Singapore Standard for Business Continuity/Disaster Recovery (BC/DR) Service Providers - SS507

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Presentation Structure

• Background
• Standardization of requirements for business continuity/disaster recovery (BC/DR) service provision
• Where are we now
• Takeaways
Background
Motivation to development
Background

The need for a BC/DR Standard

• Service Providers
  – The need to differentiate themselves to retain competitive advantage, both locally and regionally
  – The need to maintain high and consistent quality service standard
  – Assurance to ensure service providers deliver up-to-expected services
  – Benchmark practices and metrics (e.g. subscription ratio for shared services)

• Organizations (end-user of the BC/DR services)
  – To assist end-user organizations in selecting the best-fit service providers
  – Ensure that the service providers offer high service quality
  – Mitigate outsourcing risk through industry best practices
Objectives of SS507

• Provide a basis of comparison between classes of BC/DR goods and services.
• To be used as a benchmark for BC/DR providers
• Establish industry best practices to mitigate outsourcing risks
• Clear differentiation – easier for potential customers to pre-qualify vendors
• Incentive to improve service quality
• New entrants – only entities seriously committed and ready to invest will enter market
• Allows vendors to specialise in niche areas
Background

What is this BC/DR Standard?

- The BC/DR standard specifies stringent requirements that BC/DR service providers must possess so that they can provide a trusted operating environment and help companies secure and recover critical data in crisis.

- These requirements include stipulations for operating, monitoring, maintaining and up-keeping BC/DR services offered to organizations.

- The industry standard serves to provide guidance for end-user organizations in choosing the best fit providers.
Background

Benefits to organizations

• By engaging a certified BC/DR service provider, assurance is provided to the organization and frees the organization to focus on its core competencies.

• This enhances the organization’s competitive advantage as it is able to achieve stringent Recovery Time Objective, minimise business and data loss; and enjoy uninterrupted services.
BC/DR Service Provision
Standard Structure

Disaster Recovery Facility Requirements

Service Provider Capability Requirements

Guidelines for Selection of Recovery Sites

Recommended Industry Best Practices

General Requirements
General Requirements

• Environmental Stability
• Asset Management
• Proximity of Services
• Subscription ratio for shared services
• Third-Party Vendor Management
• Outsourcing Arrangement
• Privacy and Confidentiality
• Activation of Subscribed Services
Disaster Recovery Facility Requirements [1/2]

• Physical Access Control
• Physical Facility and Security
• Environmental Controls
• Telecommunications
• Power Supply
• Cable Management
• Fire Protection
Disaster Recovery Facility Requirements [2/2]

• Location of Recovery Site
• Emergency Operations Centre (EOC)
• Restricted Facilities
• Physical Facility and Equipment Life Cycle
• Non-Recovery Amenities
• Testing
• Training and Education
Service Provider Capability Requirements [1/2]

- Expertise
- Logical Access Control
- Equipment and Operational Readiness
- Simultaneous Recovery Support
- Levels of Service
- Types of Service
- Client Testing
- Changes in Capability
Service Provider Capability Requirements [2/2]

- Emergency Response Plan
- Self Assessment
- BC/DR Training and Education
Guidelines for Selection of Recovery Sites

• Infrastructure
• Skilled Manpower and Support
• Critical Mass of Vendors and Suppliers
• Local Service Providers Track Records
• Proactive Local Support
Recommended Industry Best Practices

• Keeping in tune with BC/DR Trends
  – Coping with changes in technology (e.g. keeping abreast of new technologies used)

• Scalability
  – Coping with the unplanned increase in demands by clients (e.g. proactive measures, plan for additional capabilities and capacities)

• Organization Risk Mitigation
  – Identify potential risk events (e.g. seizure or stoppages due to legal enforcement, need for insurance coverage for operational continuity)
Where are we now

- Reinforce Singapore’s position as a trusted business hub and a choice location for BC/DR activities
- Companies certified include Global Switch, Hewlett Packard, IBM, NCS, Singapore Computer Systems, Equinix, SingTel and StarHub are certified to this new Standard
Where are we now

- Singapore contributed our standard to SC27 as New Work Item in April 2005
- It is in the approval stage (ISO/IEC FDIS 24762)
- Should be completed by end 2007
Takeaways

• Beyond being mere cost centres, BC/DR service is an opportunity for **competitive advantage**

• A **standard-based** BC/DR industry helps to address the challenges faced by customers

• **Assurance** of service level and ability to choose the best fit service providers, allow the company to focus on core competency to stay competitive

• **World-class** BC/DR services are available in Asia and companies can now be reassured that their BC/DR sites are in **safe hands**
Thank you

Questions ?