What are we covering

• Trends, issues, expected issues for
  • BCP
  • Emergency Response
  • Crisis Management

• Questions are encouraged! This session is interactive and you set the agenda. (the slides are available for everyone even if we don’t cover all the topics)
2015 had:

• Supply Chain focus (less manufacturers and suppliers)
• Technology – virtualization & cloud (public and private) services (continues from the previous 3 years)
• Outsourcing of functions (changes the dynamics and risks)
• Broader communications
• More single points of failure
• Doing more with less
• Crisis Management Issues
Supply Chain Focus

- Customers still trying to push BCP planning down to suppliers
  - Automotive industry has been doing this for some time – and it seems to be working
  - Seeing it in retail (large scale)
- Unreasonable demands abound until the suppliers all reject the idea or get paid for it
  - Partner with competitors
  - Suppliers maintain all inventory
  - Tier one suppliers bear the burden without the reward
Technology - Virtualization

- Most larger companies are doing this today.
  - See lower operating cost
  - Outweighs the risk
- Cloud based Applications
- Vendor dependence
  - Used to be storage, now cloud and application
Outsourcing of Functions

- IT, HR, Data Centers
- They are not employees – their contract specifies actions and responses
- Critical functions may be outsourced
- You may not be their only client, nor their highest priority

If outsourcing, these are still risks for the company

Now we are seeing a slow-down in outsourcing as the costs may not be as favorable compared to public opinion. Next 3 years will be interesting here.
2015 had:
- To All employees; not just response teams
- 30 minute or less messaging
- External and internal recipients
- More forms
  - Email
  - Letters
  - Printed materials
  - Texts
  - Media releases

2017:
- Not much push has been seen other than in Higher education.
- Communications failures are highlighting the problem with unplanned and unadvised communications methods
- Social media will kill
- Expect changes here that many executives will not like or implement until forced
More Single Points of Failure

• Loss of personnel and shrinking headcount
  • More gaps from senior to junior personnel
  • Less staff = less cross-training = problems recovering
  • Retirement disaster larger than ever

• Less spend on technology and redundant systems

• Outsourced functions
Doing More with Less

2015:
• Less staff
• Less budget
• Less testing
• Less time with business
• More capability
• More responsibility

2017:
• It is still true.
Practical Considerations for BCP Owners

- Keep the frustration lower
- How much stuff needs to be in a plan?
  - Leadership
  - Communications
- How do you get them to “Own” their plans
  - You won’t (in many cases)
  - Exercise – not just tabletop
  - Make them do the paperwork you expect post disaster
Working together

• BCP needs to be out of its silo
• Emergency Management is all the rage and yet they can’t do it alone either
• Security just wants to say no and never play with anyone else – how’s that been working for you (anyone with credit card breaches…)

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Time is the enemy to preparedness

- It is not what you might expect. The time between major storms, not the time before the storm.
- Personnel had changed and new employees had no experience
- Training was neglected
- Tabletop exercises for management did not translate to knowledge to the workers
Documentation

• Severe enough to get its own slide
• If you don’t practice using the tools – you will not use them
• Need a running action item log (color coded is nice)
• Review the action items at each meeting time
• Have a briefing ready for the next shift – use your documentation!
Ask Away

• If you haven’t taken the opportunity to ask those burning questions as we went through the slides…

• Ask them now please!
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