



Scottish Continuity

# SCOTTISH CONTINUITY

'Sustaining a Resilient Community'

## Resilient Scotland Conference

Tuesday, 19<sup>th</sup> February 2019 | 8.30am – 5pm

Our Dynamic Earth, Holyrood Road, Edinburgh EH8 8AS

### OUTLINE PROGRAMME

## HEADLINE SPONSOR



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8.30am – 9.15am	REGISTRATION, NETWORKING, REFRESHMENTS & EXHIBITION VIEWING	
9.15am – 9.20am	<b>WELCOME ADDRESS</b> Welcome from Chris Tunnah, Chair, Scottish Continuity & introduction to Sandra Riddell, Board Member, Scottish Continuity & Event Facilitator	
9.20am – 9.50am	<b>RESILIENT COMMUNICATIONS MADE EASY</b> <b>Russell Pearson, Technical Sales Director, Alert Cascade Limited</b> Interactive discussion around how to increase your resiliency using simple communication tools and techniques. We will be discussing common roadblocks to implementing resilient communications, how to overcome internal and external roadblocks (including budget restraints and business cases), potential technology solutions (mass notification) and gathering feedback on how communications have impacted your own resilience (both negatively and positively).	<b>HEADLINE SPONSOR</b>   <b>ALERT CASCADE</b>

9.50am – 10.30am	<p><b>BUILDING A CASE FOR AN ORGANISATIONAL KNOWLEDGE &amp; OPERATIONAL RESILIENCE</b>  <b>Richard Cooper, Director of Global Accounts, Fusion Risk Management</b>  Every day, new risks and threats arise that can disrupt business operations. From cyber threats and supply chain outages to increasingly unpredictable weather, today's business continuity and risk management programs need to more resilient than ever. This session outlines six key ways for you to leverage Organisational Knowledge and improve Operational Resilience.</p>
10.30am – 11am	<p><b>REFRESHMENTS, NETWORKING AND EXHIBITION VIEWING</b></p>
11am – 11.45am	<p><b>LIVE DISASTER RECOVERY SCENARIO – WHAT WOULD YOU DO?</b>  <b>Dr Sandra Bell, Head of Resilience Consulting (Europe), Sungard Availability Services</b>  <b>Will Owen, Resilience Consultant, Sungard Availability Services</b>  When in the middle of a crisis it is not just the Business Continuity team that are involved, but the whole business. Decisions made by the senior management team and other departments such as IT, HR and Operations can have an impact across the business.  During this interactive session, the audience will decide the fate of a business struck by disaster. You will be lead through a scenario, with your votes determining the path the business takes to avert disaster. With guidance from Dr Sandra Bell and her Resilience Team, we'll look at the options and the consequences, to help you decide which path to take.</p>
11.45am – 12.15pm	<p><b>IS YOUR BUSINESS CONTINUITY PLAN FIT FOR A CYBER ATTACK?</b>  <b>John Duncan, Senior Advisor Emergency Response &amp; Security, Total Exploration and Production UK</b>  As a result of a cyber-attack on the group Maersk Oil lost all IT systems and computers for 7 days. They had a well-established plan and trained staff to deal with the event. The presentation covers how we dealt with the impact of not having access to our computers or IT systems. It emphasised how important it was to have a plan and staff trained in that plan to ensure a successful outcome.</p>
12.15pm – 1.15pm	<p><b>LUNCH, NETWORKING AND EXHIBITION VIEWING</b></p>
1.15pm – 2pm	<p><b>THREATS OR THE FUTURE? TOKENIZATION, THE DARK WEB AND ENCRYPTION</b>  <b>Professor Bill Buchanan, OBE, PhD, FBCS, FIET, PFHEA, Professor of Computing, Edinburgh Napier University</b>  We are facing some of the greatest changes to our society that we have ever faced, and our existing world is likely to be completely transformed over the next decade or so. With tokenization we see the rise of crypto assets and where a tokenized world will replace many of our existing commercial models. So, are we ready for this change, and will our existing audit/compliance and taxation systems cope with new methods of business? And will we replace our world which is full of opportunities for cybercriminals with one which is full of hidden transactions and new scams, or can we regulate effectively? The other major change in our world will the increasing usage of encryption, and for us to focus this on the rights of privacy and consent. So, can we build systems which are secure, and which are focused on citizens, and still deal with the rights of businesses and nation states to protect themselves?</p>

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<p><b>2pm – 3pm</b></p>	<p><b>BEING THE CRISIS MANAGER AT CAMBRIDGE ANALYTICA</b>  <b>James Lindsay, Crisis Manager &amp; Resilience Expert</b>  Imagine joining a quiet, friendly organisation staffed largely by millennials and academics as the Interim Head of Change ... then being faced with a crisis on a global scale which rocked the company to its core. This is what I experienced at Cambridge Analytica in 2018. In March 2018, multiple media outlets broke a global news story regarding business practices at Cambridge Analytica which involved Facebook data and its uses. The organisation was thrust, almost overnight, into a crisis which ultimately resulted in Cambridge Analytica going into administration in May 2018.  During my career as an interim manager I have worked with numerous clients on BCM and latterly resilience and will explain the mechanics of Cambridge Analytica’s crisis management, as experienced from the heart of the storm and share stories of the impact on staff and some of the practical challenges that resulted from such immediate alteration from ‘business as usual’. This is not a discussion of the rights or wrongs of business decisions taken long before I joined the organisation, but a fascinating real-life dissection of the effects on ordinary staff members, key processes put in place to cope and the importance of clear communications strategies.</p>
<p><b>3pm – 3.30pm</b></p>	<p><b>REFRESHMENTS, NETWORKING AND EXHIBITION VIEWING</b></p>
<p><b>3.30pm – 4pm</b></p>	<p><b>JOURNEY TO RESILIENCE</b>  <b>Karen Azzopardi, Head of Resilience Governance &amp; Engineering, Barclays</b>  Barclays journey from BCM to resilience, why BCM is no longer an appropriate approach, the transformation journey and why this is better for our customers.</p>
<p><b>4pm – 4.30pm</b></p>	<p><b>LEARNING FROM A CRISIS BEFORE IT HAPPENS</b>  <b>Richard Whitby, Managing Director, Crisis Solutions</b>  Using experience from over 150 exercises a year delivered by the team, Richard will highlight the six main challenges uncovered by training and exercising events and examine some of the tools and techniques global organisations use to deal with those challenges.</p> <p style="text-align: right;"><b>SESSION SPONSOR</b></p> 
<p><b>4.30pm – 4.45pm</b></p>	<p><b>WHAT NEXT FOR SCOTTISH CONTINUITY?</b>  <b>Chris Tunnah, Chair, Scottish Continuity</b></p> <p><b>ROUND UP AND CLOSE OF EVENT</b>  <b>Sandra Riddell, Board Member Scottish Continuity &amp; Event Facilitator</b>  <b>Chris Tunnah, Chair, Scottish Continuity</b></p> <p><b>PRIZE DRAW</b>  1 x Apple 32gb Ipad  2 x books  Melissa Agnes: Crisis Ready  Bruce Blythe: A Managers Guide to Crisis Management</p> <p><b>Condition of prize.</b> Complete the feedback to be eligible and winner MUST BE in the audience in the auditorium today.</p>

**Please note:** Questions & Answers at the end of each session

**For further information visit – [www.scottishcontinuity.com](http://www.scottishcontinuity.com)**