

Business Continuity Management

A strategic framework for increasing resilience against disruption and loss

Jakarta, Indonesia

17th & 18th November 2008

“The continuity of an Operations Plan is essential for any business or government agency trying to sustain itself in the face of what seems to be an ever-present cycle of disaster.”

Amy Fadida

This conference focuses on the practical steps and considerations to ensure an effective and functional Business Continuity plan. It also provides good business information in setting continuity management which involves a wider operational context.



Attend this informative event and gain practical insights into:

- **Understanding** business continuity and making it work for you
- **Identifying** key components of your company's operations
- **Considering** company's priorities in creating the plan
- **Utilising** tools that are available for creating the plan
- **Developing** "front-to-back" business continuity strategies
- **Measuring** commitments from different level of stakeholders in creating and applying the plan
- **Strengthening** your safety and health practice within the company
- **Prioritising** media communications during a crisis
- **Viewing** business continuity aspects from different industrial angles

Featuring comprehensive case studies, indepth analysis and strategic insights from these leading organisations:

- JP Morgan Services
- Dell Inc (Global Business Center)
- Nokia Siemens Networks
- PT Pertamina
- Ministry of Energy and Mineral Resources, Indonesia
- Cognis Oleochemical
- Huntsman Tioxide
- International SOS
- Maybank Group
- HVB
- ICICI Bank Ltd.
- WBL Corporation Limited
- Quezon Power (Philippines) Ltd Co

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Featuring case study and expert presentations by:

Norman McElhenny Executive Director, responsible for Resilience and IT Risk, Asia Pacific

JP Morgan Services

Kevin Gerard Regional Manager – Global Security Response Center (GSRC), Global Information Security
Dell Inc (Global Business Center)

Yolanda Nainggolan Head, Corporate Communications
Nokia Siemens Networks

Dr. Surono Head of Volcanology and Geological Hazard Mitigation Center
Ministry of Energy and Mineral Resources

R.Jayakumar Head of Safety, Health and Environment
Cognis Oleochemical

Kumar Ramu Chief Finance Controller
Huntsman Tioxide

Waluyo Corporate Senior Vice President - General Affairs and Human Resources
PT Pertamina

Irene Lye Group General Manager, Enterprise Risk Management
WBL Corporation Limited

Nazrah Rosli Head, Business Continuity Planning
Maybank Group

Reynalita M. Manuel-Santana Director - Public Affairs/Human Resources
Quezon Power (Philippines) Ltd Co

Albert Kong Director, Head of Project & Process Management Asia
HVB

Ketayun D.Hilloo Chief Manager
ICICI Bank Ltd.

Tony Ridley Security Risk Director, Asia Pacific
International SOS

Nathan Verity Speaker, Adviser & Workshop Leader
Truscott Crisis Leaders

Monday 17th November 2008

0830 Registration & coffee

0900 Contact Initiation Session

In this session, delegates will get to know their peers and be able to share, among others:

- Job title and company represented
- Objectives of attending the conference

Business Continuity Planning – Analysis, implementation & continuance

0930 Session One Consideration & keys identification in creating business continuity.

- Identifying the operations that require business continuity
- Creating a plan based on the company's culture
- Creating a business continuity plan that caters for all types of threats
- Managing government and industrial regulations
- Protecting valuable data against corruption, theft and loss of data

Norman McElhenny Executive Director, responsible for Resilience and IT Risk, Asia Pacific
JP Morgan Services

1015 Morning refreshments & networking break

1100 Session Two Testing the effectiveness and usability of the plan to ensure on go application

- Conducting the BCP test on a regular basis and wider scale.
- Proactively identifying critical systems and detailed plans to recover
- Gaining support from and empowering senior level managers
- Demonstrating the level of effort required for full recovery
- Obtaining sufficient funding for testing and training for employees

Nazrah Rosli Head, Business Continuity Planning
Maybank Group

1145 Session Three Challenges in implementation of BCP within corporate environment

- Fulfilling requirements of various departments of the organisation
- Merging the manpower of entire organisation into the implementation
- Satisfying the shareholders or the vendors

Waluyo Corporate Senior Vice President - General Affairs and Human Resources
PT Pertamina

1230 Luncheon

1345 Session Four Planning for a rapid and smooth restoration process by conducting a Business Impact Analysis

- Understanding the potential impacts of major disasters
- Creating a BIA questionnaire and follow up interviews
- Assigning Recovery Time Objectives (RTO) to each function based on the responses

Nathan Verity Speaker, Adviser & Workshop Leader
Truscott Crisis Leaders

Effective Stakeholder Management

1430 Session Five Contribution of senior management and finance department in developing Business Continuity

- Benchmarking company policies in creating the plan
- Allocating skilled staffs and budget to create and implement the plan Maintaining within the reasonable period to avoid unwanted curtailment of period of protection
- Reviewing the plan annually and updating according to the current issues

Kumar Ramu Chief Finance Controller
Huntsman Tioxide

1515 Afternoon refreshments and networking break

1545 Session Six Crisis Communications and message formulation within and outside the organisation

- Mastering role of psychological factor in Crisis Communication
- Relationship building with media group
- Communicating With stakeholders and public during times of crisis
- Communicating with employees during times of crisis

Yolanda Nainggolan Head, Corporate Communications
Nokia Siemens Networks

1630 Session Seven Employee relations when your business is threatened

- Dealing with employees who can't, or won't come to work (employee's dilemma)
- Establishing a process for locating and communicating with employees after a disaster
- Managing manpower and focusing on optimum utilisation of skills

Reynalita M. Manuel-Santana Director - Public Affairs/Human Resources
Quezon Power (Philippines) Ltd Co

1715 Closing remarks from the Chair and end of Day One

Who should attend

Directors, GMs, Heads, Senior Managers, Managers, Officers and Executives of

- Business Continuity
- Crisis Management
- Contingency Planning
- Risk Management
- Operations
- Disaster Recovery
- Information Technology
- Corporate Security
- Safety, Health & Environment

From across all industries:

- Aviation / Defense
- Finance, Insurance and Banking
- Construction & Engineering
- Energy & Utilities
- Heavy Industries: Steel, Aluminum and Cement
- Oil & Gas
- Chemical and Petrochemical
- Pharmaceutical & Biotechnology
- Telecommunications & IT
- Transportation, Freight & Logistics
- Automotive
- Electric and Electronics
- Food and Beverage
- Fast Moving Consumer Goods (FMCG)
- Government sectors

0830 Morning coffee

0900 **Session One**
Resource sharing to effectively manage risk

- Identifying and acknowledging key risks
- Measuring and aligning company's tolerance against risk
- Resource sharing in mitigation risk
- Allocating budget to lessen the risks
- Working with partners to understand and manage risks

Irene Lye Group General Manager, Enterprise Risk Management
WBL Corporation Limited

0945 **Session Two**
Business continuity from the aspect of Safety, health and Environment

- Creating a Safety, Health & Environment policy statement
- Conducting education, training and Hazard identification program
- Verifying management responsibilities
- Verifying employees responsibilities
- Understanding legal compliance on Safety, Health & Environment

R.Jayakumar Head of Safety, Health and Environment
Cognis Oleochemical

1030 Morning refreshments and networking break

Technology in Business Continuity

1100 **Session Three**
Protecting vital information from unauthorised access and system breach by putting safe IT Security in place

- Providing a framework for deciding how tightly systems need to be secured
- Creating security policies, processes, structure and responsibilities required in a security organisation
- Presenting logical and physical security mechanisms

Kevin Gerard Regional Manager - Global Security Response Center (GSRC), Global Information Security
Dell Inc (Global Business Center)

1145 **Session Four**
External IT disaster recovery infrastructures

- Outsourcing the recovery department
- Setting up offside data storage and mobile phone units
- Determining offsite crisis meeting places and remote workstations
- Evaluating if your backup data is stored in a place that could be compromised and carrying out mock restoration processes to ensure it works.

Ketayun D.Hilloo Chief Manager
ICICI Bank Ltd.

1230 Luncheon

Disaster Response & Planning

1345 **Session Five**
Terrorism-impacts 1:500,000

- Responding to terrorism in your business continuity plan as Asia "warms" up
- Planning, managing and responding effectively
- Accessing to assistance in times of need
- Tracking, locating and communicating with your employees

Tony Ridley Security Risk Director, Asia Pacific
International SOS

1430 **Session Six**
Measuring appropriate mitigation through a Geologic Hazards Plan

- Recognising hazards in creating geologic-hazard information
- Enabling your organisation to use geologic-hazard information in ensuring continuity
- Reducing the liability of your organisation by measuring risk reduction

Dr. Surono Head of Volcanology and Geological Hazard Mitigation Center
Ministry of Energy and Mineral Resources

1515 Afternoon refreshments and networking break

1545 **Session Seven**
Avian Influenza Preparedness - planning ahead and increasing awareness

- Creating emergency team specialised for pandemic
- Informing clients on internal contingency training
- Determining the critical people involved in the process
- Practicing the "work from home" strategy

Albert Kong Director, Head of Project & Process Management Asia
HVB

1630 **Session Eight - Panel Discussion**
Business continuity in different industries

- Defining your organisational Business Continuity issues based on respective industries
- Differentiating IT recovery and security methods between industries
- Assuring your business continuity plan and strategies are aligned with your code business strategies
- Discovering threats that will impact your industry but not other industries
- Considering facts in capital allocation based on the industrial needs

1730 **Closing remarks from the Chair and end of conference**

Why you cannot miss this event

Drastic changes in the geographical and economical status in the Asia Pacific region has made Business Continuity a major tool for survival for many high profiled organisations. It minimises disruptions of a business caused by unexpected events or disasters. It is now compulsory to have a disaster recovery plan in place.

Data protection is crucial for today's highly developed organisations. It is important to assure that systems will be available 24/7 should any operational disruptions occur. At the very least, recovery should take place within 24 hours of a disaster.

A business that copes with any disruptions or faces challenges in a disaster can in fact become one of the most valuable investments for stakeholders. This conference provides guidelines to plan for a successful, reliable and durable Business Continuity Plan.

marcus evans would like to thank everyone who has helped with the research and organisation of this event, particularly the speakers and their staff for their support and commitment.

Speakers' Profile

Speakers

Kevin Gerard Regional Manager - Global Security Response Center (GSRC), Global Information Security
Dell Inc (Global Business Center)

Kevin has approximately 13 years of working experience in the IT industry primarily on network and system security in the Banking and Financial Industry. He was in charge of setting up Dell's first 24x7 Global Security Response Center to provide Incident Response, Management and Investigation. Kevin monitors, manages and responds to all security incident response issues within Dell's Global network/Providing Investigation and Response.

Among others, Kevin manages Information Security Investigations, a team of more than 30 staffs around the Asia Pacific region on Access Management security delivery services and the Financial Cost Center and budgets for the security team in Asia Pacific.

He also reviews and improves Information Security policies and conducts forensic investigation with the Global Forensic and Ethics team for investigation.

Norman McElhenny Executive Director, responsible for Resilience and IT Risk, Asia Pacific
JPMorgan Services

Norman McElhenny is part of JPMorgan's global Resiliency & IT Risk Management group supporting Treasure and Security Services, responsible for Asia and based in Hong Kong.

Norman has spent the last 12 years in Asia working in investment banking covering Technology, Special projects (EMU & Y2K) and Business Continuity / Crisis management. Prior to working in Asia he worked in both London and New York.

During the last 5 years Norman has helped commission and fit out recovery sites (both people and Data center). Participated in and lead recovery exercises across Asia. He is also responsible for the firm's Pandemic preparedness program. He was also involved in the drafting and rolling out of new firm wide Resiliency Risk management policies and standards post JPMorgan / Bank One merger.

Norman heads up an Asia team that ensure the resiliency of JPMorgan's critical Treasure and Security Services businesses across Asia. Norman is a Certified Business Continuity Professional.

Tony Ridley Regional Security Director, Asia Pacific
International SOS

Tony is also a sought-after speaker on a diverse array of technical security issues. He has delivered keynote presentations to corporations, professional bodies and organisations, as well as print and television media.

Prior to joining International SOS, Tony spent five years in various security and business support roles, which included managing the operational demands of a 3,500-strong security company in Indonesia and protective security operations for government personnel in Iraq. He has designed and implemented security solutions from the ground up, crafted sustainable loss reduction strategies and maximized security budgets by effective management of contract and proprietary security personnel. His sound planning and management expertise contributed to a significant reduction in business disruption events, even in hostile and remote locations.

The foundation of Tony's unique security expertise and experience is the result of nearly 14 years in the Australian Army, serving predominately in Special Operations with the Special Air Service (SAS) Regiment. During this time, he planned and led special operations across the region on counter-insurgency, anti-terrorism and recovery missions.

Tony holds diplomas in Security Operations Management, Search and Rescue and Advanced Linguistics and is certified as an Anti-Terrorism Specialist by the Anti Terrorism Accreditation Board (ATAB) in the USA.