Business Continuity Readiness

Subregional workshop on implementation of the Asia-Pacific Information Superhighway for achieving the Sustainable Development Goals in Pacific island countries

20 November 2018
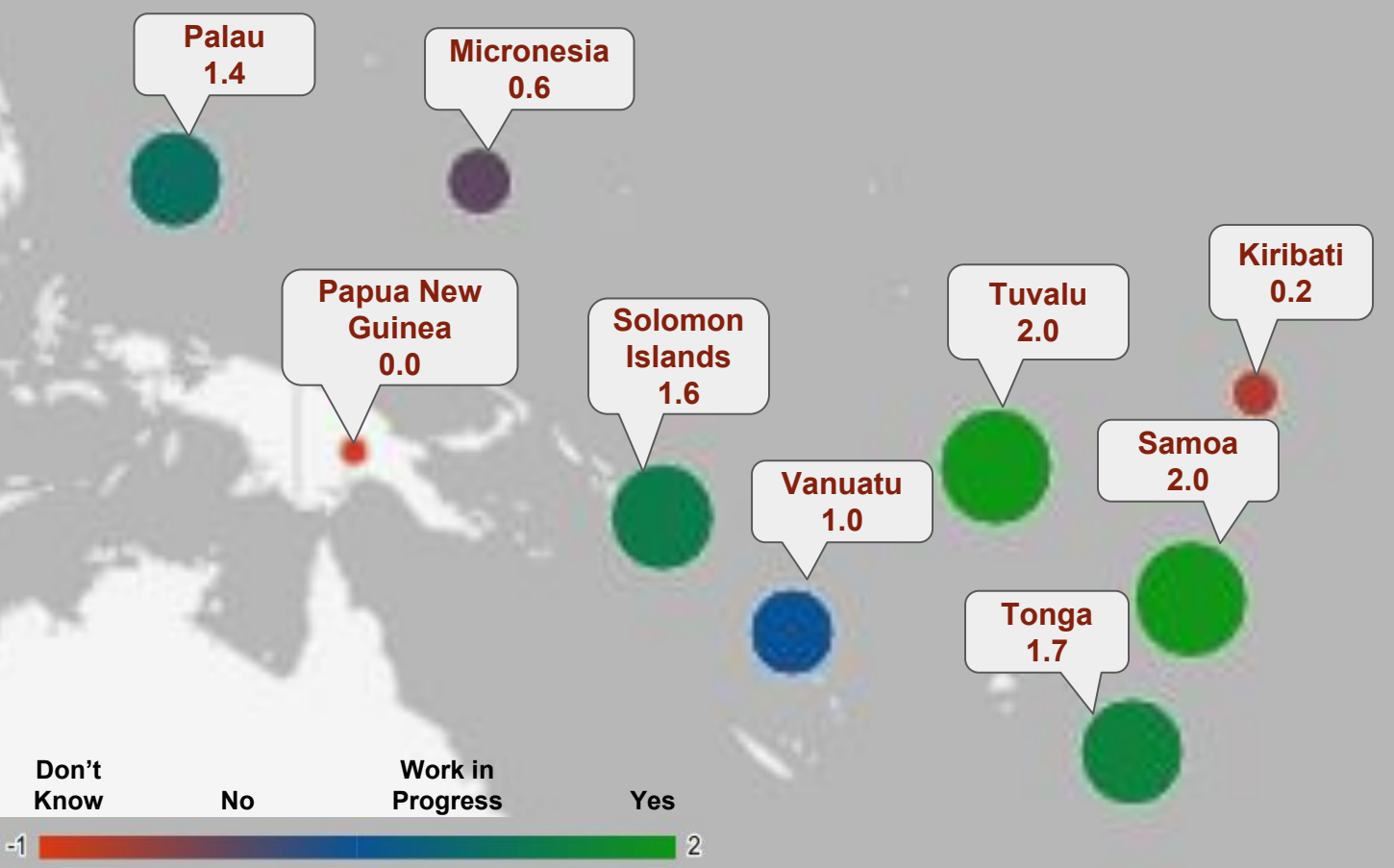
Nadi, Thailand

Nuwan Waidyanatha

Senior Research Fellow

nuwan@lirneasia.net

LIRNEasia

Pro-poor. Pro-market.

Scope, Purpose and Methodology

- ❏ A [questionnaire](#) was presented to a group of participants:
    - ❏ Belonging to Government and Non-governmental Organizations,
    - ❏ Were affiliated with their ICT apex bodies, telecom regulatory bodies, private sector operators
    - ❏ From countries in the Oceania region
- ❏ The intent was a to help them realize their actual readiness to resilient communication services; namely, determining the effectiveness of their Business Contingency Plans (BCPs)
- ❏ The questionnaire evaluated their management procedures, identification of critical communication services, contingency plans, emergency response protocols, and monitoring & activation of response
- ❏ The likert scale adopted a scoring method: yes = 2.0, work-in-progress = 1.0, no = 0 (no actions), and don't know = -1 (lack of awareness).
- ❏ The UNOFFICIAL [results](#) present themselves as an indicator of the current state of their institutional readiness for practicing effective BCPs

Implementation of Management Procedures

Identification of Critical Communication Services

Palau
0.60

Micronesia
-0.60

Papua New
Guinea
-0.40

Solomon
Islands
1.80

Vanuatu
-0.80

Tuvalu
1.40

Kiribati
0.00

Samoa
1.20

Tonga
1.60

Don't
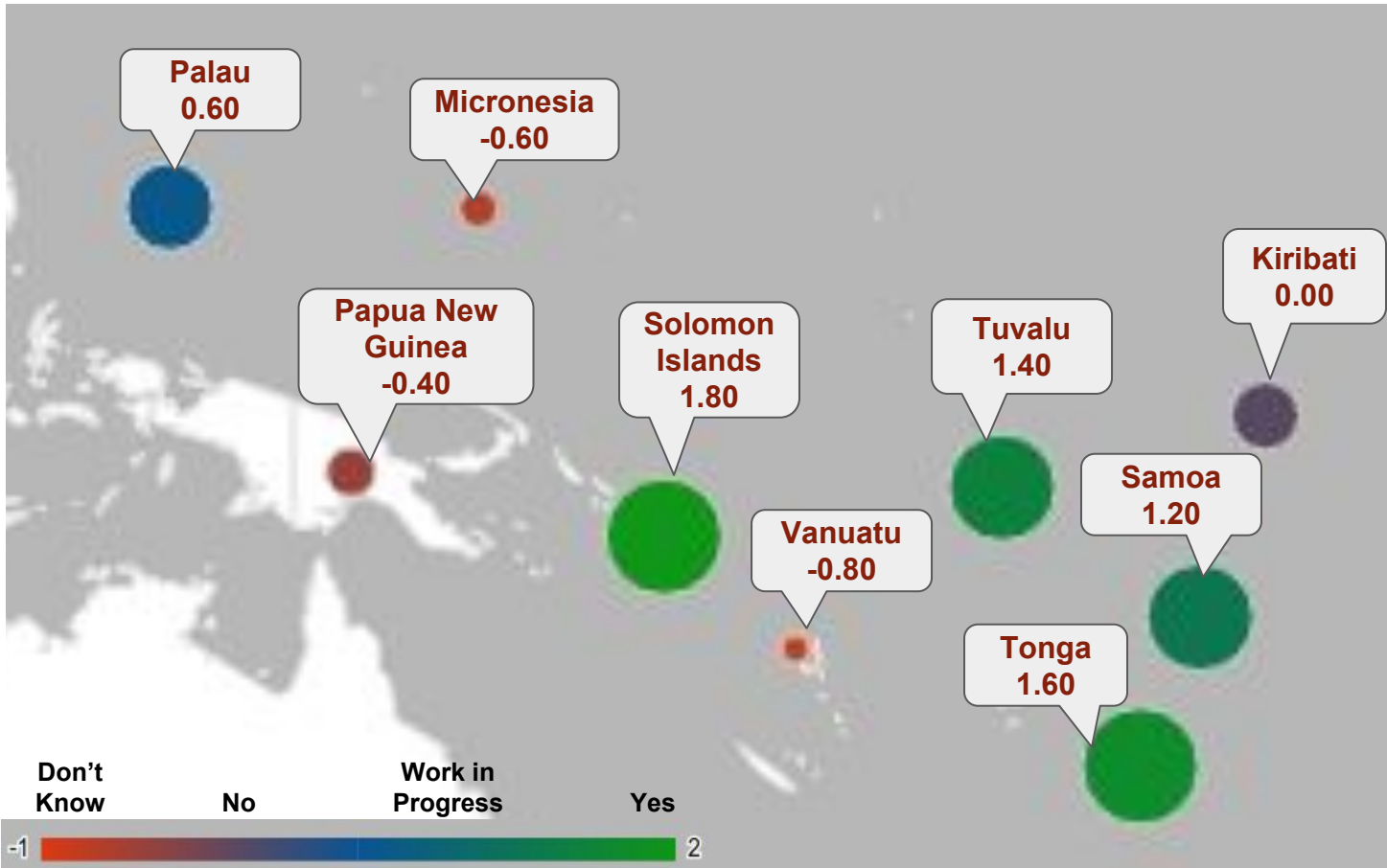Know

No

Work in
Progress

Yes

-1   2

Are communication
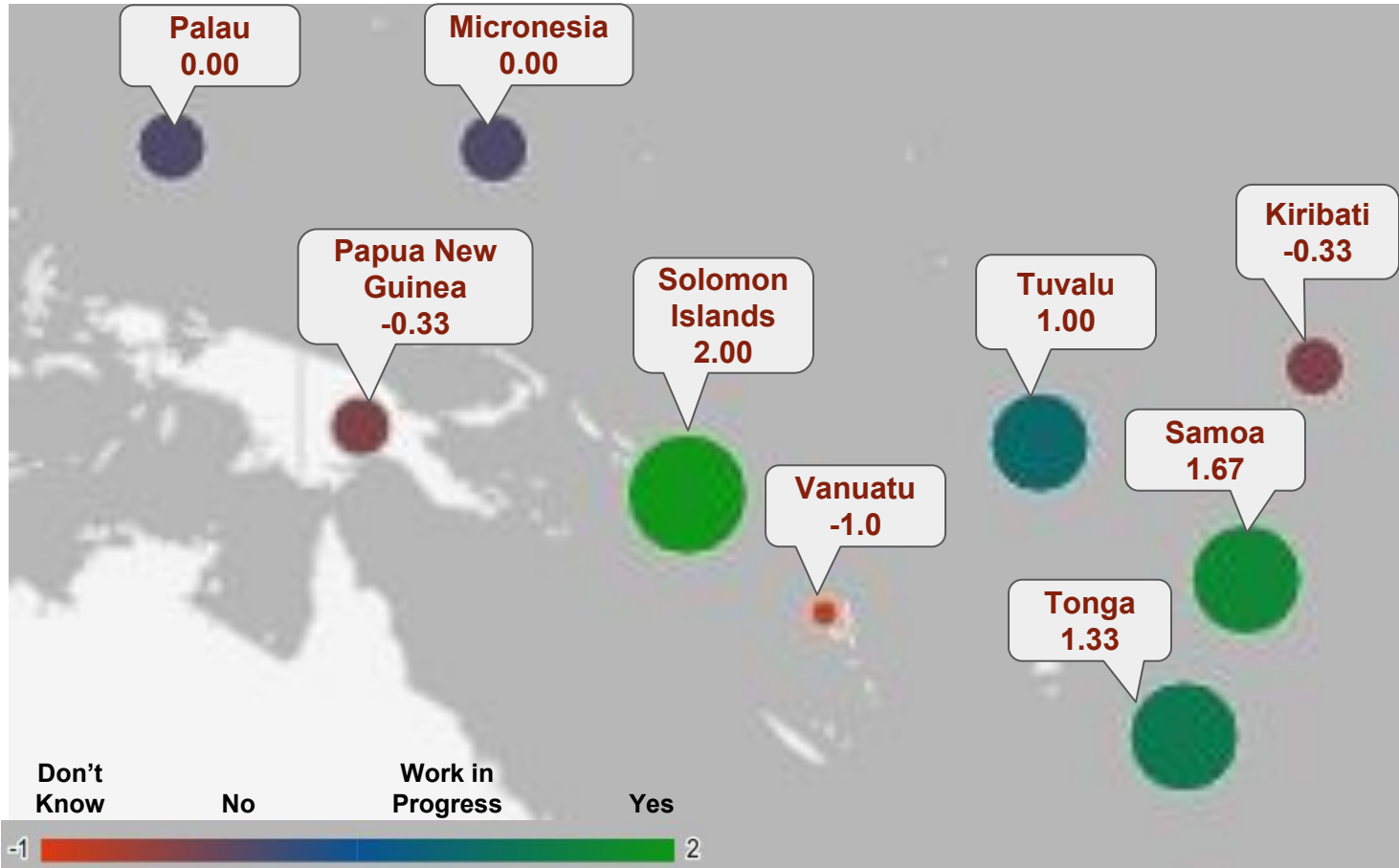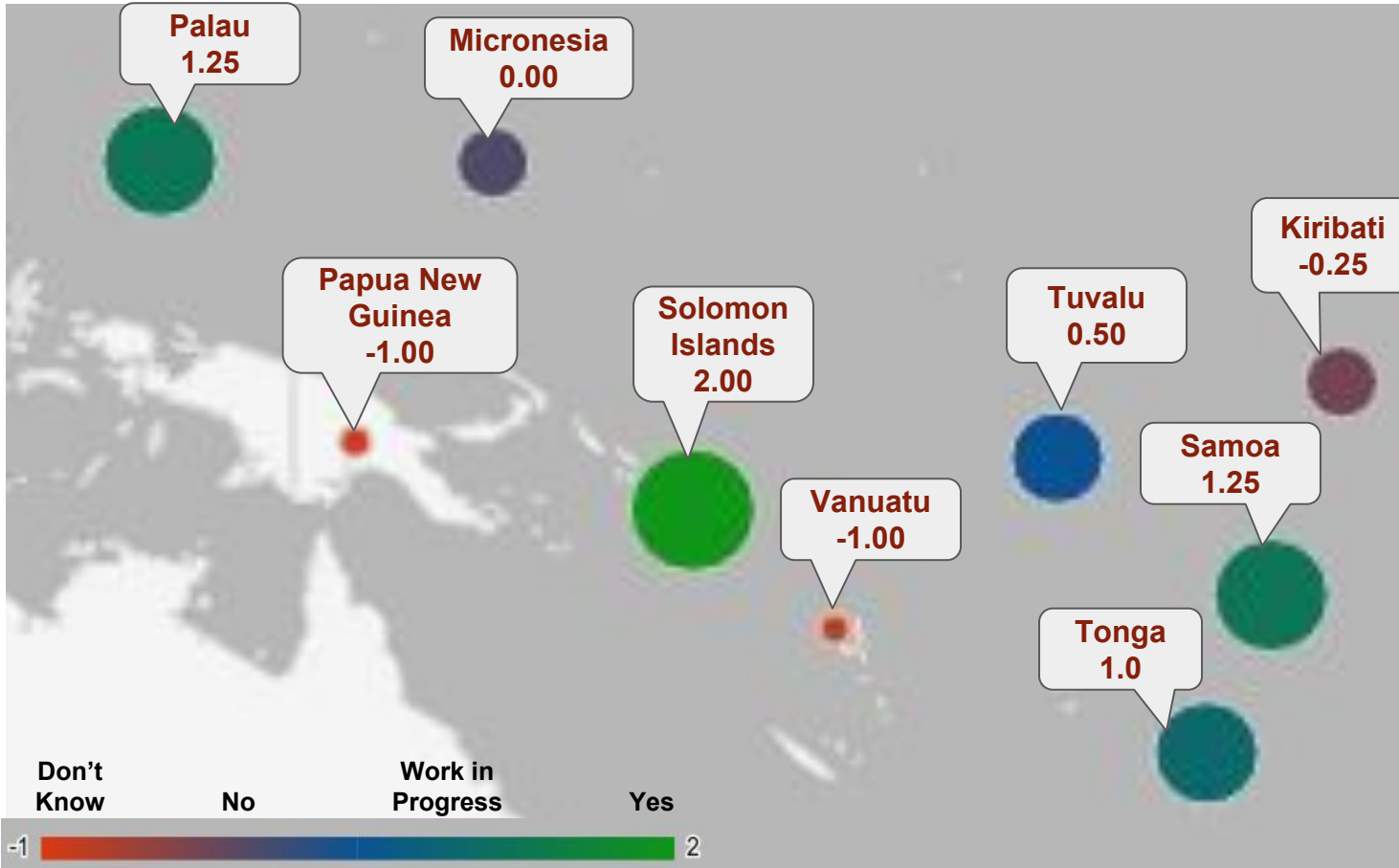services prioritized?

Have you assigned a
time to recovery?

Are carriers, vendors, &
dependents identified?

Legal & contractual
constraints identified?

Have all readiness
components been
identified?

Tested Emergency Recovery Procedures

Palau
1.25

Micronesia
0.00

Kiribati
-0.25

Papua New Guinea
-1.00

Solomon Islands
2.00

Tuvalu
0.50

Samoa
1.25

Vanuatu
-1.00

Tonga
1.0

Don't Know   No   Work in Progress   Yes

-1   2
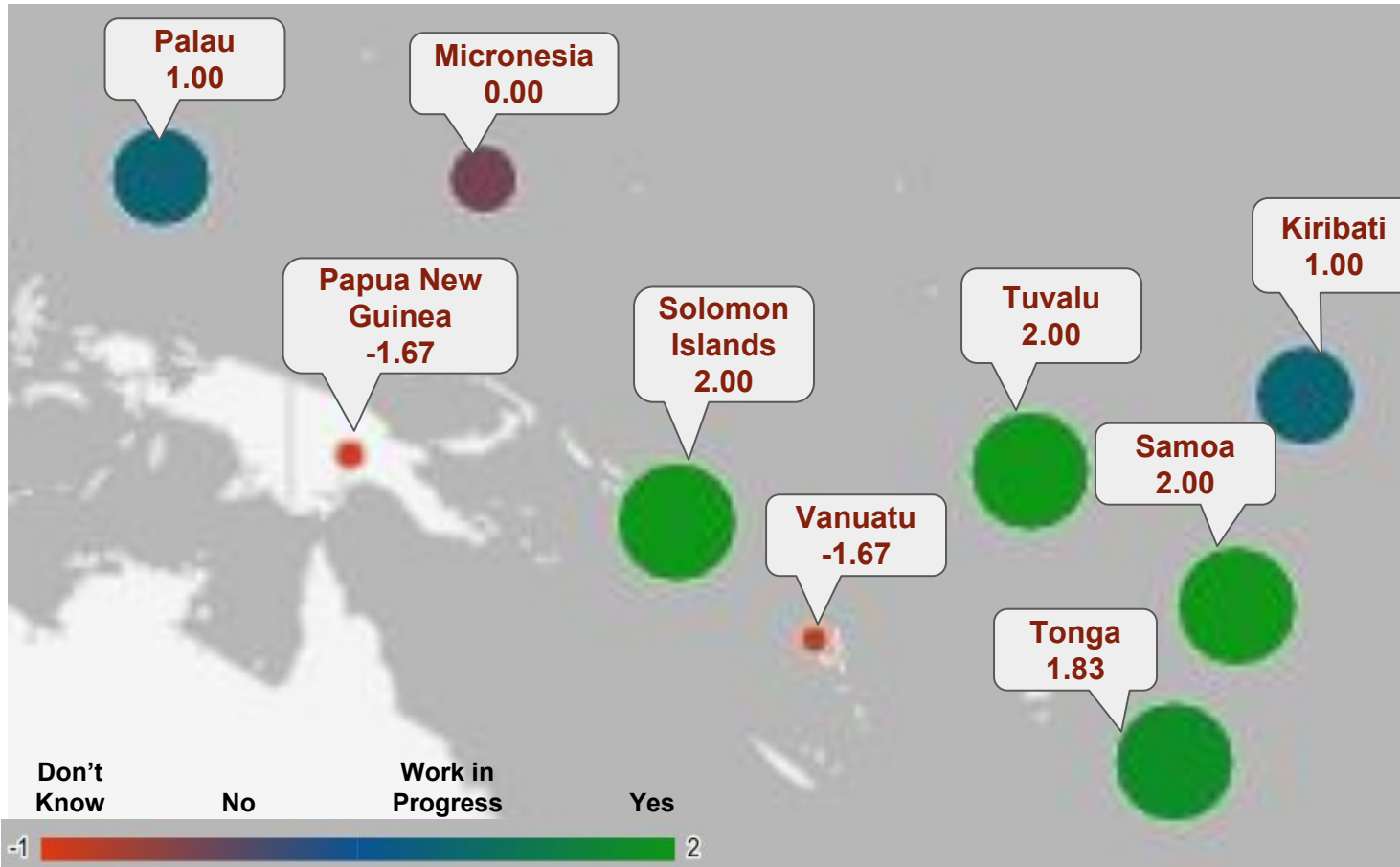
Are emergency recovery procedures in place?

Are minimal recovery times and downtimes defined?

Are team responsibilities and procedures defined?

Have communications and telecom links been established?

Are hardware, software, and link performance frequently tested?

Event Detection & Notification Practices

Is there a specific procedure for being notified of escalating events or threats?

Is there a specific procedure for notifying disaster management and recovery teams?

Has a minimal time defined for notifying recovery teams?

What can we learn from the results?

❏ Samoa and Solomon Islands claim to have well established all BCP requirements with trained personnel, institutionalized procedures, and having identified all communication priorities and components.

❏ All other member state institutions have management procedures; but the they fall short in implementing the necessary elements for making their communication resilient.

❏ A key element is that none of them, except for Solomon Islands, have fully tested telecom emergency recovery procedures

❏ Only Solomon Islands, Tonga, and Tuvalu have established mechanisms to be aware of threats and relay those to the response teams for activating any kind of response procedures. The others either have partial or no mechanism to alert of events or threats.

What are the expected benefits?

1. By simply applying the questionnaire, institutions are able to confirm their readiness as well as determine the prevailing gaps and make plans for fixing the gaps.

2. Member states might consider adopting, a more comprehensive, questionnaire as an audit for determining their institutional readiness to implementing effective BCPs in support of E-Resilience.

3. UNESCAP AP-IS initiative may consider the national aggregates of the scores as an indicator of the effectiveness of the national BCP in support of E-Resilience

Thank You

Nuwan Waidyanatha

Senior Research Fellow

nuwan@lirneasia.net