Business ‘e-continuity’…

IT and Security Threats from DDOS, Outages

The Telegraph

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HOME » TECHNOLOGY » TECHNOLOGY NEWS

Foreign hackers 'putting UK firms out of business'

U.S. suffered $119 billion in disaster-related losses in 2012

FT TRADING ROOM

US markets crippled by Nasdaq outage

GoDaddy Goes Down, Takes Half The Internet With It

Business Risk from Supply Chain Disruption, Union Strikes

Environmental Threats Tsunami, Fires Storms

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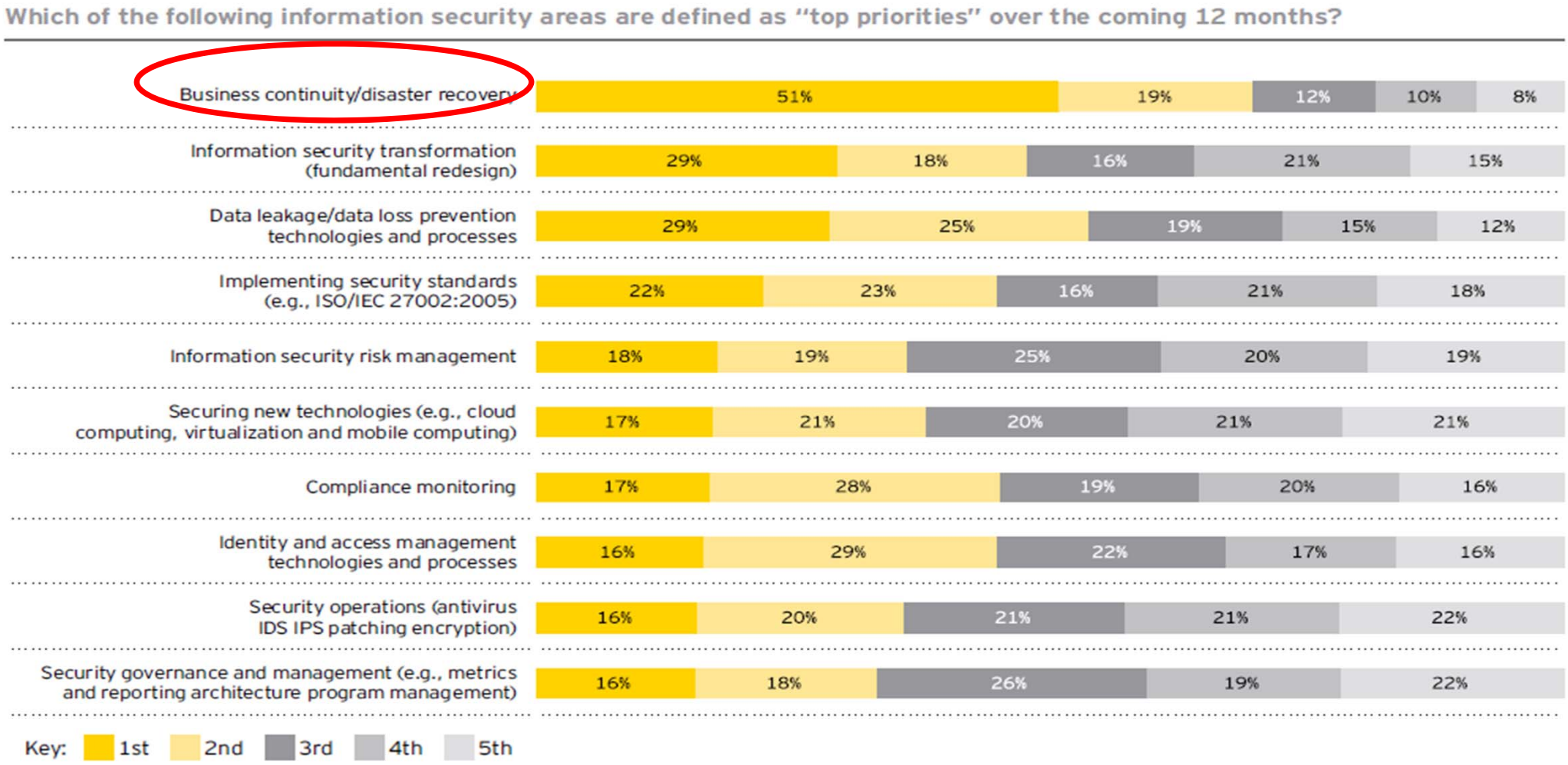
Latest E&Y Survey on Global State of InfoSec



Emerging Business Continuity Environment

Business requirements have evolved from "recovery" following a disruption to "providing uninterrupted operations"

	Traditional view on Business continuity	Emerging view on Business continuity
Focus	Minimizing the Financial Impact of Disasters	Financial continuity , Customer satisfaction and productivity
Approach	Recovery from single episodes of downtime	Business driven continuous availability through management of info. and operational risks
Risks	Low frequency High Impact Disasters	Emerging threats to information infrastructure
Enablers	Documented plans relying on after-the-fact recovery	Emerging technologies and operational excellence

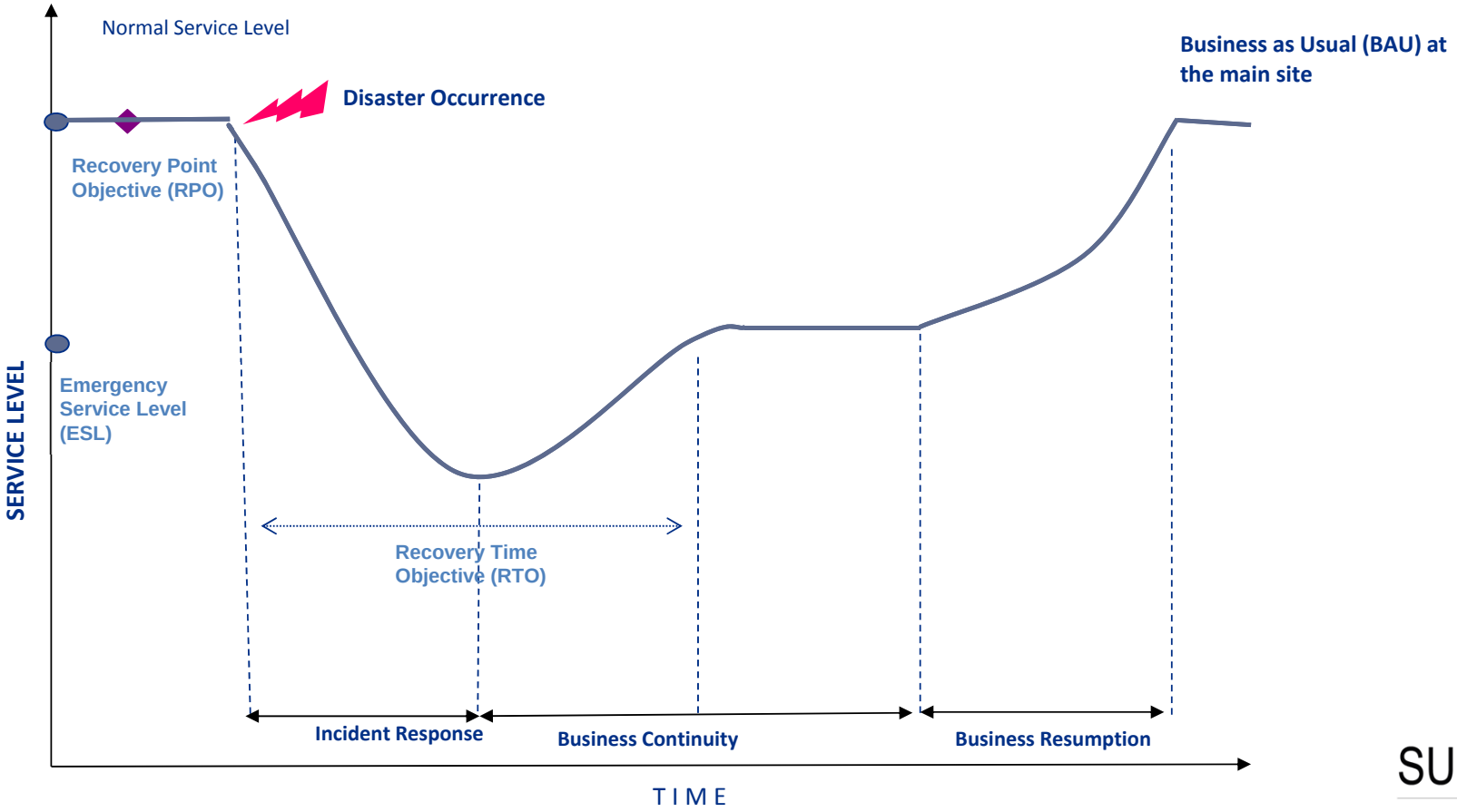
Prerogatives during a disaster . . .

- Ensure safety of all employees and availability of human resources at all times
- Effective management of public relations
- Ensure network uptime
- Ensure adequate logistics for continued services
- Effectively maintain critical infrastructure
- Ensure minimal downtime for critical systems

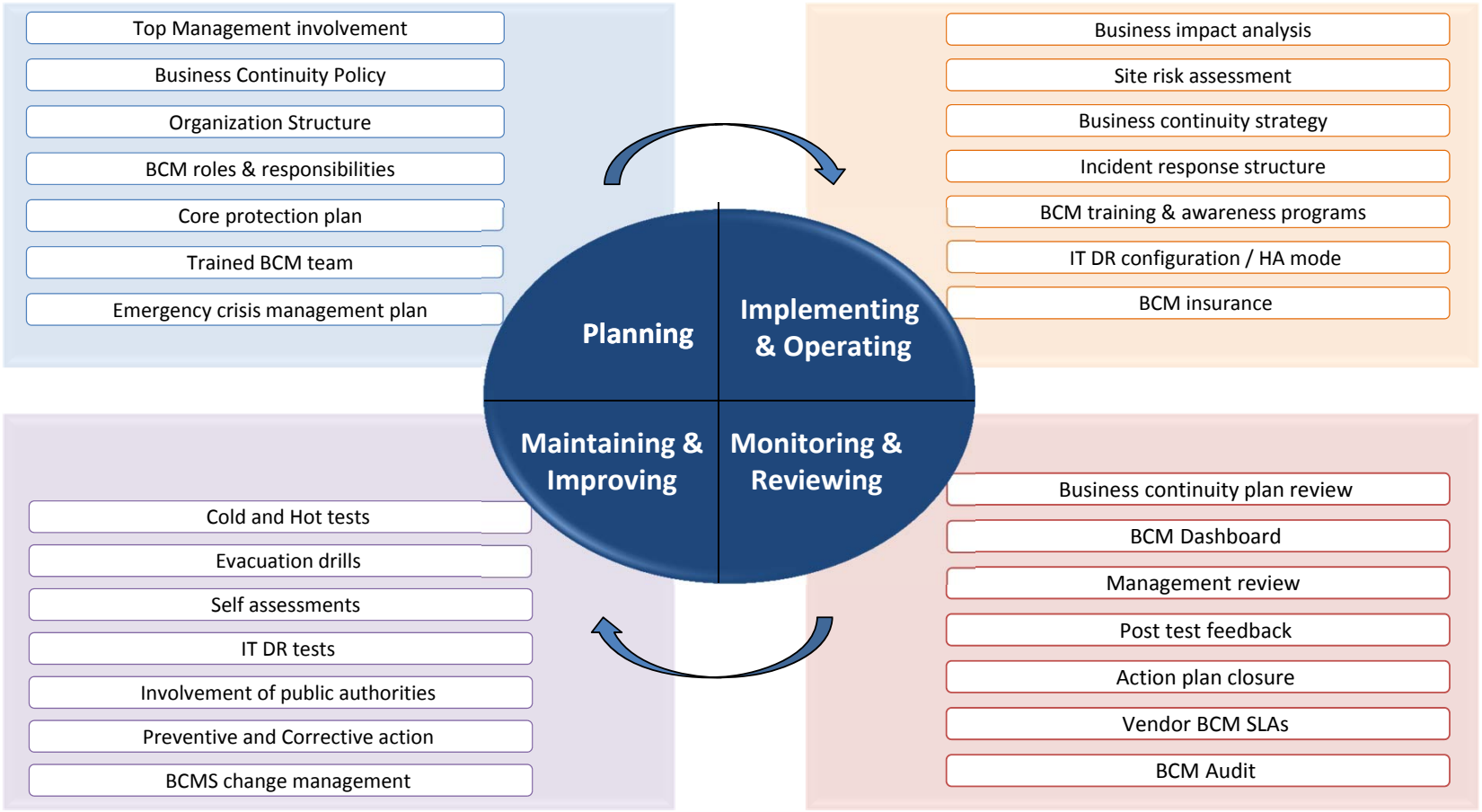
Hence, BCM solution should cater to…

- Crisis Management plan to enable immediate response actions during disasters
- Process, people and infrastructure recovery to manage base business operations
- Disaster recovery planning to enable resumption of technology dependent operations

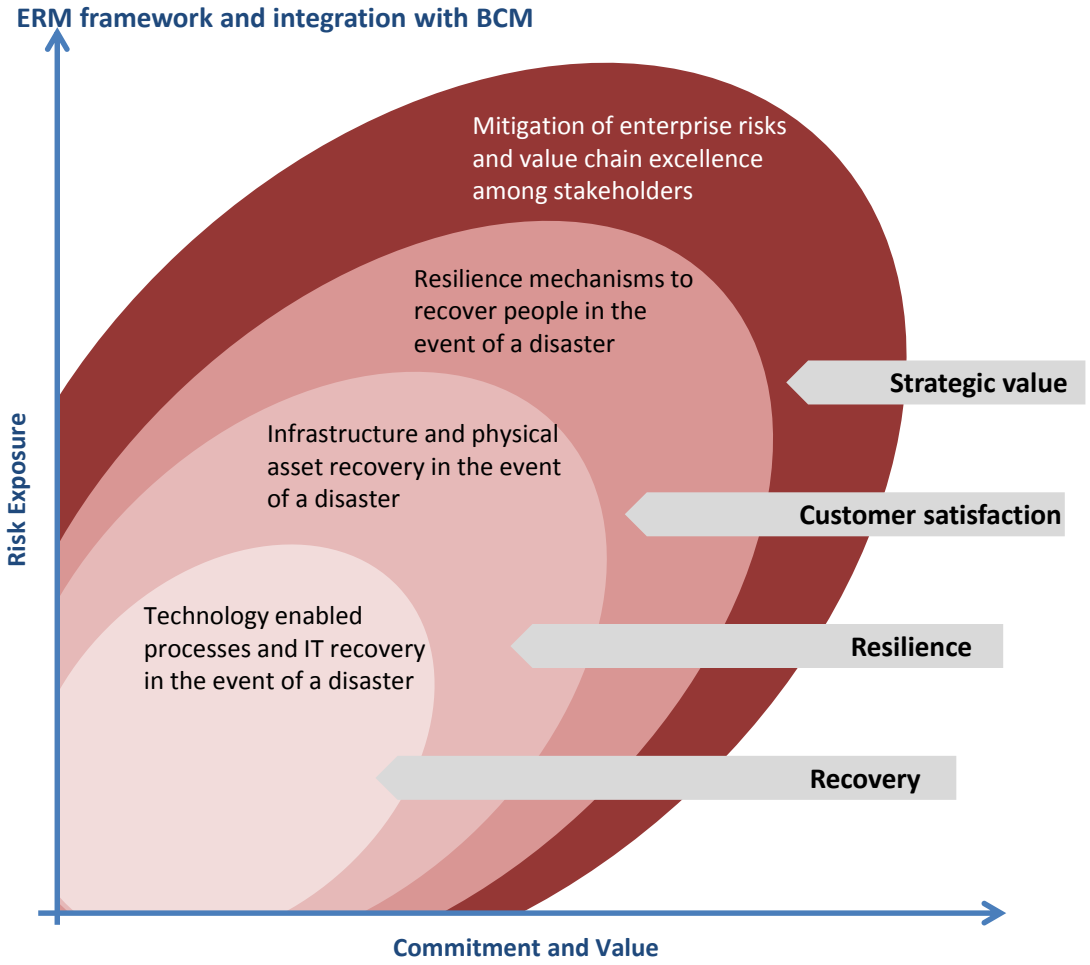
BCM – Concept Overview



BCMS Alignment with Standards & Best Practices



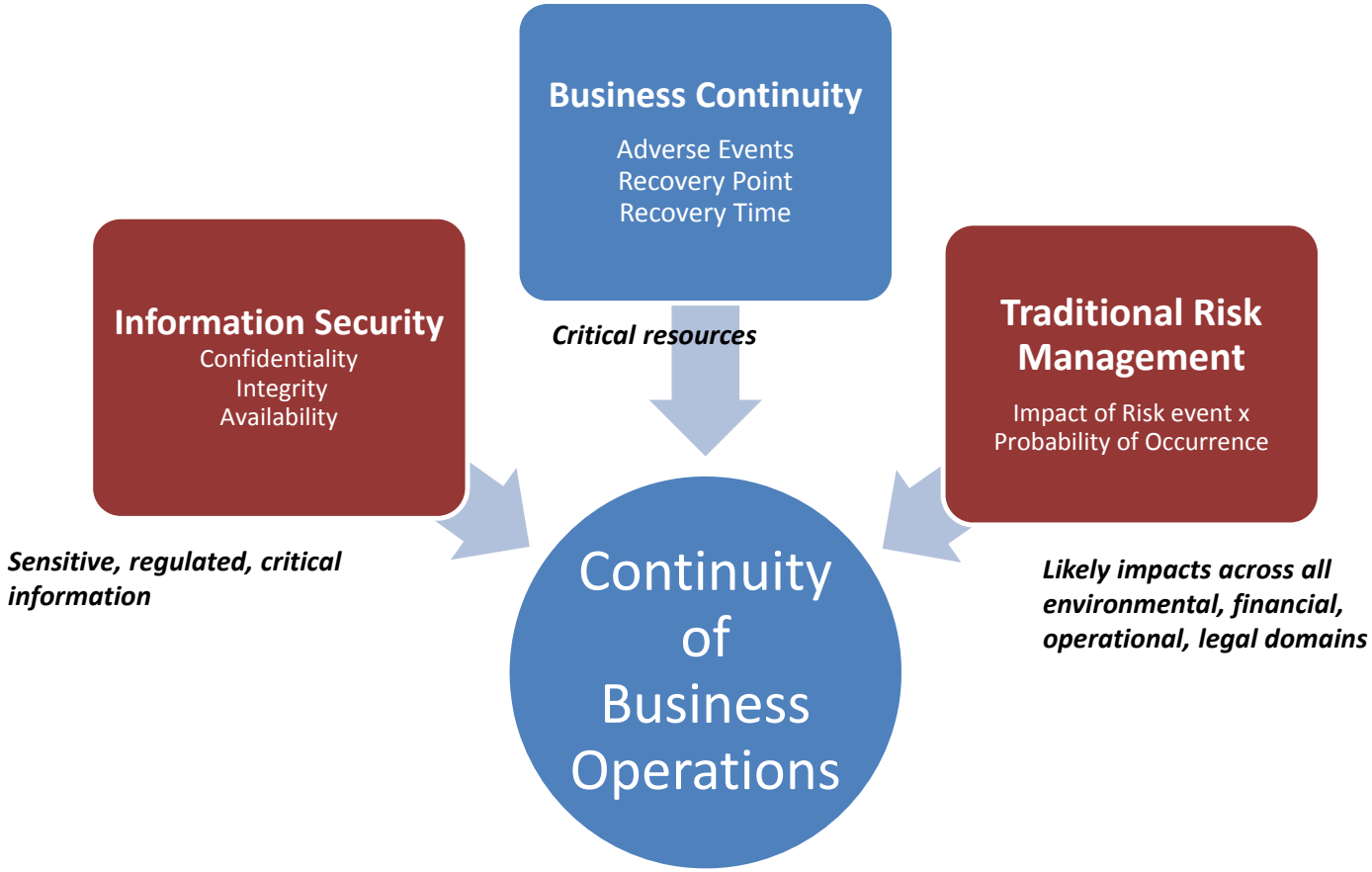
Enterprise Risk Management – Integral part of BCM Framework



Business Continuity Management System integration with the Enterprise Risk Management Framework:

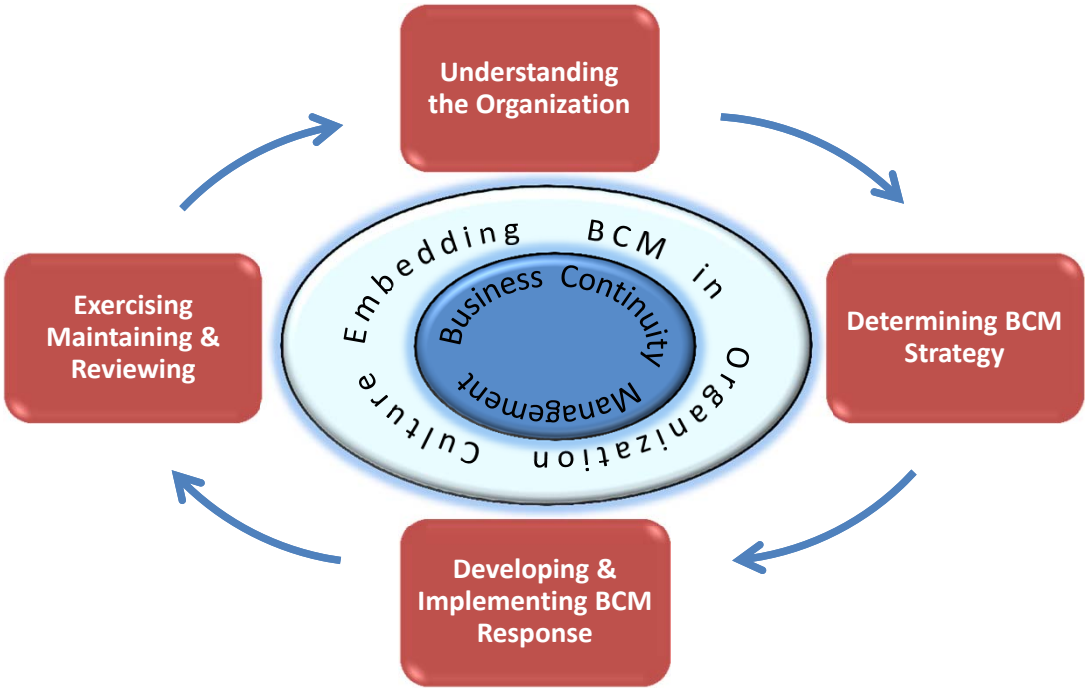
- Central Management of BCM and ERM ensure common direction and consistent understanding of organization risk
- Consistent and unified enterprise-wide risk assessment and evaluation criteria
- Alignment with the strategic imperatives and objectives of the organization

Different Perspectives, Common Goals



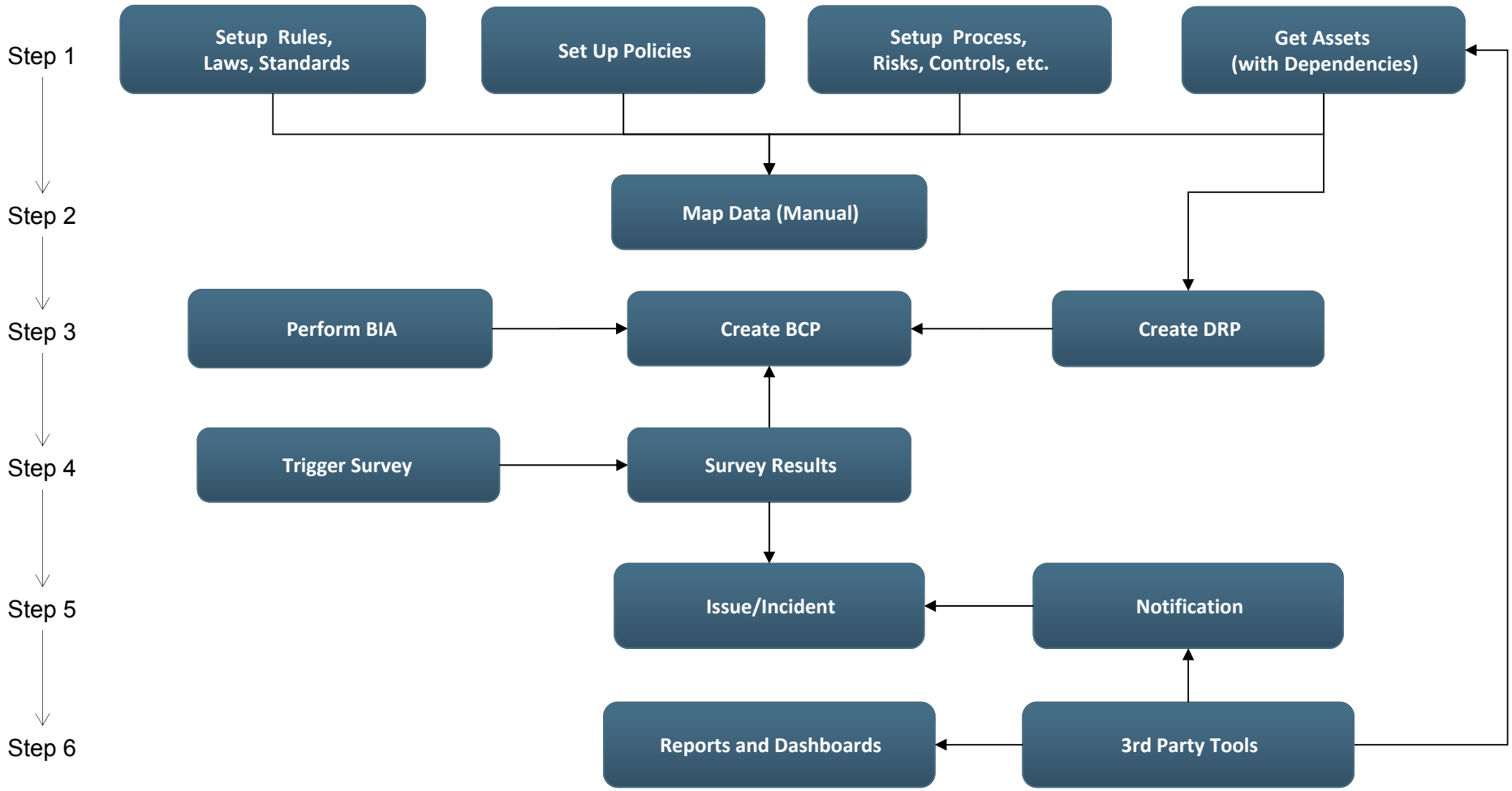
"ensuring resources necessary to meet critical objectives are available"

BCM Solution Design



Define Requirement	Solution Design	Solution Implementation	Maintenance
• Business Impact Analysis (BIA) • BC / DR Requirement Analysis • RTO / RPO for Critical Processes • Emergency Service Level • Risk Assessment	• Evaluate Risk Mitigation Options • Device Optimum Recovery strategy • Design DR solution architecture • BC Plan Documentation • BC Plan Signoff	• BCM Implementation Plan • Implementation of DR solution • Core Team (BCM, IT, Facilities) • Roles & Responsibilities	• BC/DR Testing (Cold/Hot) • Reporting and Gap closure • BCM Employee Training • Audits • Monitoring and maintenance of business continuity plans

MetricStream BCM Solution Flow



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My Tasks: 0 [0 New, 0 Past due] | My Profile | Help | Logout

Home | Administration | System

View 1 | View 2 | View 3 | View 4 | View 5 | View 6 | View 7

Browse

Risk and BCP Detail By Location

Done

Report Data as of: 09/28/2011 10:53 AM

Location	No. of Disaster Recovery Plan	No. Of Risks	No. Of BC Plans	No. Of BIA
New York		6	2	1

Related Information

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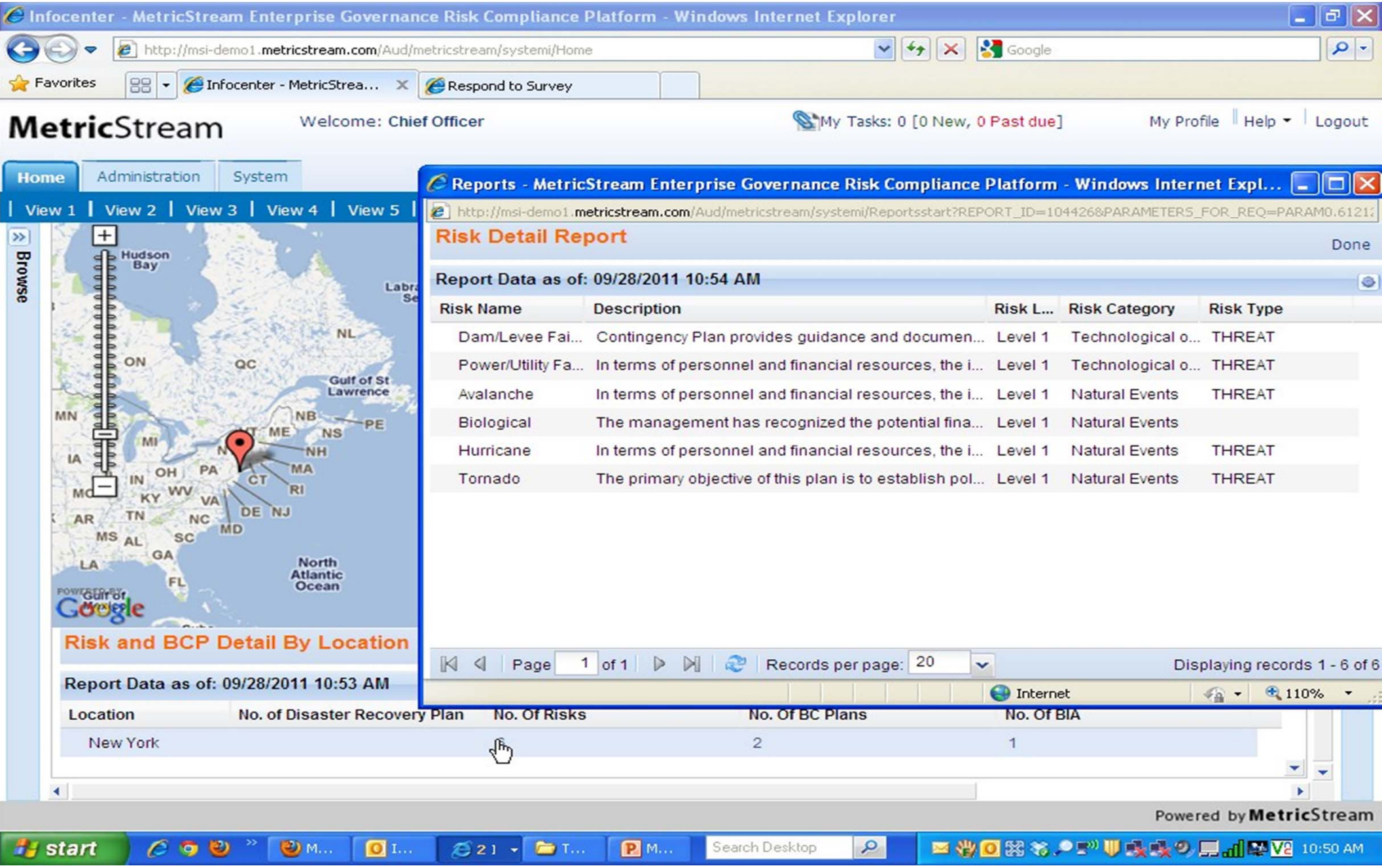
start | Search Desktop | 10:50 AM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View 1
View 2
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View 4
View 5
Browse
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Gulf of St Lawrence
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KY
WV
VA
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NJ
NC
MD
SC
TN
AR
MS
AL
GA
LA
FL
North Atlantic Ocean
Google
Risk and BCP Detail By Location
Report Data as of: 09/28/2011 10:53 AM
Location
No. of Disaster Recovery Plan
No. Of Risks
No. Of BC Plans
No. Of BIA
New York
2
1
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Risk Detail Report
Done
Report Data as of: 09/28/2011 10:54 AM
Risk Name
Description
Risk L...
Risk Category
Risk Type
Dam/Levee Fai...
Contingency Plan provides guidance and documen...
Level 1
Technological o...
THREAT
Power/Utility Fa...
In terms of personnel and financial resources, the i...
Level 1
Technological o...
THREAT
Avalanche
In terms of personnel and financial resources, the i...
Level 1
Natural Events
THREAT
Biological
The management has recognized the potential fina...
Level 1
Natural Events
Hurricane
In terms of personnel and financial resources, the i...
Level 1
Natural Events
THREAT
Tornado
The primary objective of this plan is to establish pol...
Level 1
Natural Events
THREAT
Page 1 of 1
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Internet
110%
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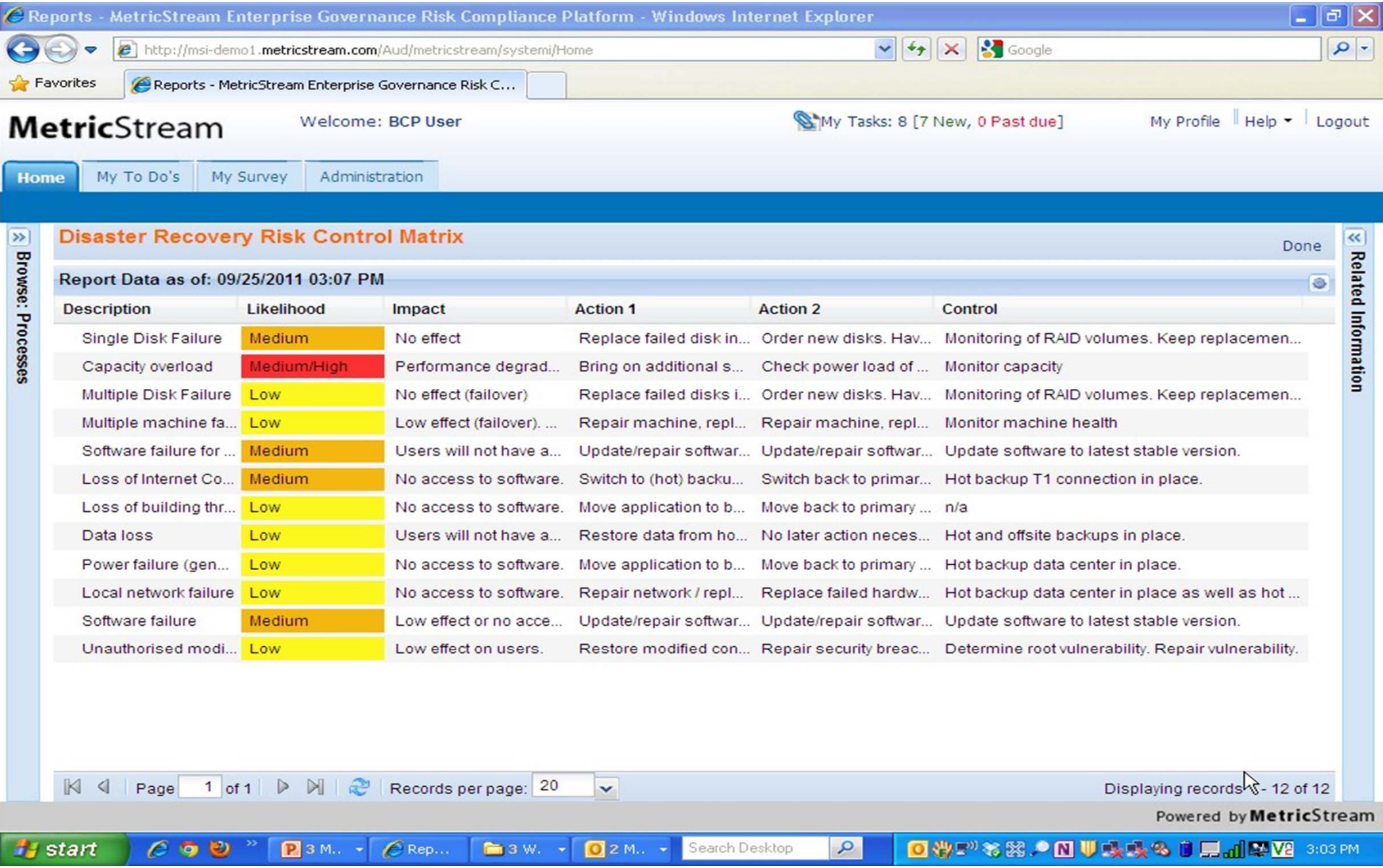
start
Search Desktop
10:50 AM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Favorites
Reports - MetricStream Enterprise Governance Risk C...
MetricStream
Welcome: BCP User
My Tasks: 8 [7 New, 0 Past due]
My Profile
Help
Logout
Home
My To Do's
My Survey
Administration
Browse: Processes
Related Information
Disaster Recovery Risk Control Matrix
Done
Report Data as of: 09/25/2011 03:07 PM
Description
Likelihood
Impact
Action 1
Action 2
Control
Single Disk Failure
Medium
No effect
Replace failed disk in...
Order new disks. Hav...
Monitoring of RAID volumes. Keep replacemen...
Capacity overload
Medium/High
Performance degrad...
Bring on additional s...
Check power load of ...
Monitor capacity
Multiple Disk Failure
Low
No effect (failover)
Replace failed disks i...
Order new disks. Hav...
Monitoring of RAID volumes. Keep replacemen...
Multiple machine fa...
Low
Low effect (failover). ...
Repair machine, repl...
Repair machine, repl...
Monitor machine health
Software failure for ...
Medium
Users will not have a...
Update/repair softwar...
Update/repair softwar...
Update software to latest stable version.
Loss of Internet Co...
Medium
No access to software.
Switch to (hot) backu...
Switch back to primar...
Hot backup T1 connection in place.
Loss of building thr...
Low
No access to software.
Move application to b...
Move back to primary ...
n/a
Data loss
Low
Users will not have a...
Restore data from ho...
No later action neces...
Hot and offsite backups in place.
Power failure (gen...
Low
No access to software.
Move application to b...
Move back to primary ...
Hot backup data center in place.
Local network failure
Low
No access to software.
Repair network / repl...
Replace failed hardw...
Hot backup data center in place as well as hot ...
Software failure
Medium
Low effect or no acce...
Update/repair softwar...
Update/repair softwar...
Update software to latest stable version.
Unauthorised modi...
Low
Low effect on users.
Restore modified con...
Repair security breac...
Determine root vulnerability. Repair vulnerability.
Page 1 of 1
Records per page: 20
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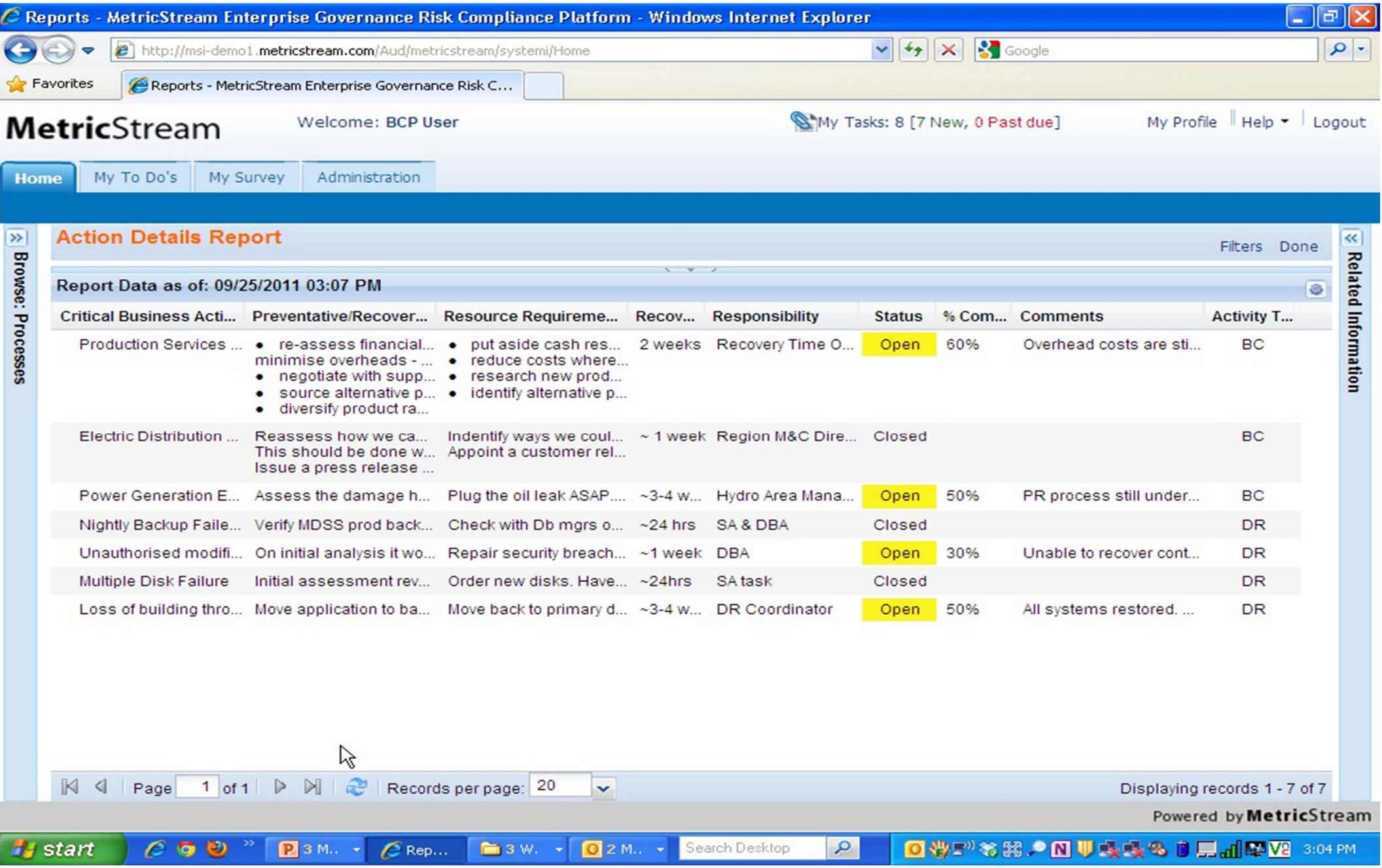
start
3 M..
Rep...
3 W.
2 M..
Search Desktop
3:03 PM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http://msi-demo1.metricstream.com/Aud/metricstream/systemi/Home
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Favorites
Reports - MetricStream Enterprise Governance Risk C...
MetricStream
Welcome: BCP User
My Tasks: 8 [7 New, 0 Past due]
My Profile
Help
Logout
Home
My To Do's
My Survey
Administration
Browse: Processes
Related Information
Action Details Report
Filters
Done
Report Data as of: 09/25/2011 03:07 PM
Critical Business Acti...
Preventative/Recover...
Resource Requireme...
Recov...
Responsibility
Status
% Com...
Comments
Activity T...
Production Services ...
re-assess financial... minimise overheads - ...
negotiate with supp...
source alternative p...
diversify product ra...
put aside cash res...
reduce costs where...
research new prod...
identify alternative p...
2 weeks
Recovery Time O...
Open
60%
Overhead costs are sti...
BC
Electric Distribution ...
Reassess how we ca... This should be done w... Issue a press release ...
Indentify ways we coul... Appoint a customer rel...
~ 1 week
Region M&C Dire...
Closed
BC
Power Generation E...
Assess the damage h...
Plug the oil leak ASAP....
~3-4 w...
Hydro Area Mana...
Open
50%
PR process still under...
BC
Nightly Backup Faile...
Verify MDSS prod back...
Check with Db mgrs o...
~24 hrs
SA & DBA
Closed
DR
Unauthorised modifi...
On initial analysis it wo...
Repair security breach...
~1 week
DBA
Open
30%
Unable to recover cont...
DR
Multiple Disk Failure
Initial assessment rev...
Order new disks. Have...
~24hrs
SA task
Closed
DR
Loss of building thro...
Move application to ba...
Move back to primary d...
~3-4 w...
DR Coordinator
Open
50%
All systems restored. ...
DR
Page 1 of 1
Records per page: 20
Displaying records 1 - 7 of 7
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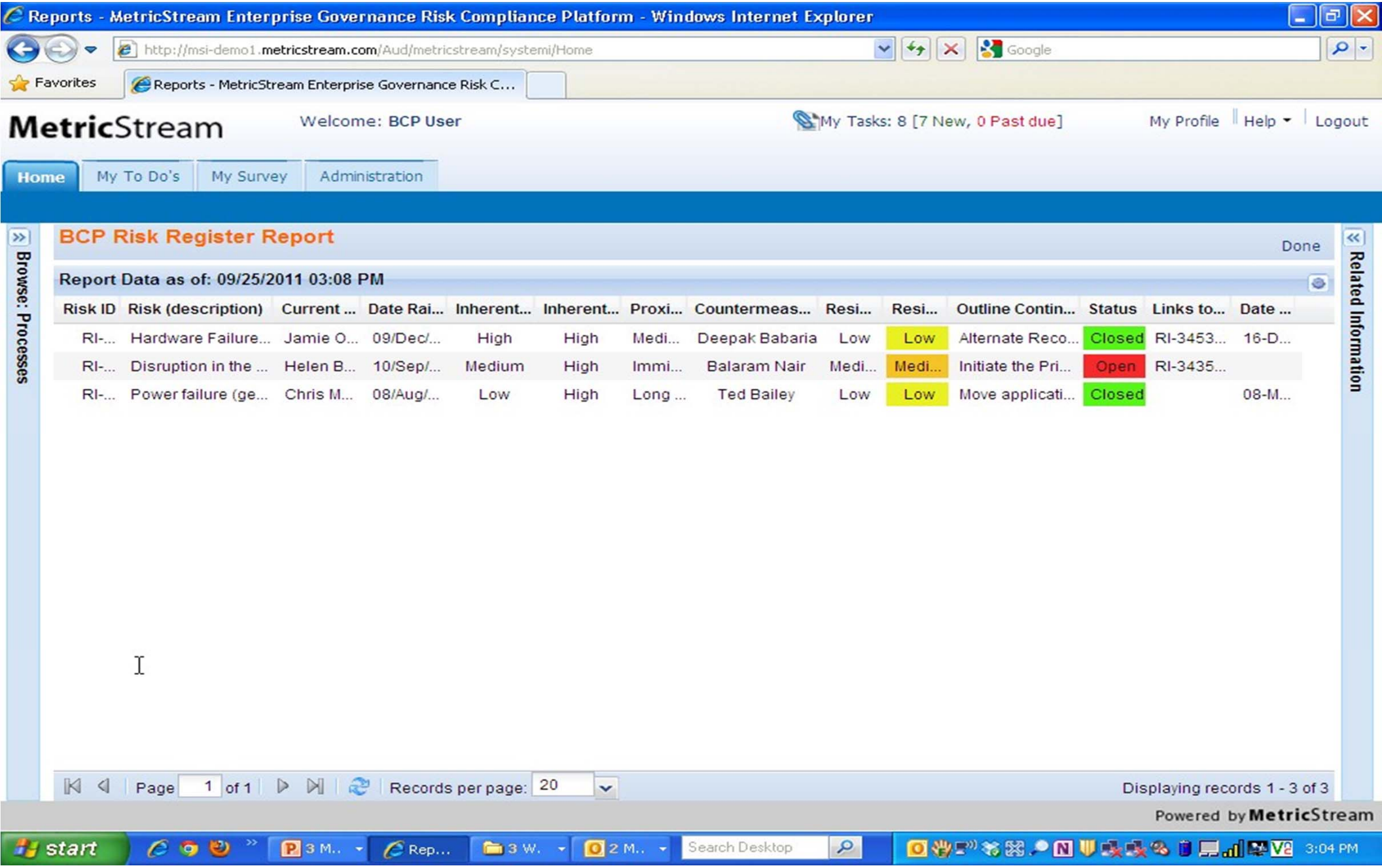
start
3 M..
Rep...
3 W.
2 M..
Search Desktop
3:04 PM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Google
Favorites
Reports - MetricStream Enterprise Governance Risk C...
MetricStream
Welcome: BCP User
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My Profile
Help
Logout
Home
My To Do's
My Survey
Administration
Browse: Processes
BCP Risk Register Report
Done
Report Data as of: 09/25/2011 03:08 PM
Risk ID | Risk (description) | Current ... | Date Rai... | Inherent... | Inherent... | Proxi... | Countermeas... | Resi... | Resi... | Outline Contin... | Status | Links to... | Date ...
RI-... | Hardware Failure... | Jamie O... | 09/Dec/... | High | High | Medi... | Deepak Babaria | Low | Low | Alternate Reco... | Closed | RI-3453... | 16-D...
RI-... | Disruption in the ... | Helen B... | 10/Sep/... | Medium | High | Immi... | Balaram Nair | Medi... | Medi... | Initiate the Pri... | Open | RI-3435... |
RI-... | Power failure (ge... | Chris M... | 08/Aug/... | Low | High | Long ... | Ted Bailey | Low | Low | Move applicati... | Closed | | 08-M...
Page 1 of 1
Records per page: 20
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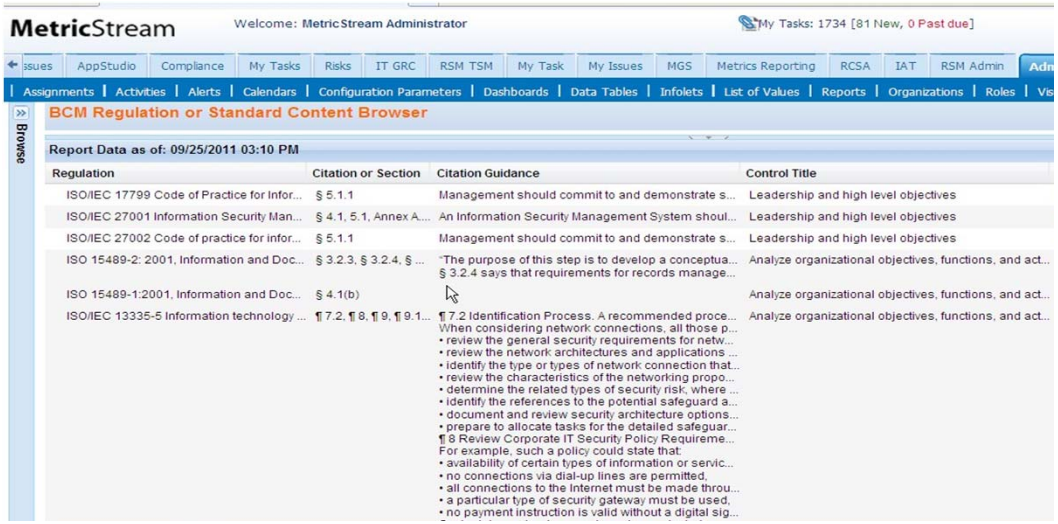
Related Information
Powered by MetricStream
start
3 M..
Rep...
3 W.
2 M..
Search Desktop
3:04 PM

ISO 22301

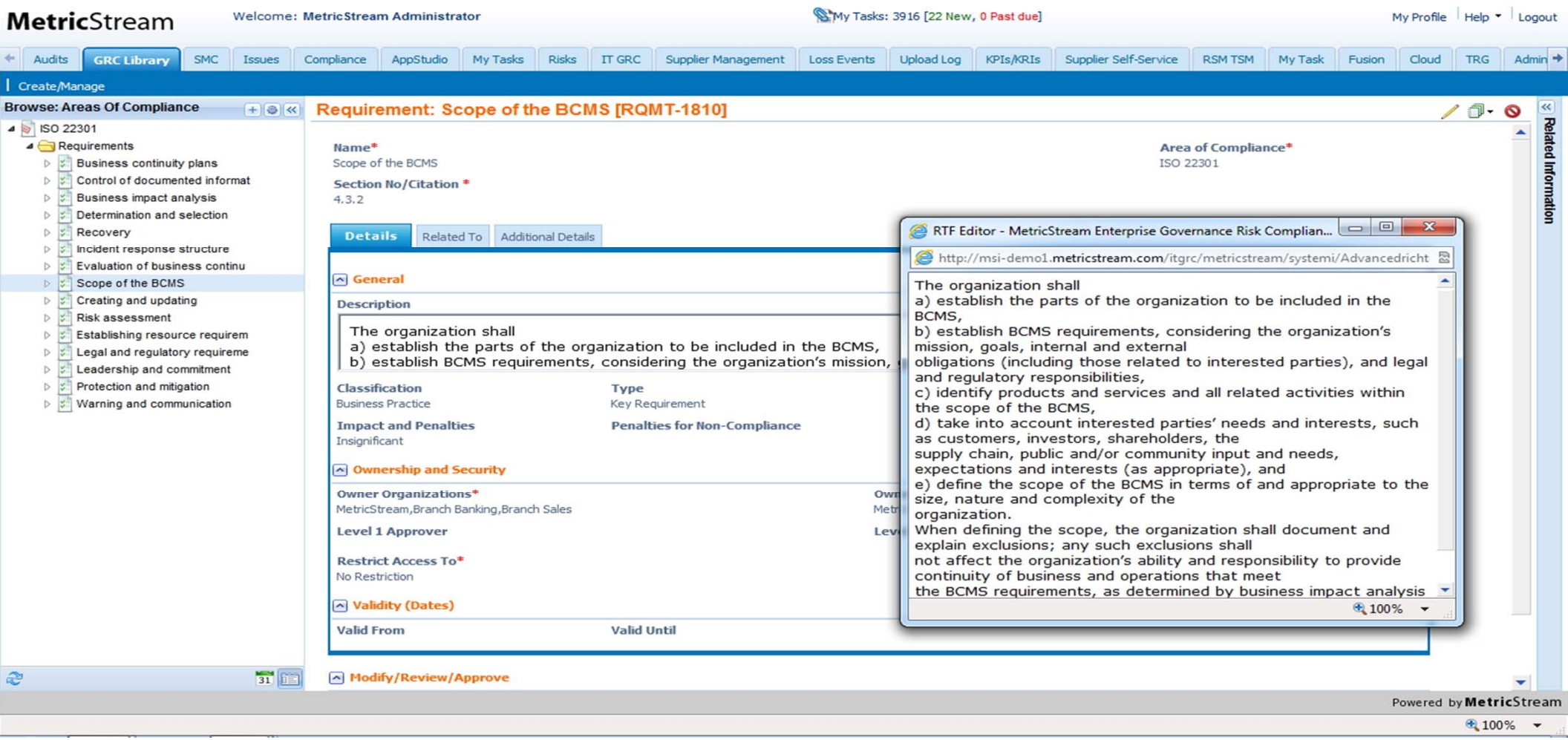
MetricStream has recently added a BCM content pack built around the International Standards Organization (ISO) 22301 requirements, which can be easily tailored by the organization for their specific needs.

This includes the following based on ISO 22301 requirements:

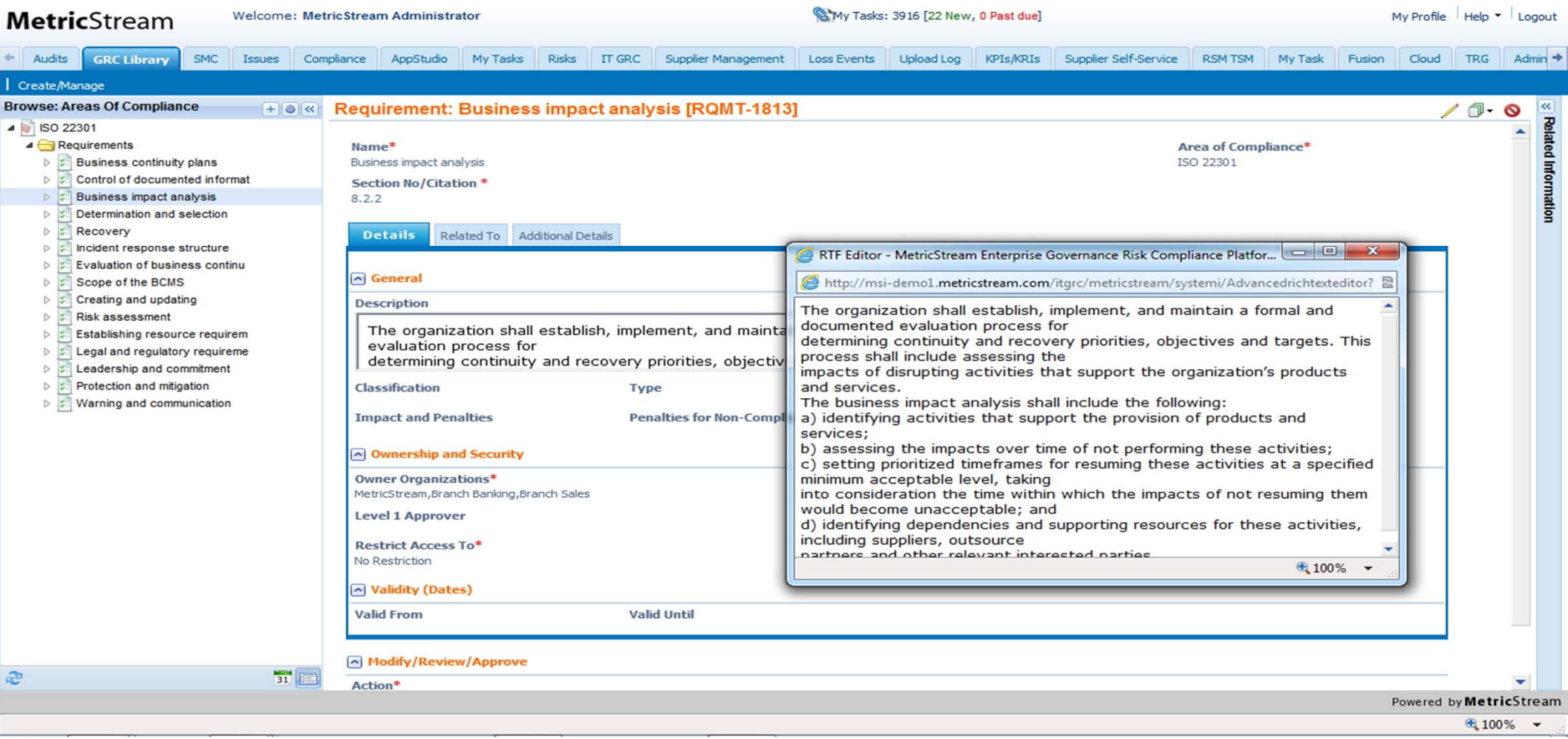
- Policies
- Processes
- Controls
- Guidelines
- Reporting Templates & Dashboards
- Checklists
- eLearning on ISO 22301



ISO 22301 Screenshots

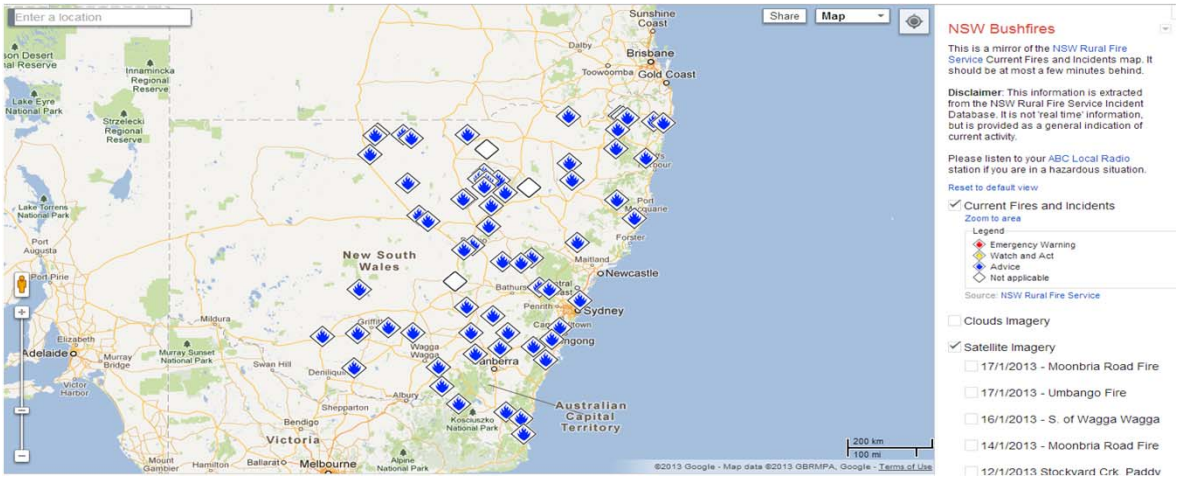


ISO 22301 Screenshots

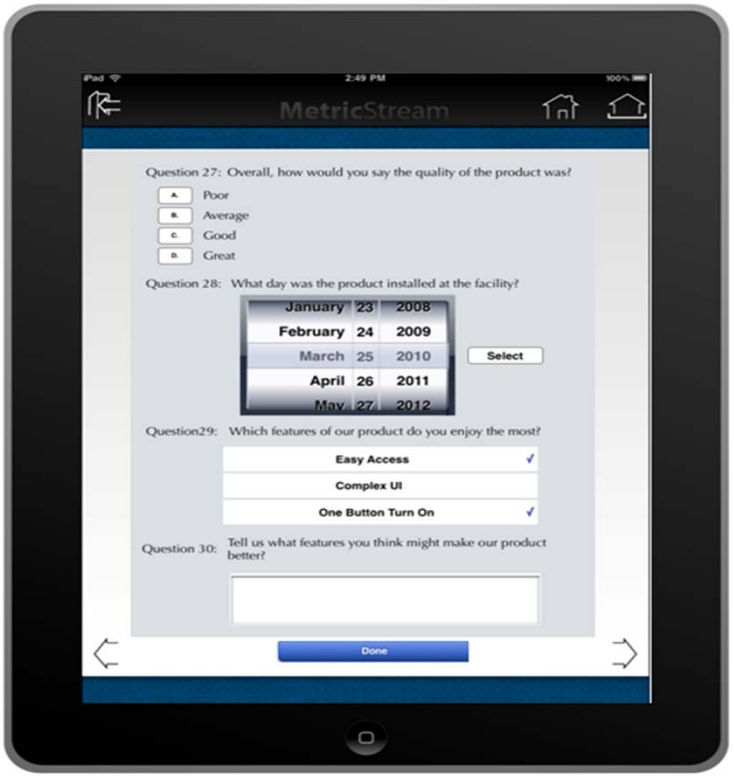


Social Media for Situational Awareness

- Track Social Media platforms like:
  - Twitter
  - Facebook
  - Pinterest
  - Google (Google +, Youtube, Crisis Map etc.)
- Correlate Information with Organizational Assets / Facilities / Risks
- Trigger / Update Incident Management Workflows & Notifications
- Real-Time Reports & Dashboards
- Leverage Social Media for Communications During Emergencies

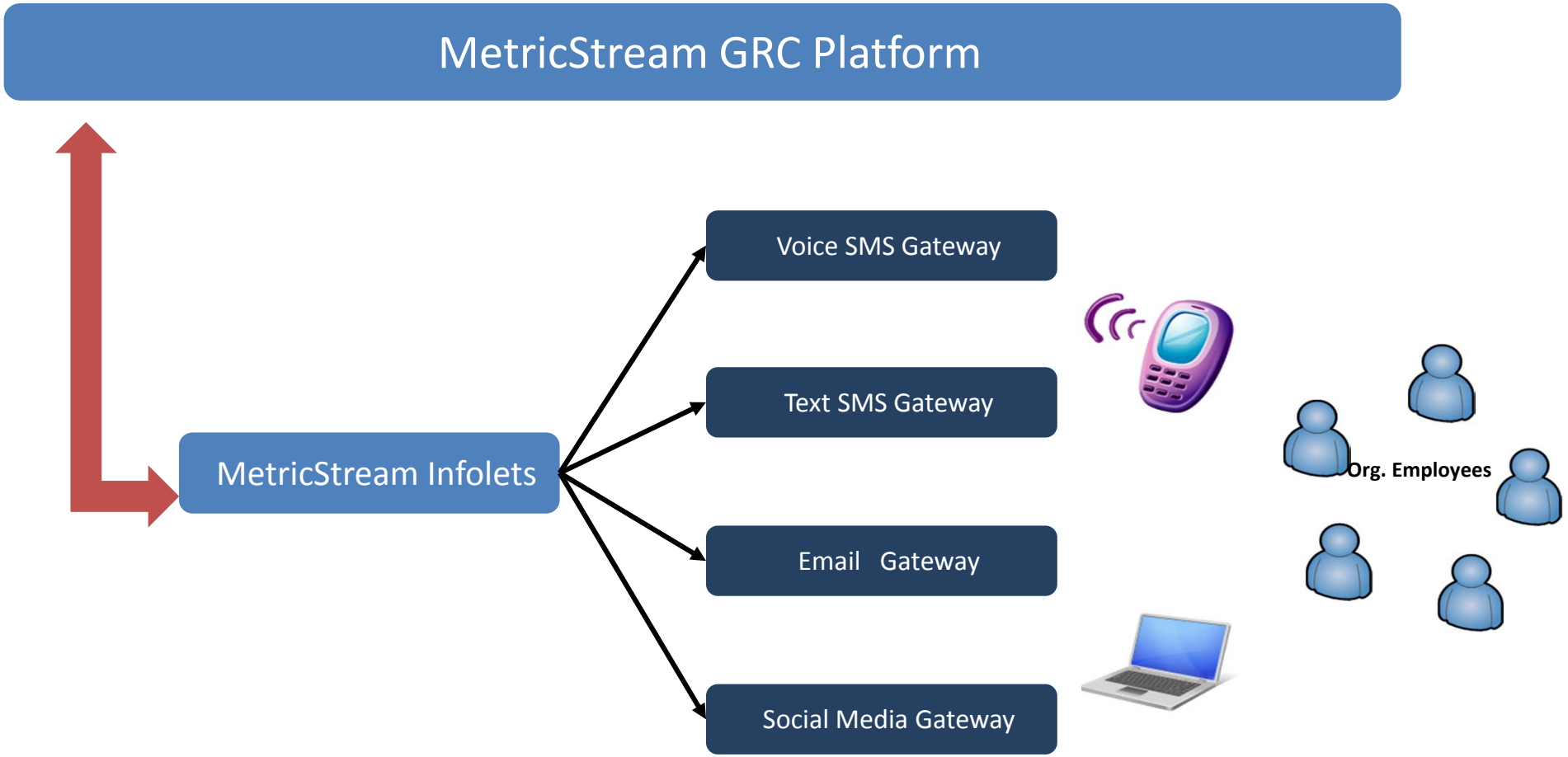


MetricStream Mobile App for BCM



- Native Apps for Tablets
  - AppStudio support for tablet and web interface for apps
- BCM Users
  - Offline Access to BC/DR Plans : Role Specific with checklists / tasks for different scenarios
  - Sync whenever plans are updated online (Push) and update task status
  - On-site, geo-tagged information & evidence gathering capabilities – share photos & videos to command-center & stakeholders
  - Alerts / status notifications
  - Feeds from sources like FEMA
  - Ability to broadcast emergency notifications via social media

Emergency Mass Notification



Summary – Best Practices for BCMS

- **Common GRC Platform for a 360 degree view of risk**
- Leverage GRC Management – 'Single platform, version of the truth'
- Develop common nomenclature and terminology within threat reports
- Implement a common policy, risk, control framework and issue management
- Implement common processes for incident response and crisis management
- **Business Continuity**
- Consider the end-end eco-system, including 3rd parties and suppliers
- Understand the risks of security attacks inherited in backups
- **Risk Management and Information Security**
- Collect and develop better information and evidence about attack vectors, impact achieved by adversaries, and threat agents
- Develop use cases for threat landscapes
- Collect security intelligence that cover incidents in an end-to-end manner
- Perform a shift in security controls to accommodate emerging threat trends