



Queensland Floods

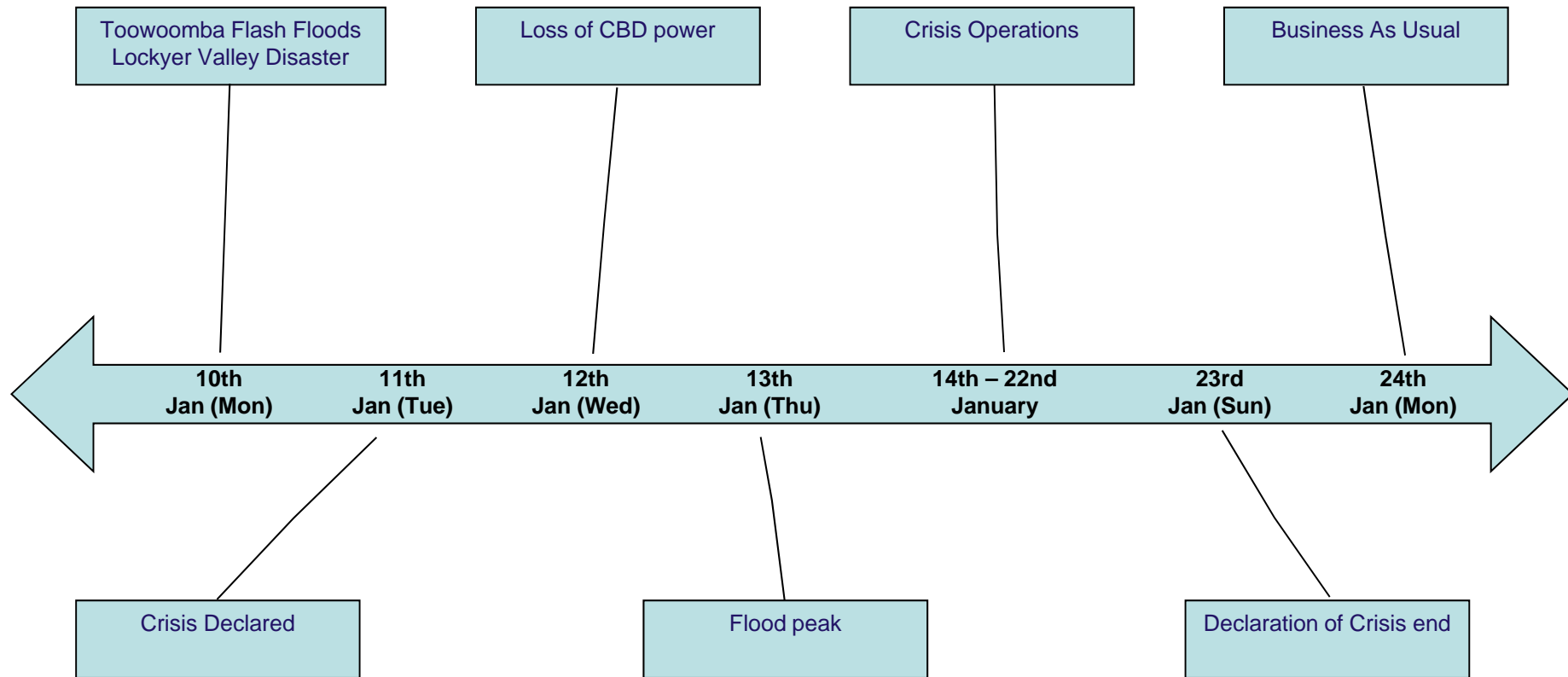
“Key learnings - a CUA perspective”



**ABACUS Convention
November 2011**

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the timeline



key learnings

Premises

- Know your access rights

Infrastructure

- Data Centre locations – Primary and Alternate site
- Risk Assessments must be documented – this is critical
- Identify and risk assess single points of failure
- Understand support systems and document

Systems & Processes

- Understand and document your systems – know what is critical and what is not
- Business Impact Analysis (BIA) must be thorough
- Recovery Time Objectives (RTO's) and Maximum Tolerable Outage (MTO) must be understood and documented

key learnings (cont)

Comms

- Tell people what is happening all the time
- Admin support critical
- Log, log and log ...everything
- Mobile Internet devices
- Social media

People

- Keep staff informed ...at regular intervals
- Telephone call trees .. must be up to date
- Personal Email and Mobile numbers critical

takeaways

Never say never !!!

Challenge Business Impact Assessments (BIA's)

Get the experts in early

Be honest and open with all stakeholders

Conduct a Post Incident Review (PIR) and act on learnings



CUA's heart during the crisis

*this not a scene from Star wars!!!
It is our Data Centre*

