

Business Continuity Planning in the Telecommunications Sector

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What is BCM?

- * Business Continuity Management (BCM) refers to those management disciplines, processes and techniques which seek to provide the means for continuous operation of essential business functions under all circumstances.
- * Proactive Planning before, during and after a disruptive event.

The Business Impact Analysis (BIA)



Maximum Tolerable Outage (MTO) : maximum period in which organization can survive without data/function



Recovery Time Objective (RTO) : Time required to recover after disaster before sustaining long term crisis



Recovery Point Objective (RPO) : The age of the data that is required to sustain near normal activities

Analyses and predicts the impact of a man made and or natural disaster by determining what is required to maintain near normal operations

2016 Disaster Recovery Statistics

- * 54% of companies report they have experienced downtime from a single event, lasting more than 8 hours. *Eight hours of continuous downtime is full day of work.*
- * 75% of all downtime is reported to be due to a power outage. Hardware and human errors round up the top three.
- * 1 in 3 organizations have reported being hit by a virus or a malware attack within the last 5 years

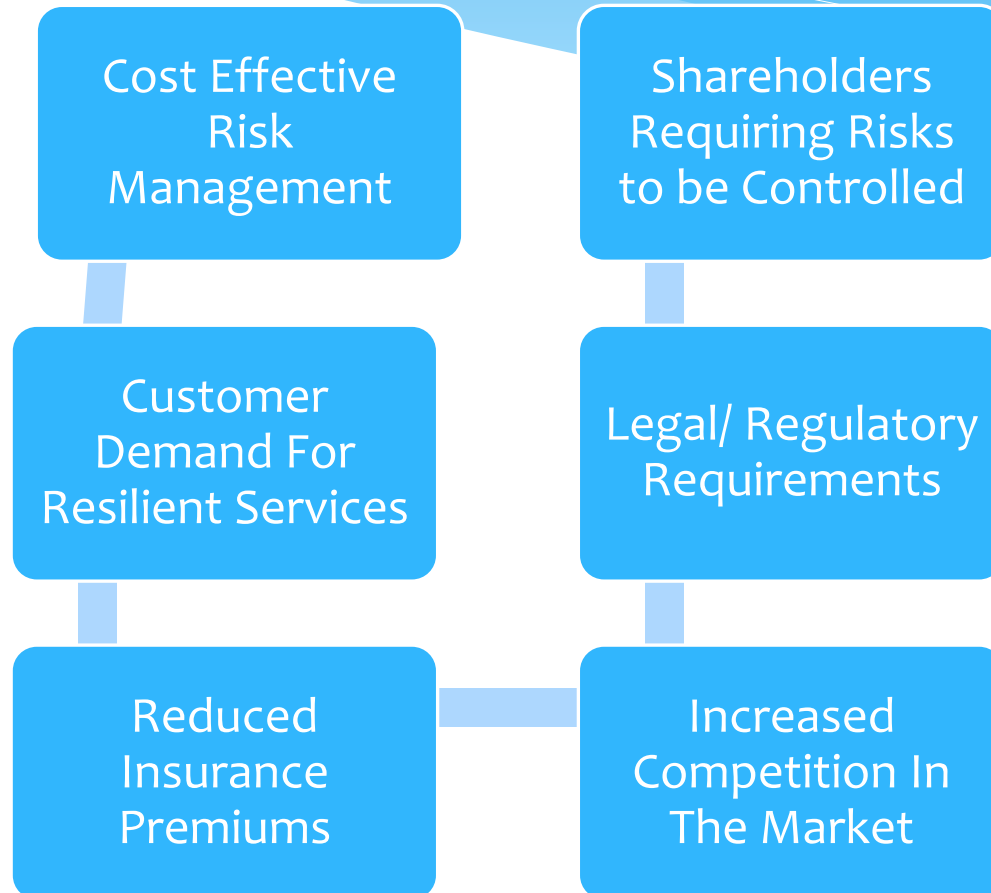
Source: *Invenio IT*

Disaster Recovery (DR) vs BCM

- DR-Reactive Planning detailing steps to be taken *after* a major disruption.
- Disaster Recovery is a subset of BCM Planning.

Why BCM?

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What is an essential function in tele BCM? (Man Made Disasters)

Technology

Property Services

Information Technology

Call Centre

Purchasing & Supply

Field Services

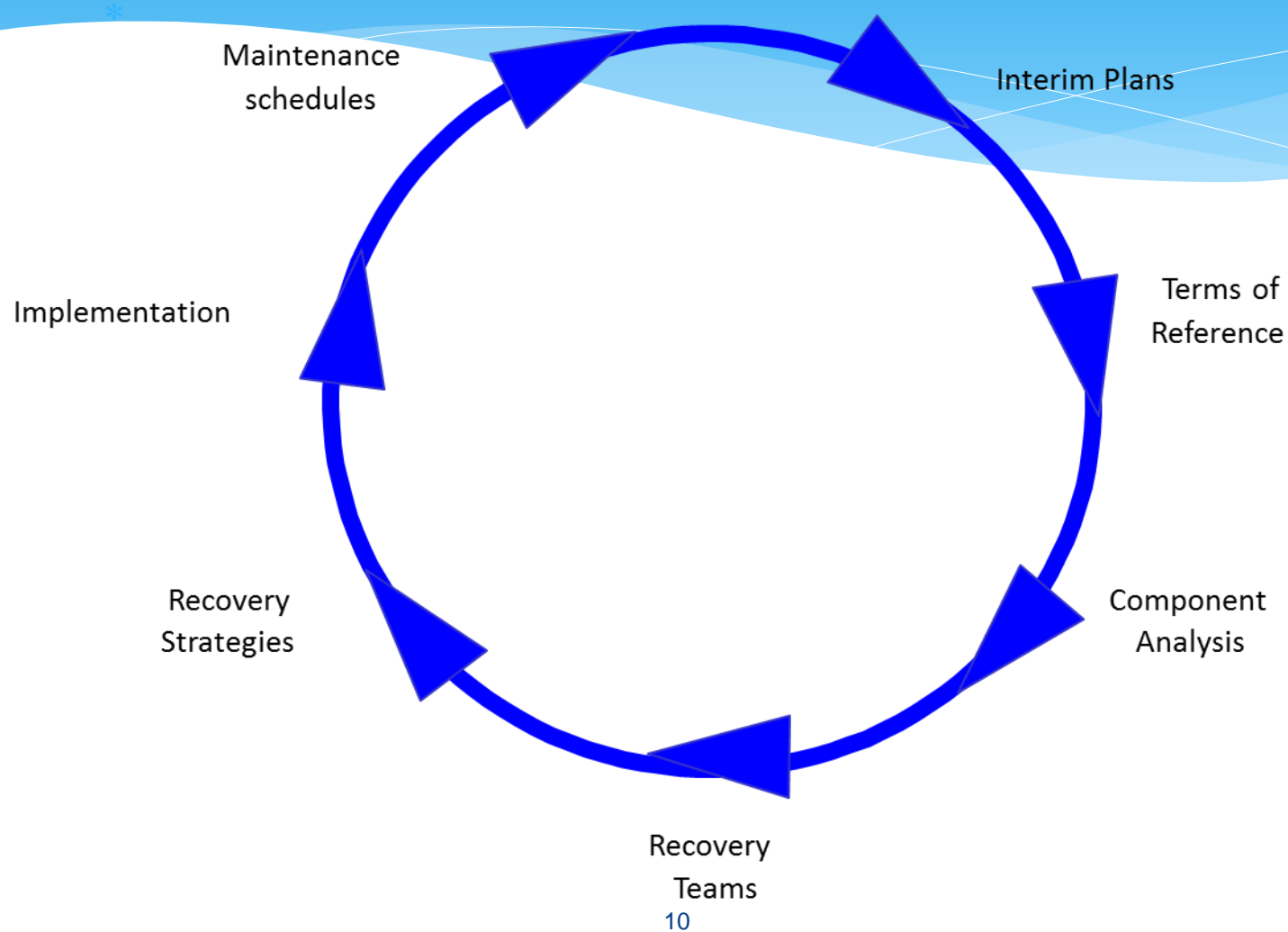
Non-Operational Plans: (Natural Disasters)

- * Bomb Threat
- * Riots
- * Flooding
- * Fire
- * Mass casualties
- * Prolonged Fuel shortage
- * Prolonged Electricity Outage
- * Oil Spill
- * Earthquakes
- * Volcanic Eruptions

Elements of the BCM Plan

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 - * Local Crisis Management Team
 - * Names, Functions, contact details
- * Stated Crisis levels
- * Emergency Operations Centre location-Virtual & Physical
- * Key Business functions: Responsibilities, MTO, RTO, Priority Restoration Processes
- * Internal & External Suppliers details
- * Spares required for effective restoration
- * Known locations vulnerabilities to natural disaster: flooding, riot.
- * Disaster/Crisis declaration point
- * Mutual Assistance Program details
- * Critical data Back up
- * Communication Plan

The BCM Process



2017 Hurricane Season Lessons

- * Roof top antennas caused significant damages to supporting infrastructure. Replacement costs prohibitive BTC/Telem experience
- * Monopole towers withstood hurricane strength winds
- * Need to develop mutual assistance programs for competitors on each island
- * Fibre network sustained hurricane damages better than microwave
- * Use of Ham Radios remain suitable alternate communication mode (Dominica first contact was via Ham Radios)
- * Battery failures and short supply of diesel fuel delayed restoration efforts –Solution -Solar Panels
- * BCM Proactive Planning remain mainstay for early recovery.

End

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“If you fail to plan, you have already
planned to fail.”