



Scottish Continuity

# SCOTTISH CONTINUITY 'Sustaining a Resilient Community'

## Resilient Scotland Conference

Tuesday, 4<sup>th</sup> February 2020 | 8.30am – 4.45pm


Our Dynamic Earth  
Holyrood Road, Edinburgh EH8 8AS




### PROGRAMME

## PLATINUM SPONSOR



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8.30am – 9.15am	<b>REGISTRATION, NETWORKING, REFRESHMENTS &amp; EXHIBITION VIEWING</b>	
9.15am – 9.20am	<b>WELCOME ADDRESS</b> <ul style="list-style-type: none"> <li>• Welcome from Sandra Riddell, Chair, Scottish Continuity &amp; Event Facilitator / Corporate Business Resilience Global Manager, DXC Technology</li> </ul>	
9.20am – 10am	<b>THE MESSAGE &amp; THE MEDIUM</b> <ul style="list-style-type: none"> <li>• Jim Preen, Director, Crisis Management, YUDU Sentinel</li> </ul> <p>When Marshall McLuhan coined the phrase the ‘medium is the message’ in the early sixties it was his contention that a particular medium affects society in which it’s used and not just because of the content or message it delivers. In effect the medium shapes and manipulates the message. He could only have dreamed of Twitter, LinkedIn and Facebook and all the other social media that pervade our lives today. But he’s right, the forum in which we communicate does influence the message, perhaps more so now than when he was alive.</p> <p>We examine and provide examples as to how the medium shapes the message.</p>	
10am – 10.30am	<b>THE PEOPLE ELEMENT OF BUSINESS CONTINUITY</b> <ul style="list-style-type: none"> <li>• Dr Sandra Bell, Head of Resilience (Europe), Sungard Availability Services</li> </ul> <p>With high profile IT outages making the news, it would be easy to start prioritising your Business Continuity plans more around your IT infrastructure. But a business is more than just its IT estate. What affect would a crisis have on your staff? How are they integrated into your Business Continuity plans?</p> <p>During this session we’ll investigate the affects a Disaster Recovery situation can have on staff and what needs they may have during a crisis. The talk will also look at the current risks, as well as a range of areas including access to technology, physical infrastructure and communication methods.</p>	<p><b>GOLD SPONSOR</b></p> 
10.30am – 11am	<b>REFRESHMENTS, NETWORKING, RESILIENCE ZONE AND EXHIBITION VIEWING</b>	
11am – 11.45 am	<b>RECOVERY AFTER CRISIS</b> <ul style="list-style-type: none"> <li>• Simon Hankins, Head of Security Operations, Houses of Parliament</li> </ul> <p>Simon’s presentation surrounds the threats and attacks faced by the Houses of Parliament over recent years. The methodology of the attacks, the impact on personnel and business and how we have been able to respond and recover both short and long term. What we learned and how we have changed as a result and in the face of the ongoing threat.</p>	

<p><b>11.45am – 12.10pm</b></p>	<p><b>YOUNG TALENT PROGRAMMES AND ORGANISATIONAL RESILIENCE</b></p> <ul style="list-style-type: none"> <li>• Lesley Kelly, Business Continuity Executive, Skills Development Scotland</li> <li>• Jennifer MacKenzie, Senior Business Continuity Analyst, Standard Life Aberdeen</li> </ul> <p>Skills Development Scotland (SDS) has a well-established Young Talent Programme and I have been fortunate enough to work with and manage a number of young people looking to start their careers through this programme as Graduate Interns. Lesley will talk about what their Young Talent Programme covers and the challenges we have faced making this work for Business Continuity, Incident Management and now Organisational Resilience.</p> <p>Jennifer will discuss her first role in the Business Continuity industry as a Business Continuity Intern with Skills Development Scotland (SDS). She will discuss her experience as an Intern and how it has set her up for a successful career in Business Continuity and Resilience.</p>
<p><b>12.10pm – 12.40pm</b></p>	<p><b>WOULD YOUR BUSINESS STAY AFLOAT?</b></p> <ul style="list-style-type: none"> <li>• Russell Pearson, Director, Alert Cascade Limited</li> </ul> <p>According to the Met Office, 2019 was Scotland’s second wettest summer on record. Whilst most companies have business continuity plans, how many have a flood plan ... and how wide ranging is that plan?</p> <p>As well as being an experienced mass notification service provider, Russell has been involved in major incidents dealing with flash flooding during his time in the police force and with the fire and rescue service. Russell will share examples of customer successes (and failures!) when it comes to keeping their business running during floods, as well as highlighting key points that are often missed from business flood planning.</p> <div style="text-align: right;"> <p><b>PLATINUM SPONSOR</b></p>  </div>
<p><b>12.40pm – 1.40pm</b></p>	<p><b>LUNCH, NETWORKING, RESILIENCE ZONE AND EXHIBITION VIEWING</b></p>
<p><b>1.40pm – 2.25pm</b></p>	<p><b>IMPROVING AWARENESS, PREPAREDNESS &amp; RESPONSE TO A TERRORIST ATTACK</b></p> <ul style="list-style-type: none"> <li>• John Frost, Head of Business Continuity , Marks &amp; Spencer</li> </ul> <p>The threat posed by global terrorist groups continues to affect organisations that operate in crowded places such as shopping centres, transport hubs, visit attractions and places of worship.</p> <p>Recent attacks both Nationally &amp; Internationally have again highlighted the need to have incident management and business continuity plans in place i.e. Incident Escalation, Communication, and Invacuation.</p> <p>John will share examples of where Marks &amp; Spencer have been affected by Terrorist incidents over the last 5 years, offering both tactical and strategic guidance on how organisations can prepare for such events along with how to respond if and when they occur. This will include an update on the latest version of the ACT Online Learning that has now reached 30,000 sign ups and delivered 2 Million modules of training across the UK. The session will also give an insight into why forming a collaborative partnership between business &amp; law enforcement is absolutely crucial in winning together and will cover the new ACT Counter Terrorism Guidance App that is due for launch to business in March this year.</p> <div style="text-align: right;"> <p><b>SILVER SPONSOR</b></p>   </div>

<p><b>2.25pm – 3.10pm</b></p>	<p><b>PEOPLE OVER PLANS... BUILDING A PRACTICAL RESILIENCE APPROACH</b></p> <ul style="list-style-type: none"> <li>• Stephen Parkinson, Group Head of Operational Resilience, Sky Limited</li> </ul> <p>How often do we see detailed plans that are kept in a folder and never see the light of day? How often do we see plans that are out of date or have never been tested (by the people that matter)? How often do we see plans that are so prescriptive they can't cope with the subtleties of a Black Swan event, or so generic they're not useful for any event at all?</p> <p>Illustrated with examples from real crises he's been involved in managing, Stephen will talk through an approach that puts people at the centre of the resilience strategy, following a few key principles to provide an engaging, balanced and practical resilience framework.</p>
<p><b>3.10pm – 3.45pm</b></p>	<p><b>NETWORKING, RESILIENCE ZONE AND EXHIBITION VIEWING</b></p>
<p><b>3.45pm – 4.30pm</b></p>	<p><b>THE KEY RISKS AROUND IOT, WI-FI AND BLUETOOTH</b></p> <ul style="list-style-type: none"> <li>• Bill Buchanan, Professor of Computing, Edinburgh Napier University</li> </ul> <p>While the core of our organisations is often well-protected and well monitored, there are often attacks around the edges of an infrastructure and within mobile devices. This presentation will outline the risks around IoT and mobile devices, and provide practical demonstrations of scanning and around the risks of security vulnerabilities in Wi-fi and Bluetooth networks</p>
<p><b>4.30pm – 4.45pm</b></p>	<p><b>ROUND UP OF THE DAY</b></p> <ul style="list-style-type: none"> <li>• Michelle French-Fraser, Board Member, Scottish Continuity / Business Resilience Manager, Standard Life</li> </ul> <p><b>WHAT NEXT FOR SCOTTISH CONTINUITY? &amp; CLOSE OF EVENT</b></p> <ul style="list-style-type: none"> <li>• Sandra Riddell, Chair, Scottish Continuity / Corporate Business Resilience Global Manager, DXC Technology</li> </ul> <p><b>PRIZE DRAW</b></p> <p>1 x Microsoft Surface Go 2 x books</p> <ul style="list-style-type: none"> <li>• Regina Phelps: Emergency Management Exercises: From Response to Recovery: Everything You Need To Know To Design a Great Exercise</li> <li>• Alec Grimsley: Vital Conversations: Making the Impossible Conversation Possible</li> <li>• Pulsant (Silver Sponsor) – Sonos Smart Speaker</li> </ul> <p style="text-align: center;"><b>Condition of prizes</b></p> <p style="text-align: center;">Complete the feedback to be eligible and winner MUST BE in the in the auditorium during this session</p>

**Please note:** Questions & Answers will be included in each session

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