

Third Annual

# Business Continuity Summit 2009

**Chifley at Lennons, Brisbane 24 – 26 March 2009**



**Day One Wednesday 25 March**

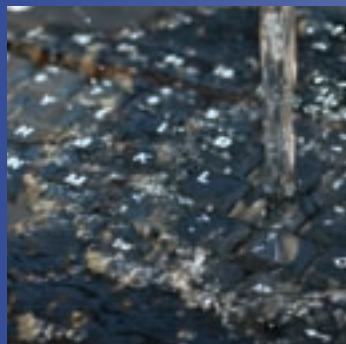
### Business Continuity Essentials

- > Covering introductory subjects for those new to or just starting in the work of business continuity

**Day Two Thursday 26 March**

### Business Continuity Innovations

- > Covering more advanced subjects on new approaches, case studies and emerging trends for the more experienced BCP practitioner



**Pre Conference Workshops Tuesday 24 March**

- > Introduction to Business Continuity Management



- > Pandemic Planning

- > Business Continuity Standards - Essentials



## Day One: Business Continuity Essentials Wednesday 25 March 2009

**8.30am** Registration

**9.00am** Opening Address from Conference Chair

*Tim Janes, MBCI, Australasian Chapter Committee Member/Summit Coordinator*

**9.15am** **KEYNOTE PRESENTATION - Weathering the Storm: APRA's role in financial crisis management - David Lewis, General Manager - Supervision Framework, Australian Prudential Regulation Authority (APRA)**

- > APRA's role: Can prudential supervision prevent financial market crises?
- > The turmoil in financial markets: What happened?
- > Good supervision or good luck: Why have we done better in Australia?
- > Preparing for the unexpected: APRA's crisis response capability

**9.55am** **Global financial and environmental crises – the impact on business continuity - Bob Hayward, Director - IT Advisory Services and Belinda Constable, Senior Manager, KPMG**

- > Validating investment in business continuity
- > Importance of governance and business continuity value creation
- > Cost optimisation of business resilience and recovery solutions

**10.25am** Morning Tea

### STREAM 1 - BUSINESS IMPACT ANALYSIS

**10.55am** **KISS the BIA or How much data do we really need? - Howard Kenny MBCI**

- > What is a BIA?
- > Where does it fit in the BCM Lifecycle?
- > What information do I need?
- > Keeping it simple
- > Consistency, relevance and metrics

**11.25am** **BIA in BAU - Mark Harris, Manager, Business Continuity, HBOS Australia**

- > BIA Questionnaires
- > BCM Framework and Risk Management Frameworks
- > Data Sources and Reporting

**11.55am** **Undertaking the DR BIA - David Danher, National Practice Manager, Business Consulting Services, Thomas Duryea Consulting**

- > Developing the Consequence Table
- > Developing the BIA
- > Workshopping the BIA
  - Application Impact Rating
  - MAO
  - RTO
  - RPO

### STREAM 2 – IT DISASTER RECOVERY

**10.55am** **ACDC – Moving Data Centres across Continents - Amardeep Singh, IT Risk & Quality Control Manager, Old Mutual Australia Limited**

- > Why move Data Centres?
- > Case Study – Moving a Data Centre
- > What is the Learning of all this for Business Continuity and Disaster Recovery?

**11.25am** **Trends, Technologies and Realities in Disaster Recovery - Sally Parker, IT Analyst & Strategy Consultant, Beyondinsights IT**

- > The Classic approach and comparative technologies
- > Emerging enabling technologies for High Availability & Disaster Tolerance
- > Reality & Practicalities

**11.55am** **Results from Ernst & Young's Global Security Survey - Philip Carter, Senior Manager, Ernst & Young**

- > Findings of the survey and focus on the challenges for the Oceania region including links to Business Continuity Management
- > The survey provides some significant insights into the key issues facing organisations today and their state of readiness to address these issues

**12.25pm** Lunch

**1.30pm** Panel Discussion: Links between IT Security and Business Continuity

**2.00pm** **Every University Class Needs a Room (even in a crisis) - Graham Nisbet, Managing Director, Continuity Planners Australia**

- > The approach we took to developing and testing the BC plans for the Office of Facilities Management
- > The particular challenges and opportunities presented by a large geographic campus, with some leading edge technologies and some aging infrastructure
- > The evolution of the crisis management plan during the project
- > The shape of the final business continuity plan
- > The rehearsals conducted and the interesting results

**2.30pm** Case Study - David James-Brown, Director, JBTGlobal Corporate Advisory

**3.00pm** Afternoon Tea

**3.30pm** **The Good, The Bad and The Ugly: Aon Global Risk Consulting's Perspective on Business Continuity Management Implementation - Alan Beard, Principal - Aon Global Risk Consulting, AON Risk Services Australia Limited**

- > What are the ingredients for a successful business continuity management implementation?
- > Selecting a business continuity management system
- > Establishing the correct business recovery objectives

**4.00pm** **How to Add Value as a BCM Professional - Andrew Tapp, Managing Director, Mitigator Pty Limited**

- > What is our role?
- > What are the challenges we face?
- > Mistakes to look out for
- > How can we add value?

**4.30pm** Close of Conference Day One

**5.30pm** Networking Drinks

# Business Continuity Summit 2009

Day Two: Business Continuity Innovations Thursday 26 March 2009

**8.30am** Registration

**9.00am** Opening Remarks from Conference Chair

*Bill Hannan, MBCI, Australasian Chapter Chairman*

**9.15am** KEYNOTE PRESENTATION - The Goal of Resilient Organisations

*Erica Seville, Risk Strategies Research and Consulting*

- > Leveraging Resilience concepts to better integrate Continuity into organisational culture
- > Evaluate an organisation's Resilience before the crisis strikes
- > Practical ideas on applying Resilience concepts within your own organisation

**9.55am** Business continuity and the road to resilience

*Robert Oldfield, Director, Organisational Resilience*

- > Definitions and synergies of individual, organisational, sectoral/community and societal resilience
- > The refined characteristics and behaviours (enablers) of organisational resilience
- > What is being done in Australia to enhance the resilience of critical infrastructure and the community

**10.25am** Morning Tea

## STREAM 1 – RISK MANAGEMENT

**10.55am** Risk Management: Being an unsuspecting victim of other people's agendas - *Milton Turner, Business Continuity Coordinator, Ergon Energy*

- > Why do some things make front page, while more significant but less sensational events do not?
- > In developing a business continuity capability, are we expending effort in the wrong areas just to feel good?
- > How can we learn from the media and merchants of fear to sell risks better?

**11.25am** The Psychology of Risk - *David Simpson, Managing Director, CQR Consulting*

- > Why Understanding Behaviour is important
- > Individual Responses and Organisational Influences
- > Considerations for Risk Management & Business Continuity Management
- > Key strategies to manage risk

**11.55am** The role of business continuity in organisational resilience - *Michael Lee, Analyst, Deloitte Touche Tohmatsu*

- > Discussion of the level of organisational resilience required across different sectors
- > Discussion of key indicators of organisational resilience across industrial sectors

## STREAM 2 – EMERGENCY MANAGEMENT

**10.55am** Managing Business Interruptions for Emergency Services - *Suzanne Ford, Principal Advisor – Risk, Department of Emergency Services (QLD)*

- > The added pressure for business continuity planning for emergency services
- > The importance of developing and maintaining good relationships
- > The importance of knowing your business processes - the 'why' as well as the 'what'
- > When the going gets tough: innovative thinking and great people
- > What we could do better

**11.25am** A health perspective on emergency response and Business Continuity - *Alex McGill, State Coordinator Emergency Exercises, Queensland Health*

- > Queensland Health response to Cyclone Larry
- > How resilient is our infrastructure
- > Queensland Health disaster management framework

**11.55am** Leading your organisation out the other side... A practical guide to leadership in a crisis - *Stephen Young, Director, Turning Point Crisis Management*

- > Models and styles of Crisis Leadership
- > Crisis Leadership competencies
- > Decision-making under pressure
- > Leading yourself through a Crisis
- > Case-Studies of Leading Crises

**12.25pm** Lunch

**1.30pm** Vanguard Australia's BCM story - *Ian Alcock, Head of Australia, Vanguard Investments Australia*

A first hand case study followed by considerations about building high engagement in business continuity within any organisation

**2.00pm** A State of Dependencies: The Varanus Island gas explosion - *Christine Miller, Business Continuity Projects - Petroleum and Marine Division, Geoscience Australia*

- > On 3 June 2008, an explosion and fire damaged the Varanus Island gas processing plant in North West WA
- > For months following, 30% of domestic gas and 80-90% of industrial gas supplies were reduced
- > The economic consequences to Australia's GDP were masked by the global financial meltdown

**2.30pm** The Day the Fish Died - *Chris Tweedie, Principal Consultant, MC2Pacific Pty Ltd*

A Crisis Management case study about notification, activation, termination and debriefing the media in a crisis

**3.00pm** Afternoon Tea

**3.30pm** Business Resilience in Non-Government Organisations - *Shona Munro, Managing Director, Eteem Consultancy Ltd*

- > The particular issues that face NGOs in relation to business resilience
- > Considering the limited resources, is business resilience necessary for NGOs?
- > Case studies of NGOs who have tackled BR and what they found worked/ did not work

**4.00pm** Incident Response - Traps and Tricks - *Leslie Whittet, Managing Consultant, Leslie Whittet & Associates*

- > Employees may be your biggest risk
- > Evacuation issues
- > How do you know that everyone is out
- > Assembly points and attendant risks

**4.30pm** Final remarks from Chair

**4.45pm** Close of Conference



## Pre Conference Workshops Tuesday 24 March

### WORKSHOP A – INTRODUCTION TO BUSINESS CONTINUITY MANAGEMENT

9.00am – 3.30pm

**Workshop leader: Greg Dickson,  
Bennelong Forty Two Pty Ltd**

The objectives of this workshop are to provide participants with the knowledge and skills to be able to apply the information presented and discussed in the workshop to their own organisation's Business Continuity programme and plans, commence an action plan for any changes and improvements to Business Continuity Plans and review current business continuity documentation effectively.

#### Key Topics:

- > What is Business Continuity Management?
- > The Business Continuity Management Processes
- > BCM Initiation
- > Business Impact Analysis and Risk Assessment
- > The Business Continuity Plan

#### About the presenter:

Greg Dickson's interest in risk and continuity planning developed while at CIBC Australia which led him to establish a career in consulting on continuity planning. During the last 15 years he has worked with Government (State and Federal) as well as numerous financial industrial and commercial enterprises. Greg has been certified by both the Business Continuity Institute (UK) and the Disaster Recovery Institute (USA) and is one of the few planners to have both certificates.

### WORKSHOP B – PANDEMIC PLANNING

12.00pm – 3.30pm

**Workshop leader: Leslie Whittet,  
Leslie Whittet & Associates**

Effective Pandemic Planning will make your organisation more resilient and will provide a real return whether or not a pandemic occurs. This course will provide you with a sound understanding of the Pandemic Planning process, the scope of a Pandemic Plan, and how it aligns with and strengthens your organisation's Business Continuity Plans.

#### About the presenter:

Leslie Whittet has undertaken extensive research into the business continuity implications of pandemics. He has assisted many organisations to prepare Pandemic Plans and to ensure that their Business Continuity Plans address the attendant issues. He is frequently engaged to facilitate BCP exercises for organisations throughout Australia. Leslie's current research focus is on the critical role of organisational BCM programs together with continuing research into Pandemics.

### WORKSHOP C – BUSINESS CONTINUITY STANDARDS - ESSENTIALS

12.00pm – 3.30pm

**Workshop leader: Tim Janes,  
Fulcrum Risk Services Pty Ltd**

There are a growing number of business continuity management standards and guidelines promoted by organisations from around the world. Each new standard aims to offer the latest and most complete solution to the challenge of creating and maintaining business continuity capabilities in an increasingly complex world. It can be a challenge just to understand the benefits and variations between them, let alone know which one to follow.

This half day workshop will focus on the essential information to help business continuity professionals appreciate more clearly:

- > What are the key benefits and differences between the BCM Standards?
- > What does a BCM Standard really offer to organisations?
- > Is there one "best" BCM Standard?
- > How to use BCM Standards to your advantage?

#### About the presenter:

Tim Janes is a Director of Fulcrum Risk Services. Tim has over 15 years experience providing business continuity and crisis management services to private and public sector organisations across Europe, Asia and Australia. He has created, implemented or exercised over 200 business continuity plans.

Tim has applied his practical experience to help clients carry out regulatory reviews, prepare and deliver business continuity manager training, and conduct simulation exercises involving up to 50 people. He has developed detailed contingency plans in response to specific continuity threats such as the APEC Summit, Avian Influenza, the Millennium Bug and major business and IT relocations. He has also reviewed and analysed regulatory standards from around the world.

Tim has an MBA from Imperial College, London University. He is a Member of the Business Continuity Institute and past Leader of the BCI NSW Forum. He is a regular business continuity and crisis management trainer and frequent contributor of original articles on business continuity for local and international publications and web sites.



Dear Colleagues,

The BCI Australasian Chapter is pleased to announce and invite you to the **Business Continuity Summit 2009**. The Business Continuity Summit, to be held in Brisbane on Wednesday March 25th and Thursday 26th 2009, is the principal annual conference to address issues common to all aspects of business continuity and related disciplines. The Business Continuity Summit will represent the culmination of **Business Continuity Awareness Week 2009**, which runs from 23rd to 27th March 2009, with a range of events being planned across Australia and New Zealand.

In the past twelve months organisations across the globe have been forced to face new and complex challenges in the face of the financial crisis and credit crunch. This has increased the focus on business resilience, as one of the key driving forces behind the evolution of the business continuity profession. Internationally and domestically, the risks associated with terrorism, climate change, severe storms and floods, data protection, security and pandemic continued to create headlines and new challenges.

The Business Continuity Institute Australasian Chapter is now firmly established and goes from strength-to-strength, increasing awareness of business continuity opportunities, drawing more business continuity practitioners 'into the fold', promoting cooperation in the emergency response, risk management and business continuity arena and offering comprehensive, certified training in business continuity disciplines.

Reflecting the growing scale and maturity of the Australasian business continuity community, the Business Continuity Summit 2009 will adopt two distinct and related themes:

**Day One, Wednesday 25 March – Business Continuity Essentials** covering introductory subjects for those new to or just starting in the work of business continuity, with presentations and case studies themed around the 6 BCM framework stages outlined in BS.25999.

**Day Two, Thursday 26 March – Business Continuity Innovations** covering more advanced subjects on new approaches, case studies and emerging trends for the more experienced BCP practitioner.

The conference program includes speakers with a wealth of business continuity expertise from diverse countries, backgrounds and organisations. They will share their knowledge and experiences in designing, implementing and maintaining effective business continuity capabilities. You will also have access to a healthy dose of business continuity 'reality' in the form of real life business continuity case studies, to demonstrate learning how business continuity theory is transformed into practice. It will provide an excellent opportunity for training and networking with colleagues and practitioners in Business Continuity, Crisis Management, Crisis Communications, Emergency Response, IT Disaster Management, Risk Management, Security, and the organisations which supply and service these disciplines.

Key reasons to attend:

- Remain up-to-date with trends and developments in business continuity.
- Learn from the experiences of key industry experts.
- Network with high level industry executives.
- Benefit from the experiences of real

life business continuity events.

- Acquire practical skills and methods to apply to your business continuity process and planning.
- Contribute to your ongoing professional development.

I look forward to seeing you at the Business Continuity Summit 2009, and I encourage you to be a part of the overall Business Continuity Awareness Week from 23rd to 27th March 2009.

Yours Faithfully

**Bill Hannan, MBCI**  
Australasian Chapter Chairman



**Continuity Forum** is an active network of organisations that share an interest in seeing that their business continuity and disaster recovery plans are resilient and continually reviewed.

Our members include government departments and blue-chip companies in the banking, transport, utilities, health care, telecommunications and retail industries.

Benefits of Continuity Forum membership include Member & Specialist Meetings, Conferences & Training, Resources, Surveys and Benchmarking and Member Support.

Become a member today and save! For more information email [info@continuity.net.au](mailto:info@continuity.net.au), call +61 2 9415 4180 or go to [www.continuity.net.au](http://www.continuity.net.au)



**The Business Continuity Institute (BCI)** was established in 1994 to provide opportunities to obtain guidance and support from professionals. The institute provides an internationally recognised status in relation to the individual's experience as a continuity practitioner.

The BCI currently has over 4,000 members in 80+ countries.

The wider role of BCI is to promote the highest standards of professional competence and commercial ethics in the provision and maintenance of Business Continuity Management. The Aims and Objectives of the BCI are primarily to promote the art and science of business continuity management as well as defining, initiating, evaluating, and

communicating BCM thinking standards and good practice.

The BCI has a structures and internationally recognised competency based certification process for BCI practitioners, with membership levels ranging from student to fellow.

The BCI representative for Australia is Bill Hannan.

Most states in Australia also have a BCI State Representatives and information about local forums can be found at [www.thebci.org.au](http://www.thebci.org.au).

Full information on the BCI including joining instructions is at [www.thebci.org.au](http://www.thebci.org.au).

## Conference Venue: CHIFLEY AT LENNONS

**Address:** 66-76 Queen Street, Brisbane QLD 4000

**Contact:** T: +61 7 3222 3222

F: +61 7 3221 9389

**Reservations:** 1300 650 464

reservations.lennons@chifleyhotels.com

**Parking:** Car parking is available at the Hotel at a cost of \$25.00 per night for delegates staying in the Hotel. Unfortunately due to limited spaces, no parking is available for non-residential delegates. The Myer Centre Car Park is conveniently located directly across from the hotel in the Queen Street Mall with the entrance to the Car Park from Elizabeth Street. The Myer Centre Car Park's direct telephone number is 07 3229 1699, should you require any further information.

**Accommodation:** Accommodation is not included in the Conference and Workshop prices below. The Chifley at Lennons offers four different levels of accommodation. If you have any special requirements for rooms please advise hotel when booking.

### CONFERENCE and WORKSHOP PRICES (GST included):

Register early & save!	EARLY BIRD RATE: Book & pay by 23 February 2009		STANDARD RATE: Book & pay after 23 February 2009	
	Member *	Non Member	Member *	Non Member
<b>CONFERENCE PACKAGES - PLEASE TICK:</b>				
3 Day Package (Conference + Workshop A)	<input type="checkbox"/> \$2750	<input type="checkbox"/> \$4100	<input type="checkbox"/> \$3300	<input type="checkbox"/> \$4400
2 ½ Day Package (Conference + Workshop <input type="checkbox"/> B or <input type="checkbox"/> C)	<input type="checkbox"/> \$2530	<input type="checkbox"/> \$3740	<input type="checkbox"/> \$2830	<input type="checkbox"/> \$4040
2 Day Package (one day Conference + Workshop A)	<input type="checkbox"/> \$1980	<input type="checkbox"/> \$3080	<input type="checkbox"/> \$2200	<input type="checkbox"/> \$3300
2 Day Conference only	<input type="checkbox"/> \$1980	<input type="checkbox"/> \$3080	<input type="checkbox"/> \$2200	<input type="checkbox"/> \$3300
1 Day Conference ( <input type="checkbox"/> Day 1 or <input type="checkbox"/> Day 2 or <input type="checkbox"/> Workshop A only)	<input type="checkbox"/> \$1100	<input type="checkbox"/> \$1650	<input type="checkbox"/> \$1430	<input type="checkbox"/> \$1870
½ Day Workshop ( <input type="checkbox"/> B or <input type="checkbox"/> C)	<input type="checkbox"/> \$550	<input type="checkbox"/> \$770	<input type="checkbox"/> \$660	<input type="checkbox"/> \$880

\* BCI Members will need to provide their membership number when booking to receive member rate

**EARLY BIRD SPECIAL:** Register for the conference/workshop(s) no later than 23 February 2009 to receive the discounted rate

**CONFERENCE GROUP BOOKINGS OFFER:** Register two delegates from the one organisation to attend the conference and get the third delegate free.

### REGISTRATION and PAYMENT:

ORGANISATION NAME:					
1. DR / MR / MRS / MS:	FIRST NAME:	SURNAME:	POSITION:	BCI MEMBER NUMBER:	
2. DR / MR / MRS / MS:	FIRST NAME:	SURNAME:	POSITION:	BCI MEMBER NUMBER:	
3. DR / MR / MRS / MS:	FIRST NAME:	SURNAME:	POSITION:	BCI MEMBER NUMBER:	
POSTAL ADDRESS:			TOWN / SUBURB:	STATE:	POSTCODE:
TELEPHONE:	FACSIMILE:	MOBILE:	EMAIL:		

### Payment details: (Please tick/print)

I wish to pay by  cheque payable to Continuity Forum Pty Ltd  Bankcard  Mastercard  Visa  AMEX\*  Diners\*  EFTPOS to Continuity Forum Commonwealth Bank  
\* Please note that payment by American Express or Diners Club cards incurs a 4% surcharge BSB: 062 104 Acct: 1012 1206

Card number:  -  -  -  Expiry date (MM/YY):  /

CARDHOLDER NAME:	SIGNATURE:	DATE:
------------------	------------	-------

### Return completed form and payment to:

Mail Continuity Forum Pty Ltd, PO Box 810, Artarmon NSW 1570, Australia

Fax (Credit Card payments only) +61 2 9411 8585

This notice will be a **Tax Invoice** for GST on receipt of payment – **please keep a copy**. Continuity Forum Pty Ltd ABN 66 110 423 268

### Sponsorship Opportunities:

If you are interested in sponsoring or exhibiting at this event, please contact Linda on + 61 2 9415 4180 or info@continuity.net.au