
- Minutes -

Queensland BCI Forum Meeting, 12 August 2008

Location: Level 25
123 Creek Street
Deloitte Conference Room

Time: 12:00 – 14:00

Attendees:

Colin Maslen (Forum Leader)	Office of Transport Security
Sonia Johnstone	Residential Tenancies Authority
Debbie Reed	Residential Tenancies Authority
Philip Wang	KPMG
Tanya Bakens	Suncorp
Laura Daniels	CITEC
Steve Young	SmartService Qld
Shane Barker	Boeing
Sally Lambert	Suncorp
Anna Spicer	Suncorp
Deb Ansell	Phillips Group
Louise Patroni	Phillips Group
Diane Paterson	CorpTech, Dept of Public Works
Dave Jackson	CorpTech, Dept of Public Works
Andrew Fisher	Deloitte

Apologies:

Greg Bolton (Secretary)	Deloitte
Paul Trebilcock	JBT Global
David James-Brown	JBT Global
Judith Donovan	Deloitte
Stephanie Paul	Phillips Group

Previous Business

Minutes from the previous meeting held on 06 June 2008 were accepted as read by Colin Maslen and seconded by Shane Barker.

General News

Implementation of 9/11 Act: Shane Barker drew the meeting's attention the US Department of Homeland Security's implementation of the 9/11 Act, including a voluntary accreditation program for industry to indicate their level of business continuity management and emergency preparedness. This program has particular relevance for those companies with business interests in the USA. (Also see attached Press Release).

BCI Membership Examination:

Steve Young and Shane Barker shared their views on the BCI Membership Examination. The examination, comprising 120 questions to be answered within two hours, is relatively straight forward and based on the Good Practice Guidelines - essential reading for any prospective candidate. There are two levels of passes: "Passed", based on a score of about 70% to 75% or more, and "Passed with Credit" for a score of about 85% or more. However Shane cautioned against examination candidates trying to calculate their own scores; the questions are weighted, according to their level of significance/importance, which means that the BCI's scoring process is quite complex.

Presentation

Shane Barker delivered a presentation on the "BCM Maturity Model", developed by the Virtual Corporation in the US. This is an open access, self assessment tool to enable business continuity managers/practitioners to evaluate their organisation's state of preparedness and benchmark their BCM program. It includes evaluation criteria in 8 critical corporate components across 6 levels (see diagram below). This potentially a powerful tool which can be used to show executive management what the current status of BCM is, what this means in terms of risk exposure to the organisation, and where BCM needs to be.

Business Continuity Maturity Model®						
Standard Reference Chart		Increasing Business Continuity Competency Maturity →				
Maturity Model Levels	Level 1 Self-Governed	Level 2 Supported Self-Governed	Level 3 Centrally Governed	Level 4 Enterprise Awakening	Level 5 Planned Growth	Level 6 Synergistic
Athlete Analogy	Able to Crawl	Able to Walk	Able To Run	Fit Runner	Competitive Runner	Olympic Runner
Comparative Model	Organization At Risk		Competent Performer		Best of Breed	
Corporate Competencies	General Attributes of an Organization at Each Maturity Level					
Leadership	VL	L	M	H	H	H
Employee Awareness	VL	L	L	M	H	H
BC Program Structure	VL	L	L	M	H	H
Program Pervasiveness	VL	L	L	L	M	H
Metrics	VL	L	M	M	H	H
Resource Commitment	VL	L	M	H	H	H
External Coordination	VL	L	L	M	H	H
BC Program Content	VL	L	M	H	H	H

For further information please contact Shane Barker on 3306 3646 or shane.k.barker@boeing.com, and/or go to: <http://www.virtual-corp.net/html/bcmm.html>

Other Points for Discussion

Optus Outage: The recent failure of the Optus network was discussed. Steve Young pointed out that the Optus outage provides a useful scenario, particularly for organisations which are heavily dependent on telephony, to reinforce the message to senior management regarding the need for BCM.

Colin Maslen added companies which rely on business interruption (BI) insurance (i.e. insurance for lost revenue) to mitigate risk should be mindful that BI is invariably linked to insurance against Property Damage. This generally means that BI insurance is only triggered when business is disrupted because of damage to the insured's own property; i.e. a BI claim could be invalid in circumstances where loss of revenue is attributed to damage/failure of a third party/supplier's property, infrastructure or network (unless the policy includes a "Supplier's Extension")

Tests and Exercises: In a discussion on planning and conducting tests and exercises, the meeting commended Greg Bolton for his presentation at the previous meeting on the methodology of exercising BCPs, and suggested that Greg might be invited to deliver the same or a similar presentation at a later date.

Some of the other discussion points included:

- The question as to whether an exercise (e.g. an emergency evacuation) should be announced in advance or initiated without prior warning. It was agreed that while the latter provides by far the best indication of the organisation's preparedness, the level of BCM maturity and the complexity of the exercise also need to be considered. In some cases it might be preferable to forecast the date of an exercise without disclosing any details as to what the exercise might be or who might be involved.
- Combining emergency drills with BCM exercises, and also inviting emergency services to participate, can enhance the realism and add considerable value to the exercise.
- For more complex and realistic exercises, safeguards may need to be in place to avoid confusing the exercise with a real event.
- The Public Relations Plan is an essential component which should also be tested (e.g. by concluding the exercise with a "press conference").
- "Time jumps" may be needed to test other components of the plan, including the Recovery phase.

Forum Meeting Schedule

It was agreed that a meeting should be held every two months. Attendees also considered the possibility of hold a Forum dinner, at a suitable venue, with a guest speaker (e.g. of the calibre of Peter Cosgrove), possibly in December – to be followed up by Colin Maslen.

Suncorp offered to host the next meeting, to be held from 3.00 to 5.00 pm on Tuesday 14th October.

Closure

There being no further business the meeting was closed at 2.00 pm.

Signed as a correct record:

Colin Maslen
Office of Transport Security
Forum Leader QLD BCI Forum