
SESSION 2

The business of nuclear

Tuesday, February 5, 2002, 11:00 - 12:00

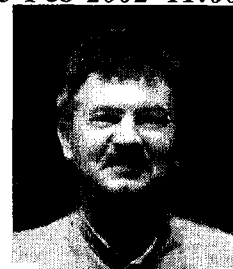
Moderator: Philippe Chadeyron

Tuesday, 5-Feb-2002 11:00

Business continuity

Gert Breunhoelder

IBM Business Continuity and Recovery Consulting, Germany



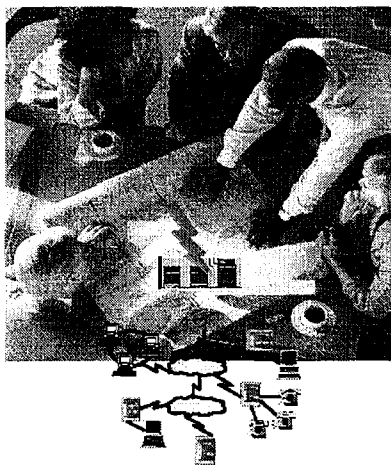
Keypoints

- *IT Business Continuity and Recovery is essential for any business*
- *Sept. 11 has told us a lesson*
- *Detailed planning, redundancy and testing are the key elements*



XA04C1172

Summary



IT Business Continuity & Recovery Planning

February 5th, 2002



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Possible threats,
natural disasters are only a part of it....

Infrastructure and Technology	People		Force majeure	
	Employees	Externals	Weather	Catastrophes
<ul style="list-style-type: none"> Hardware malfunction Technical defect, technical failure Power failure, Power fluctuation, earthing problems, cable burning Air-conditioning breakdown Loss of communication connections 	<ul style="list-style-type: none"> Virus Misuse, deceit Larceny Sabotage Carelessness Ignorance Human failure Fluctuation 	<ul style="list-style-type: none"> Virus Hacking Misuse Burglary Larceny Sabotage Espionage Vandalism Terrorism 	<ul style="list-style-type: none"> Cold / frost Snow Water lead Extreme weather, storm, high water, landslip Lightning-stroke Voltage waving Loss of traffic connections 	<ul style="list-style-type: none"> High water, flood Fire, Smoke, Water damage due to fire brigade Nuclear accident Landslip, earthquake Aircraft crash Explosion
Internal sources		External Sources		

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Risk Management focuses on avoiding risk.
However, management must decide to what extent recommendations are implemented



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What are the effects of disasters ?

1. Financial damage

"Studies showed that companies lose an average of 2 to 3 % of their revenue in the first 8 days of a permanent computer breakdown."
Sun Expert

2. Total damage

" 68% of all companies in the U.S. that suffered from a computer breakdown of more than 7 days never reopened."
James Lee Witt, Director US Federal Government (FEMA)

3. Long term effects

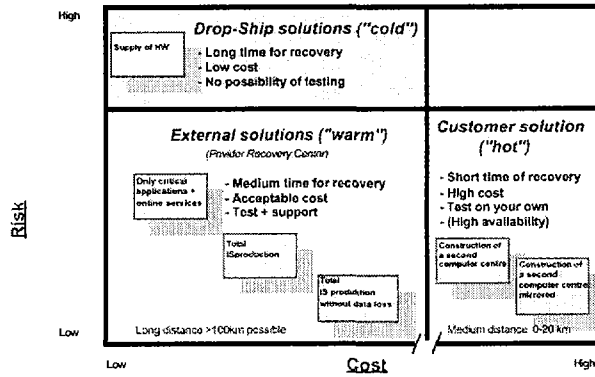
"93% of all companies without a recovery plan who sustained a disaster weren't existent 5 years later."
PC Week

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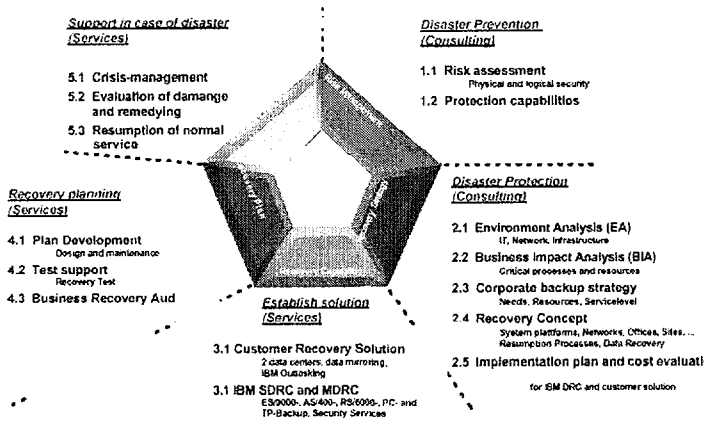
The recovery strategy is based on financial impacts on the business and on the costs and requirements for recovery (3 types of solutions)



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The IBM Business Protection Model builds the base for the Business Continuity and Recovery Services (BCRS) approach

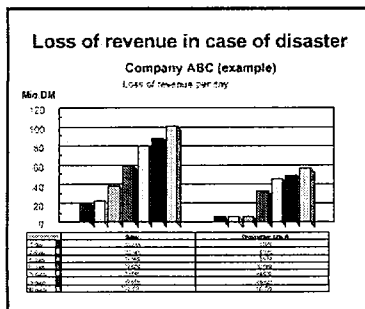


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Business Impact Analysis is the key factor for the management decision

2.2

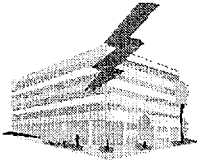


- Objectives**
- Monetary evaluation of damage in case of disaster
 - Show relation to critical business processes and resources
 - Identification of related critical IT processes and resources
 - Identification of further effects:
 - Public / Image
 - Legal aspects (recourse)
 - Recommendations regarding:
 - Maximum outage tolerance
 - Suitable recovery solution
 - Discussion of disaster scenarios
 - Show the need for management decisions

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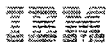
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2.3 Definition of Corporate Backup Strategy

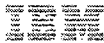
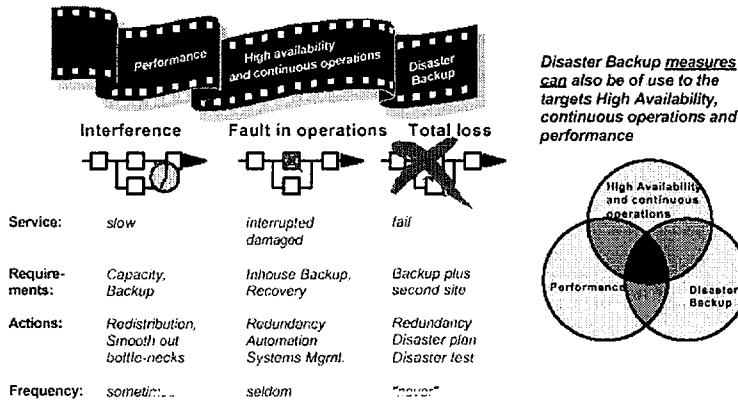


Data Center

- Definition of the "Maximum Disaster"
 - Data Center, Network, Building Boundaries
 - Damage vs. Risk
 - Realistic Scenarios
- Definition of the Recovery Objectives
 - Max. Down Time per priority group
 - Data currency
 - Related data portions
 - SLAs after a disaster
- Definition of critical Resources and Capacities
 - System Platforms and Servers
 - Amount of Data
 - Network (WAN/LAN)
 - Telefon System
 - IT People

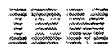
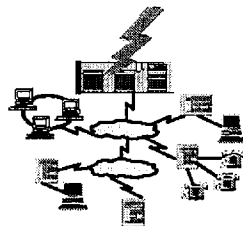


Backup targets and actions associate with other IS service targets (synergy)



What is the definition of a disaster for your business?

"If it fails, You hang!"



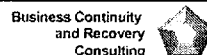
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Tuesday, 5-Feb-2002 11:20



Wallet

Using communication to oil the wheel of a merger

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Breyer



XA04C1173

FRAMATOME ANP Mental Merger program
Steps since December 1999

Short overview of what has been done up to now for your Mental Merger program ; it has been decided to concentrate the pilot program on the main culture shock, i.e. the French-German one	
1. Perception gathering ➤ Interview to get familiar with the context of your cooperation	<ul style="list-style-type: none"> • In December 1999 and June 2000
2. Mono-cultural seminars ➤ Basic training to make people aware of how culture is influencing behavior in each culture	<ul style="list-style-type: none"> • 5 in France and 6 in Germany • 167 people trained • Since January 2000
3. Bi-cultural workshops ➤ To experience what has been explained in the mono-cultural training, to build up a basis of confidence among teams and especially among the so called "operational tandems" necessary for interfacing cooperating departments and services "bridge heads which will resist in times of crises"	<ul style="list-style-type: none"> • 5 sessions = 66 people, most of them "tandems" since August 2000
4. Co-operation monitoring body: ➤ Launch of the Post merger integration committee	2001 /2002: process under way