



# Business Continuity Management Conference

Overcoming Global Risks  
and Threats of Business  
Continuity



6 March 2008, Thursday  
9.00am – 5.00pm  
Meritus Mandarin Singapore

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Business  
Continuity  
Management  
Conference

Overcoming  
Global Risks  
and Threats  
of Business  
Continuity

6 March 2008  
Meritus Mandarin  
Singapore

WELCOME  
MESSAGE



**Wilson Tan**

President,  
Singapore Computer Society

**Dear Delegate,**

It is my great pleasure to be able to welcome you to the Business Continuity Management Conference 2008. This conference marks the first of the BCM conferences organized by the SCS Business Continuity Group.

We are honoured to have several renowned speakers both leading local and international speakers to share with us their expertise. The BCM Conference 2008 covers pertinent topics that confront the business continuity community today, exploring the theme of **Overcoming Global Risks and Threats of Business Continuity**.

The Conference's theme was deliberately chosen to ensure that all of us in the BC community will not be drawn to repeat mistakes of the past; and to provide valuable exchange of ideas, discussions of solutions and systems to be implemented with an anticipation of future problems and threats.

In keeping with the Society's mission to promote professional development among its members, and networking of infocomm professionals, the Conference also provides an excellent opportunity for sharing and interaction.

This BCM conference, albeit the first major event organized by the BCG, presents a comprehensive agenda that is relevant to enhancing your BC/DR knowledge. I hope that all of you will be inspired to learn and also participate in the networking opportunities.

I would like to thank the BCG's Council and the SCS secretariat whose dedicated efforts have made this Conference possible.

Finally, I wish to thank all delegates, speakers and sponsors who have contributed to the success of this conference.

Good luck and enjoy!

WELCOME  
MESSAGE



**Wong Tew Kiat** CBCP, MBCI

President,  
SCS Business Continuity Group

**Dear Delegate,**

This is the first major event that the SCS Business Continuity Group has proudly brought to you and we aim to achieve 2 key focus points in this Conference:

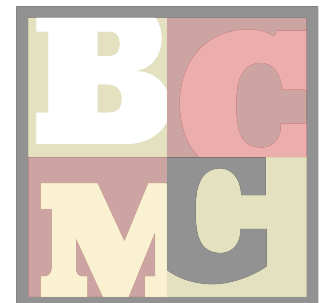
- a. The topics are planned to contain the crucial factors of "real", "practical" and "applicable"
- b. The invited distinguished speakers are Practitioners with the depth, Warriors who have gone through wars of disaster; and Believers of BC/DR as key business drivers

The conference agenda has a comprehensive spread of sharing of internationally recognized BC practices, Singapore National Standards, familiar BC/DR professional certifications and practical case studies of BC/DR implementation in Singapore from both public and private sectors.

In addition, the speakers have fought many BC/DR battles and survive, of course. They have equipped themselves with war stories to be shared in this conference. Thus, this is a great opportunity for you to gather as much information and knowledge as one can.

I wish all delegates will enjoy this conference and leverage on this platform to stay connected. Last but not least, register yourself with the BCG as we shall be organising more exciting activities and events for 2008.

So sit back and enjoy the Conference. Thank you!





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## PROGRAMME

Chaired by **Mr Clifford Seow**  
Regional Director, CrisisAsia

- 8.30 a.m. Registration
- 9.00 a.m. ■ **Welcome Address**  
**Wong Tew Kiat** CBCP, MBCI  
President, SCS Business Continuity Group
- 9.05 a.m. ■ **Opening Address**  
**Alphonsus Pang**  
Vice-President,  
Singapore Computer Society
- 9.10 a.m. ■ **Keynote Speech**  
**Steve Kokol** ABCP  
Vice President, International Sales,  
Strohl Systems, USA
- 9.30 a.m. ■ **How Secure is Your Enterprise?**  
**Raju Chellam**  
Vice President, AMI Partners
- 10.00 a.m. ■ **TR19 BCM Standardisation and its Benefits**  
**Ong Liong Chuan**  
Chairman, BCM Technical Committee,  
SPRING Singapore
- 10.30 a.m. Tea break
- 11.00 a.m. ■ **Singapore Standards for DR/BC Service Provider – SS507**  
**Philip Sy**  
Member of Security & Privacy Standards  
Technical Committee, IT Standards Com-  
mittee
- 11.30 a.m. ■ **Tools to Implement TR19 BCM**  
**Winston Poon**  
Director, Strohl Systems Singapore
- 12.00 p.m. ■ **Announcements by BCI, DRII, PSB & SBF**

- 12.20 p.m. Lunch
- 1.30 p.m. ■ **Facilitating the Business Community in Executing their BCM – The Corporate First Responder Scheme**  
**Freda Yee**  
1 Operations Officer, Community Involvement Division,  
Operations Department, Singapore Police Force
- 2.00 p.m. ■ **BCM and Healthcare**  
**James Toi**  
Chief Operating Officer, National Heart Centre
- 2.30 p.m. ■ **Fitting BCM Function Into Your Organization Structure**  
**Andrew Lee** CBCP  
Director, DRBCM Associates Pte Ltd
- 3.00 p.m. Tea Break
- 3.30 p.m. ■ **The Status of Business Continuity in Asia Pacific**  
**Henry Ee** FBCCI, CBCP  
Managing Director, BCP Asia
- 4.00 p.m. ■ **Overcoming Risks & Threats to continue Education in Singapore**  
**Warren Wang**  
Director, Technology Development,  
Republic Polytechnic
- 4.25 p.m. ■ **Three things that keep me awake at night: convergence, careers and credentials**  
**Nathaniel L. Forbes** MBCI, CBCP  
Director, Forbes Calamity Prevention
- 4.50 p.m. ■ **Closing with Q&A Session**  
**Clifford Seow**  
Regional Director, CrisisAsia

## SPEAKERS & SYNOPSIS

### WELCOME ADDRESS

■ **Wong Tew Kiat** CBCP, MBCI  
President  
SCS Business Continuity Group

Besides wearing the hat as President of SCS's Business Continuity Group (BCG), Wong Tew Kiat is also an iDA committee member, helping to develop industry standards for



the SS507. He sits on the Spring Singapore panel of the BCM Auditors auditing organisations seeking BCM Certification.

As Senior Manager for the Business Recovery Centre in Singapore Computer Systems Ltd (SCS), he manages and leads the DR & BCM Consultancy team, and is responsible for customer and technical services in dealing room recovery.

Over the years, Tew Kiat has assisted customers to recover from "LIVE" disasters supporting them through the "SARS" precautionary activation period in 2003. Tew Kiat is a frequent speaker at BCP conferences in Singapore, China and Malaysia. In China, Tew Kiat was invited by the China BCM of the China Federation of IT Promotion (CFIP) as their Senior Consultant to develop DR/BC Standards and rolling DR/BC Awareness and Training Education.

### OPENING ADDRESS

■ **Alphonsus Pang**  
Vice-President,  
Singapore Computer Society

Alphonsus is the Director of MINDEF Corporate Development & Services Division (MCDSD) where he is responsible for Corporate Planning and Services, MINDEF Shared services and the Organization Excellence movement.

Prior to this, he was Director of MINDEF Systems Organisation where he developed and implemented organization performance systems leveraging management science and info-comm technologies.

Alphonsus has also held various appointments in the Defence Finance and Defence Technology portfolios.

He is the Vice-President of the Singapore Computer Society and chairs the Professional Development and Technology Industry Chapters. He is also a member and deputy chairman of the Infocomm Academic Advisory Committees of Nanyang Polytechnic and the Institute of Technical Education respectively and sits on the council of the IT Standards Committee.



### CONFERENCE CHAIRMAN

■ **Clifford Seow**  
Regional Director,  
CrisisAsia

Clifford trains and consults across non-profits, government, public listed and private firms in the region since the year 2000. He was trained in Crisis Management in the US and has been involved in senior management, trademark protection and regulatory compliance within global blue chip organizations across Asia Pacific region more than 20 years.

He holds a Hon. Degree in Mechanical Engineering (NUS) and a MBA (University of Hull, UK). He is a resource member in the BCM Technical Committee led by SPRING Singapore and a sub-committee member in the Singapore International Chamber of Commerce.



### KEYNOTE SPEAKER

■ **Steve Kokol** ABCP  
Vice President, International Sales,  
Strohl Systems, USA

Steve Kokol has been with Strohl since 2002. He has over 20 years of sales experience and is responsible for managing the International sales teams & representatives in more than 100 countries.

Prior to joining Strohl, Steve was in charge of worldwide sales for Primavera Systems, Inc., USA, a leader in enterprise project management software. He had lived and worked for two years in London establishing Primavera's International headquarters. Steve has a BSBA (University of Delaware) and an MBA (Pennsylvania State University). An accredited BC professional, Steve has delivered presentations at various industry conferences on BCP trends, regulations and BC Automation.



## SPEAKERS & SYNOPSIS

### ■ Raju Chellam

Vice President,  
AMI Partners

Raju Chellam is Vice President of Access Markets International Partners, a New York based Primary Research organisation. He heads the APJ region that covers 20 countries. Raju has 26 years' experience in the IT industry as a top-level journalist, and in market research, strategic planning, and management of an IT outsourcing firm.



Most recently he was BizIT Editor with *The Business Times*, Singapore. Before that he was Managing Director of Gradient Infotech Singapore, that offered IT outsourcing and managed services in South-East Asia. And before that he was Editor of *Dataquest*, India's first and largest-selling computer fortnightly, as well as India's first computer columnist, in *The Economic Times*.

#### How Secure is Your Enterprise?

Consider this: On the one hand, in a highly interconnected, interlinked world, the doors that you open to welcome customers may also at times invite hackers, phishers and a slew of sundry criminals out to rob your company. On the other hand, natural and man-made calamities may strike at the most critical times and potentially cripple your company. How serious are such security threats? How vulnerable are you? What can you do? Should you plan for paranoia or plan to be prepared?

### ■ Ong Liong Chuan

Chairman, BCM Technical Committee,  
SPRING

Ong Liong Chuan is currently the Deputy Director of BC and Crisis Management, SP Power-Grid Ltd and Singapore Power Group BCM Co-ordinator. He joined the PUB in 1975 and has over 30 years of working experience in the electricity, gas and water industries. He attended Emergency Planning and Crisis Management Courses organized by MHA and is supporting the Government Agencies in emergency exercises and operations.



Liong Chuan has a MSc in Corrosion Science & Engineering (UMIST, UK) and graduated from the Singapore Command & Staff College. He is the chairman of the BCM Technical Committee responsible for the development of Singapore BCM Standards (TR19).

#### BCM Standardization and its Benefits - TR19 BCM

The TR19 was prepared by the BCM Technical Committee, under Singapore national standardisation programme led by SPRING Singapore. The TR Standard focuses on continuity management and recovery of critical business operations. Although it was launched in 2005, many local companies are not aware of the benefits of implementing a BCM programme.

This session will guide you to implement a TR19 BCM programme and share with you on:

- How does Singapore benefit from TR19?
- TR19 BCM framework –Correct Methodologies and Best Practices
- Implementation of TR19
- BCM Audit and Certification

### ■ Philip Sy

Member of Security & Privacy Standards  
Technical Committee,  
IT Standards Committee

As one of the pioneers in Information Security (IS) management and BCM, Philip has contributed to both local and international standardization in the areas of IS and BC/DR, providing consultancy and audit services to local and overseas organizations. He was in charge of editing the ISO/IEC 24762 standard (Guidelines for ICT Disaster Recovery Services) and in the recent revision of SS507 standard.



Philip chairs the ISMS Working Group and is an active member of the Security & Privacy Standards Technical Committee (SPSTC) under ITSC, the BC/DR Working Group as well as joint BCM Working Group of the TC.

#### Singapore Standards for DR/BC Service Provider – SS507

In planning for business continuity, the fallback arrangements for information processing and communication facilities become essential in ensuring information availability during disaster. The SS507 standard intends to facilitate business continuity management by providing guidance on the requirements of information and communications technology disaster recovery (ICT DR) services. Speaker will give an overview of the standard, the significance of the corresponding certification, and the latest development of the coming publication of ISO/IEC 24762 which is mainly derived from the SS507.

### ■ Winston Poon

Director,  
Strohl Systems Singapore

He manages DR/BC courses locally and he has been providing implementation and consultation of Strohl's LDRPS for the last 5 years.

Winston is trained as a business continuity professional in both US and in Germany. He has a computing science background and has an in-depth knowledge in enterprise systems and data modeling implementation.



#### Tools to Implement TR19 BCM

Given the business continuity planning process is always changing, keeping a word-processed plan up-to-date is manually intensive and slow. With LDRPS, all TR19 plans templates are stored in a single repository making update very easy.

The system walks you through the entire TR19 implementation from data bottom-up approach, prompting you at every step to input the necessary information. On completion of the plans, LDRPS will provide a top-down view all the plans in an organization.

## SPEAKERS & SYNOPSIS

### ■ Freda Yee

1 Operations Officer, Community Involvement Division, Operations Department, Singapore Police Force

Since 2000, Ms. Freda Yee has worked with the Singapore Civil Defence Force and the Singapore Police Force in several portfolios that include the active promulgation and administration of the several municipal-related endeavors such as the Community Safety and Security Programme (CSSP), the Emergency Preparedness (EP) days and the Civil Defence Volunteer Scheme. Currently, she serves as an Operations Officer for the Community Involvement (CI) Division of the Police Operations Department, ensuring that the community are apprised of important anti-terrorism undertakings by the government, promulgating emergency operations procedures to community volunteers and helping to monitor CI Division's key performance targets vis-à-vis the crime situation.



#### **Facilitating the Business Community In Executing their BCM – The Corporate First Responder (CFR) Scheme**

In the aftermath of a terrorist attack, the incident site and surrounding buildings are cordoned off. Access to the incident site is restricted to authorized emergency personnel to carry out rescue and recovery as well as investigation operations.

The Corporate First Responder (CFR) Scheme is hence important as it forges a "win-win" partnership between the Government and the business community by allowing identified personnel from the business community access into the restricted cordoned area to aid rescue, recovery and investigation efforts as well as execute their Business Continuity Management (BCM). This co-operation between the relevant stakeholders will mitigate the overall impact of the incident on private/public organisations, the economy and Singapore in general.

### ■ James Toi

Chief Operating Officer, National Heart Centre

James Toi is a leading hospital administrator with many years of experience in hospital management. Being part of the SingHealth, a public healthcare cluster in Singapore, the National Heart Centre is the national referral centre for cardiovascular disease and is the first healthcare institution to be BCM certified in 2005 and is now TR-19 certified too.

Having led the National Heart Centre through its BCM journey, Mr Toi is convinced of the importance and benefits of BCM. He has spoke at various conferences in Singapore and overseas on BCM and has successfully completed the BCM Auditors' Course by Spring Singapore.

#### **Journey to BCM in Healthcare Industry**

In 2003, the SARS crisis hit Singapore. Hospitals in Singapore were involved in the SARS crisis. Having gone through the SARS crisis, the National Heart Centre (NHC) and other SingHealth institutions recognized the importance of Business Continuity Management (BCM).

The National Heart Centre is the national referral centre for cardiovascular disease in Singapore and is a member institution of SingHealth, a public healthcare cluster in Singapore. The National Heart Centre is the first healthcare institution in Singapore to be BCM certified and among the first few to be certified under the new TR-19 standard.

Learn how a healthcare institution uses BCM to provide a framework for the Centre to build resilience and the capability for an effective response plan and integrate BCM as a strategic part in healthcare.



### ■ Andrew Lee CBCP

Director, DRBCM Associates Pte Ltd

Andrew is the Director of DRBCM Associates Pte Ltd which specializes in BCM training and consultancy services since 2007. Prior to this he was the regional head of BCM for Deutsche Bank AG APHO and had oversight of the Corporate Security & BC functions in seven-teen countries in the Asia Pacific region.

Andrew regularly speaks at various regional BCM events and is the Principal Trainer with Disaster Recovery Institute Singapore where he teaches the BCLE2000 workshop for CBCP certification. He has also been involved as a BCM Mentor for the Singapore Business Federation helping its members understand BCM.

#### **Fitting BCM Function Into Your Organization Structure**

In the past, many organizations have implemented business continuity programs into their organizations and out of convenience; they have assigned the responsibility to departments that were most obvious to be the 'culprit' for recovery during a disaster. Hence a slew of organization charts had evolved based on individual organizational needs.

1. What are the challenges and pitfalls faced by the current setups in some organizations?
2. Will the entire organization be covered by the program?
3. How will the future organizational landscape for BCM look like?



### ■ Henry Ee FBCI, CBCP

Managing Director, BCP Asia

For over 10 years, Henry has been contributing to the industry's wider understanding in BC. Besides organizing conferences and conduct trainings, Henry also consults and assists companies in conducting Business Impact Analysis & Risk Analysis, BC/DR and Crisis Management. Prior to establishing BCP Asia, Henry held senior positions in 2 international banks heading the project management and BC Program.

Henry has a 1st class Hons. Degree in Engineering (Essex University, UK) and has been in the directory of "Who's who" since 1998. He is an elected BCI Board member and is an officially appointed BCM auditor in Singapore. He is also an IDA BCM workgroup committee member.

#### **The Status of Business Continuity in Asia Pacific**

The speaker will be sharing an overview of BCM regulation in Asia and other international standards that relate to BCM. He will highlight on the Industry Expectations of BCM and cite Good Practice and Common Mistakes made in BCM and showcase the critical success factors in developing your BCM.



## SPEAKERS & SYNOPSIS

### ■ Warren Wang

Director, Technology Development,  
Republic Polytechnic

Warren Wang is one of the pioneer team members steering the Polytechnic to be recognized for its Problem-Based Learning Approach and Paperless Processes. His current portfolio involves facilitating and planning the faculties' R&D activities, IP management and establishing totally electronic processes for RP's procurement activities.

Warren was instrumental in enabling RP to become a truly paperless campus by successfully deploying technologies such as wireless projector system, wireless voice over IP telephony system and Interactive Content Management system. He also spearheaded the quality initiatives allowing RP to be certified to Quality, Environmental, Health and Safety (QEHS), Singapore Quality Class and Singapore Innovation Class within 3 years of its establishment.



### Overcoming Risks & Threats to continue Education in Singapore

The Republic Polytechnic was established in August 2002 as the 5th polytechnic in Singapore. Right from the start, the management team has set for itself a vision to establish a fully electronic campus for both its academic and administrative functions. Today, almost 100% of its processes are in electronic form, supported by a campus-wide wireless infrastructure. As an academic institution dealing with eventually 15,000 students and staff, developing a robust business continuity plan is critical to ensure that our critical business processes continue to function when a disaster strikes.

The project began in June 2006 and adopts the BCM TR19 as the underlying framework for preparation of the plans. The speaker will share with you the processes which RP went through in putting together the business continuity plans for the critical business processes and the challenges faced.

### ■ Nathaniel L. Forbes MBCI, CBCP

Director,  
Forbes Calamity Prevention

Nathaniel founded and manages Forbes Calamity Prevention (FCP) specializing in BCP, crisis management and emergency response planning for MNCs.

Nathaniel is a BCI member and the Singapore National Representative for the International Association of Emergency Managers (IAEM). He was President of the SCS's BCG from 1999 to 2001. He also passed the DRII examination for CBCP in 1998.



### Three Things that Keep Me Awake at Night: Convergence, Careers and Credentials

When I was growing up, the U.S. Army had a memorable recruiting slogan: "It's not just a job, it's an adventure!" Is BCM just a job? Do you see an exciting future in BIA's, RTO's, RPO's, MOR's and MTPD's? Can BCM ever be an "adventure"?

Let's face it: the challenge is in the urgent Blackberry alerts, the midnight activations, large-scale exercises, the cold-sweat fear of facing a press conference, the real-life disaster stories. Heck, even a fire drill is at least a little bit exciting. The fun seems to be in emergency response and crisis management. And you can already see that risk management, disaster recovery, crisis communications, emergency response, security and BCP are starting to overlap a lot more often.

This talk is about that professional convergence, how it will affect your career, and the credentials and experience you'll need to thrive during the convergence. Someone will eventually end up being responsible for integrating those professions. It won't be today's CBCP or MBCI, in my opinion. It will be the leader with much broader experience and skills. The good news is that, at the moment, it's almost impossible to find that person. That's your opportunity.

I see they've scheduled me last, so my job is to keep you awake...and distract you from the makan.

## Business Continuity Management Announcements



BCI has launched its first program BCI Training – Understanding BCM Principles and Good Practice and the BCI Certificate Examination in October 2007. Business Continuity Planning Asia Pte Ltd (BCP Asia) is proud to be the licensed training provider for the course and administer the BCI Certificate Examination in Asia. The content of the training is built in response to demand for a more definitive and consistent route to BCM education and certification and will cover essential BCM knowledge that is needed as examined in the BCI Certificate Examination. The BCI Certificate Examination will become a requirement of entry into BCI certified/professional membership from Oct 2007. This certification will definitely enhance your BCM practice and also allow you to expand your knowledge and network.

More information about the course can be found in [www.bcpasia.com](http://www.bcpasia.com) and about the certification [www.thebcicertificate.org/bci\\_examination.htm](http://www.thebcicertificate.org/bci_examination.htm).



DRI Singapore hosted its first Expert Talk Series on the evening of 25th February, 2008, at Hotel Rendezvous. Guest speaker, Mr Greg Pinchbeck, Executive Director, Global Resilience Treasury and Security of JPMorgan Chase, presented the topic "Global Financial Services Resiliency" followed by a panel discussion. Greg also holds position at the DRII Global Infrastructure committee and the US Financial Services Technology consortium. The event was fully attended with participants from the finance industries, government bodies and Singapore standard experts.

For details of the event, please visit [www.dri-singapore.org](http://www.dri-singapore.org).

## Business Continuity Management Announcements

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PSB Singapore

TÜV SÜD PSB is a leading one-stop global solution provider for product quality and safety testing & inspections, engineering support, management system certification and training solutions with over 13,300 employees located in over 600 locations worldwide. The global headquarter is in Munich and Asia Pacific regional headquarter is in Singapore. We provide BCM Registration and ICT DR Services Certification based on TR19, BS25999 & SS507. We have registered 4 organisations under BCM Registration Programme and certified more than 10 organisations under the ICT DR Services Certification Programme. Organisations certified under the ICT DR Services Certification Programme will be required to comply with SS507:2008 requirements by Jul 2009.

For more information, please contact Auditing Services at Tel:+65 6885 1643, email: Sook-Mei.CHEOW@tuv-sud-psb.sg or visit [www.tuv-sud-psb.sg](http://www.tuv-sud-psb.sg).



Following threats of pandemic flu and terrorism, the need to identify potential disruptions and plan the best response looms large today. To help organizations minimize such disruptions to their businesses, SBF in collaboration with SPRING and EDB have worked together to support the adoption and implementation of the Business Continuity Management – TR 19: 2005 (BCM – TR 19) development since 2005. In addition, SBF is currently working with SPRING Singapore to provide the first BCM TR-19 Pilot Fund to encourage its implementation.

Companies who are interested to know more about the funding project can contact Ms Jaime Ng, Director of Enterprise Development, Singapore Business Federation at [jaime.ng@sbf.org.sg](mailto:jaime.ng@sbf.org.sg).



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### About SCS Business Continuity Group

The Singapore Computer Society's Business Continuity Group (BCG) is a technology/industry chapter established in 1996 by Dr Goh Moh Heng. From a humble beginning of a small group of Business Continuity professionals gathered together to share and exchange business continuity and disaster recovery issues and knowledge, the BCG has grown steadily over the years to reach a membership of 166 active members and has expanded in its breadth and depth of activities.

Today, the BCG has expanded beyond the BC/DR community to include the students' bodies from universities and polytechnics, so as to grow the appreciation for BC/DR needs. In addition, BCG is recognized at a national level with its members providing professional feedback to the formalization of Singapore National standards such as SS507 for DR/BC service providers and TR19 BCM Guidelines, as well as promoting the BC awareness within the Singapore Police Force.

The positive outlook is plausible as the current President; Mr Wong Tew Kiat has broken the borders of BCG activities. He has bridged the knowledge exchange channel from being Singapore specific into the international arena, for example, through exchanges with China IT professional bodies such as the China BCM (CBCM), an interest group of China Federation of IT Promotion.

BCG will continue to break into more channels and platforms to promote knowledge sharing and exchanges. It will certainly bring wider recognition of BC/DR professionals to the industries!





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