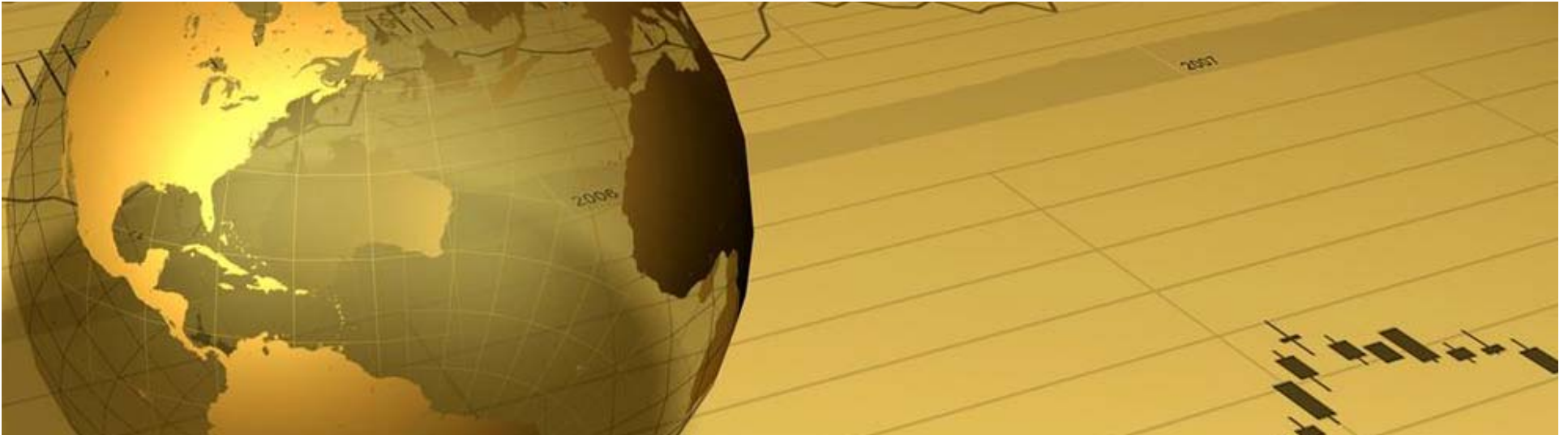




Hong Kong Financial Services
Business Continuity Management Forum



Facilitator Briefing Session 1

14 July 2015

Information Classification: External

Agenda

Introduction and Timeline

Registration

Technology Infrastructure

Role of the Facilitator

Willem Hoekstra

Selina Tng

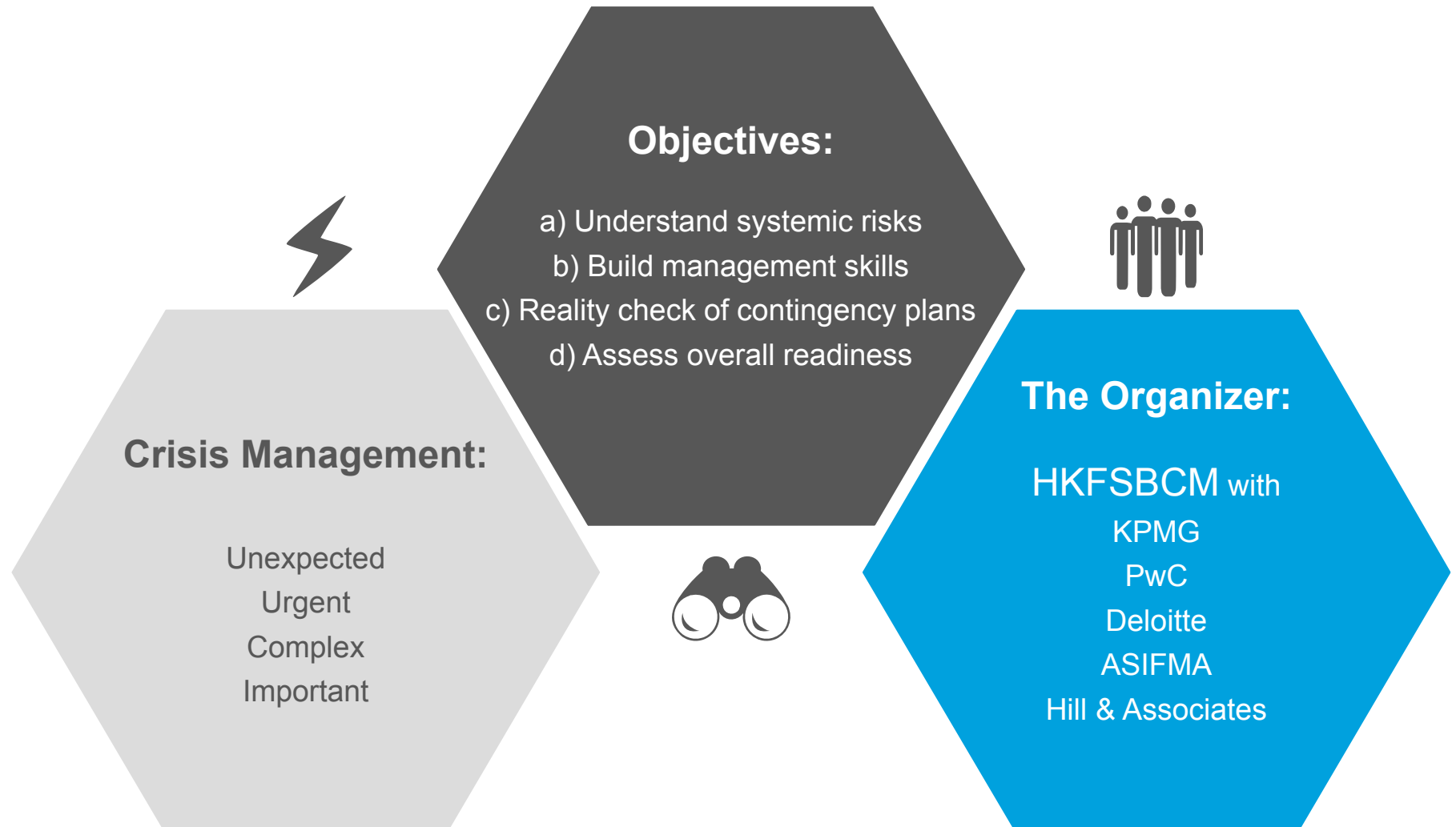
Willem Hoekstra

Niall Archibald

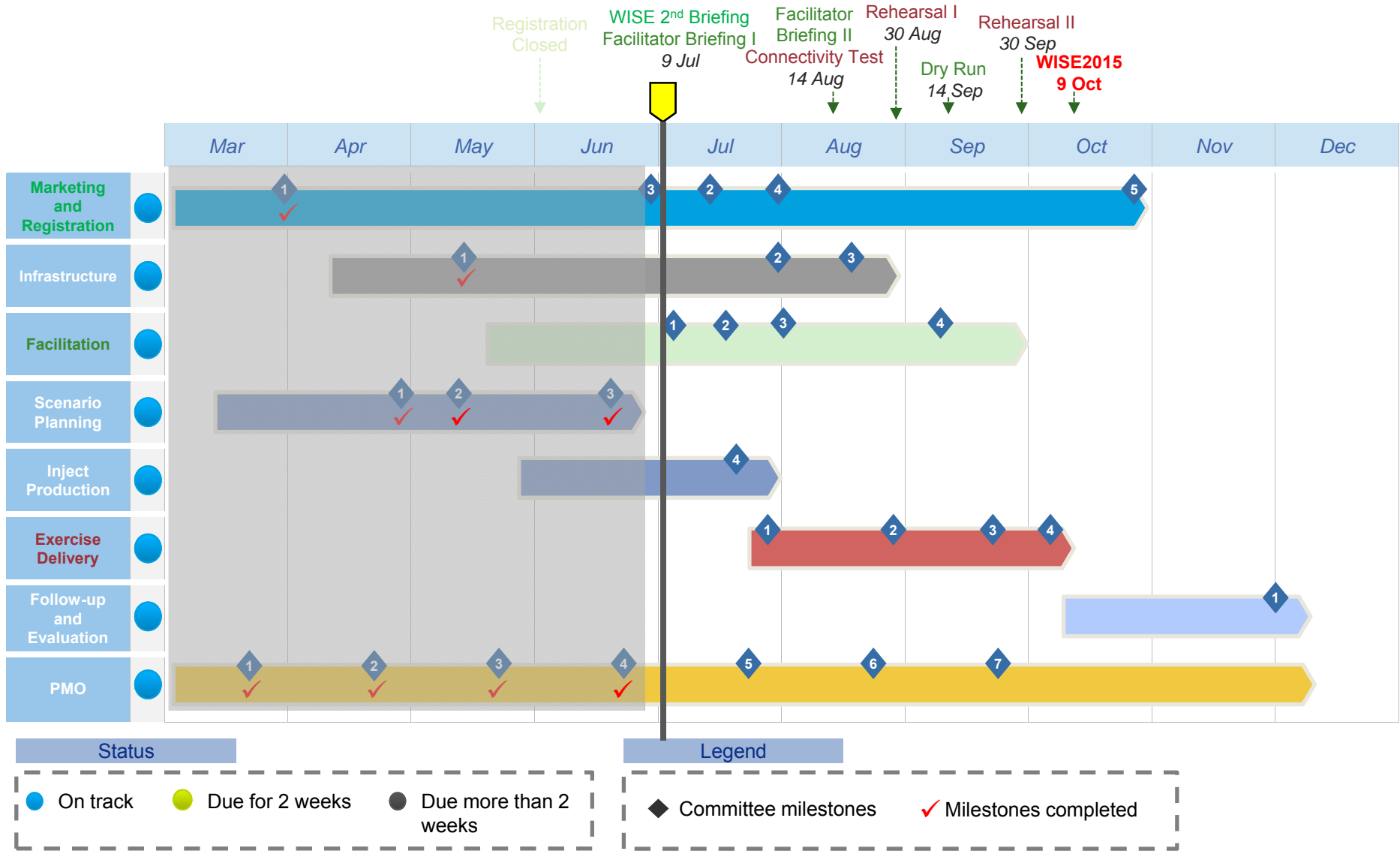
Introduction and Timeline

Facilitator Briefing Session 1

Introduction

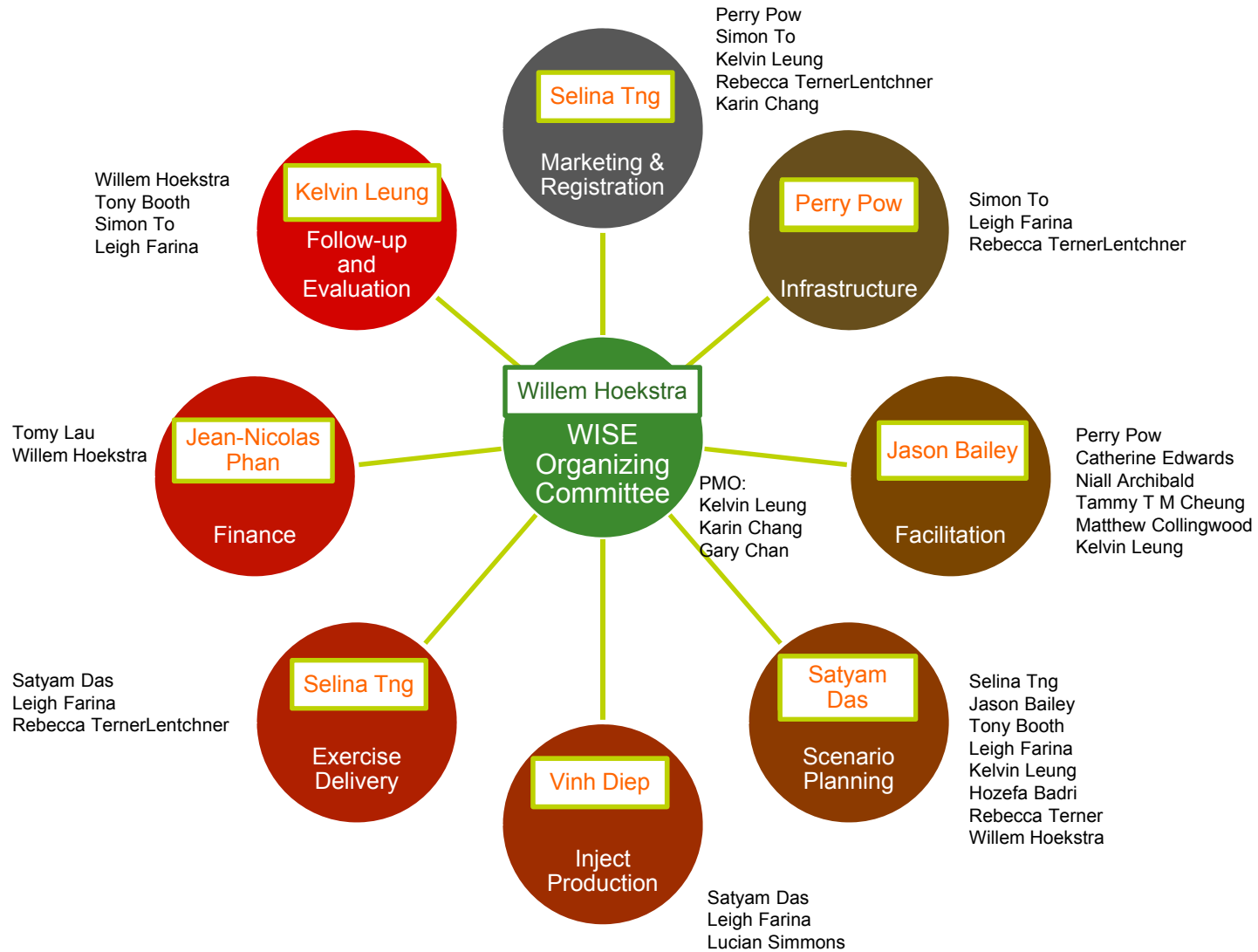


WISE2015 Timeline Overview



WISE Organizing Committee

Organization Structure



Registration

Facilitator Briefing Session 1

Registration

- Single point of contact before the Exercise Day 9th October 2015
 - Email address: wise@hkfsbcm.org ; Telephone: +852 2842 1037
- Functions:
 - Respond to enquiries from participating companies on all aspects of the exercise
 - Disseminate exercise information to participating companies
 - Collate registration and contact information for all activities supporting and leading to the exercise, e.g. briefings, connectivity tests, etc.
 - Provide support service to
 - Processing of invoice and receipts
 - Distribution of post-exercise report

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Registration

Activities Completed or In Progress

- WISE first information briefing on 2nd December 2014
- Engagement with companies in and outside the industry
- Invitation Letter to participate in WISE2015 on 26th March 2015
- WISE first facilitator briefing on 9th July 2015

Next Step for Participating Companies

- Initiate payment of Exercise Participation Fee
- Confirm primary facilitator and backup facilitator, and contact person(s).
- Engage and book time of crisis management team members for exercise
- Identify resources for web portal connectivity tests.

Next Step for WISE2015 Registration Team

- Processing of payments in collaboration with Finance
- Distribution of web portal connectivity test steps in collaboration with infrastructure
- Distribution of web site portal account information in collaboration with Infrastructure

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Payment

Purpose

- Cover the cost of infrastructure and scenario injects production

Payment Information

- Invoice is a PDF to be emailed to contact person
- Exercise Fee: HK\$ 40,000
- Bank account: 848-748026-838
- Bank account name: Hong Kong Financial Services Business Continuity Management

Additional Instructions

- Payment is due immediately upon receipt of invoice.
- Please email wise@hkfsbcm.org to provide the remittance advice from your bank.

Technology Infrastructure

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Technology Infrastructure

Basic Information

- Login interface directed to Exercise Portal for UAT & Stress tests from Aug
- Browser (IE ver 7, 8, 9, 10 and above), Google Chrome, Safari, Firefox
- Firms are given information relating to a hypothetical or real-life situation

Layout and Features

- 3 to 4 video clips and latest news are broadcast
- Simulated social media feed and market movement
- Whenever there is a new article, the old one will be archived
- Scrolling bar to show breaking news (Participating FI may post messages)
- Exercise directory (Each firm to provide content by end of July)
- Display of Exercise Date / Time

Account Administration

- Each participating firm is given 2 user IDs
- Contact WISE program office to reset user account / password

Response

- Each firm is given enough time for discussion before reply to email triggers



WISE 2015 Exercise Portal

Welcome to WISE 2015. This portal is provided for exercise participants and will only be available for the duration of the exercise. More details about the exercise can be found [here](#) or by contacting us at wise@hkfsbcm.org.

Should you require urgent help during the exercise please contact +852 2289 1234.

Username

Password

[Forgotten Password](#)

- Remember me
- I acknowledge that I have read and agree to the Terms of Use and Privacy Statement



Market Update

HKIndex ↓ 27650.49 +0.62%	Hang Tough Bank ↑ 159.000 +0.633%	Bank of Asia ↓ 159.000 -2.639%	MyBank Holdings ↓ 75.100 -0.727%	iBank ↓ 6.580 -0.454%
----------------------------------------	------------------------------------------------	---------------------------------------------	-----------------------------------------------	------------------------------------

Update: News Broadcast released

Recent Broadcasts



Previous News Broadcasts

- Video #2 – Archived Posted at 2:30pm
- Video #1 – Archived Posted at 1:45pm

Recent Articles



Lorem ipsum dolor sit amet, consectetur adipiscing elit. Cras dictum tellus et turpis sodales commodo. Vivamus eu tincidunt ex. Mauris quis magna dui.

[Click here for full article](#)

Previous Articles

- ATM Outage Posted at 2:00pm
- Unusual movement Posted at 1:30pm



Retail Bank Press Office @Press 4m
#RetailBank we are aware of issues with our website.



Christopher Sykes @ChrisSykes108 3m
The next time something doesn't work, I'm checking here first! It I'd seen this 20 mins ago I would have felt much better! #iBank



Harry Wallop @Hwallop 3m
Gosh, even MyBank website isn't working. I imagine most customers aren't feeling very "cuddly" towards banks today!

News Broadcasts

News Updates

Social Media

Welcome to

Exercise Robin Hood

2015 Whole Industry Simulation Exercise

14:54
Friday 9th Oct

Simulated Exercise Time

Role of the Facilitator

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Role of the Facilitator

Technical Facilitation

- **Coordinate** infrastructure and logistics
- **Deliver** injects to the CMT via portal
- **Monitor** time
- **Communicate** with Exercise Control

Scenario Facilitation

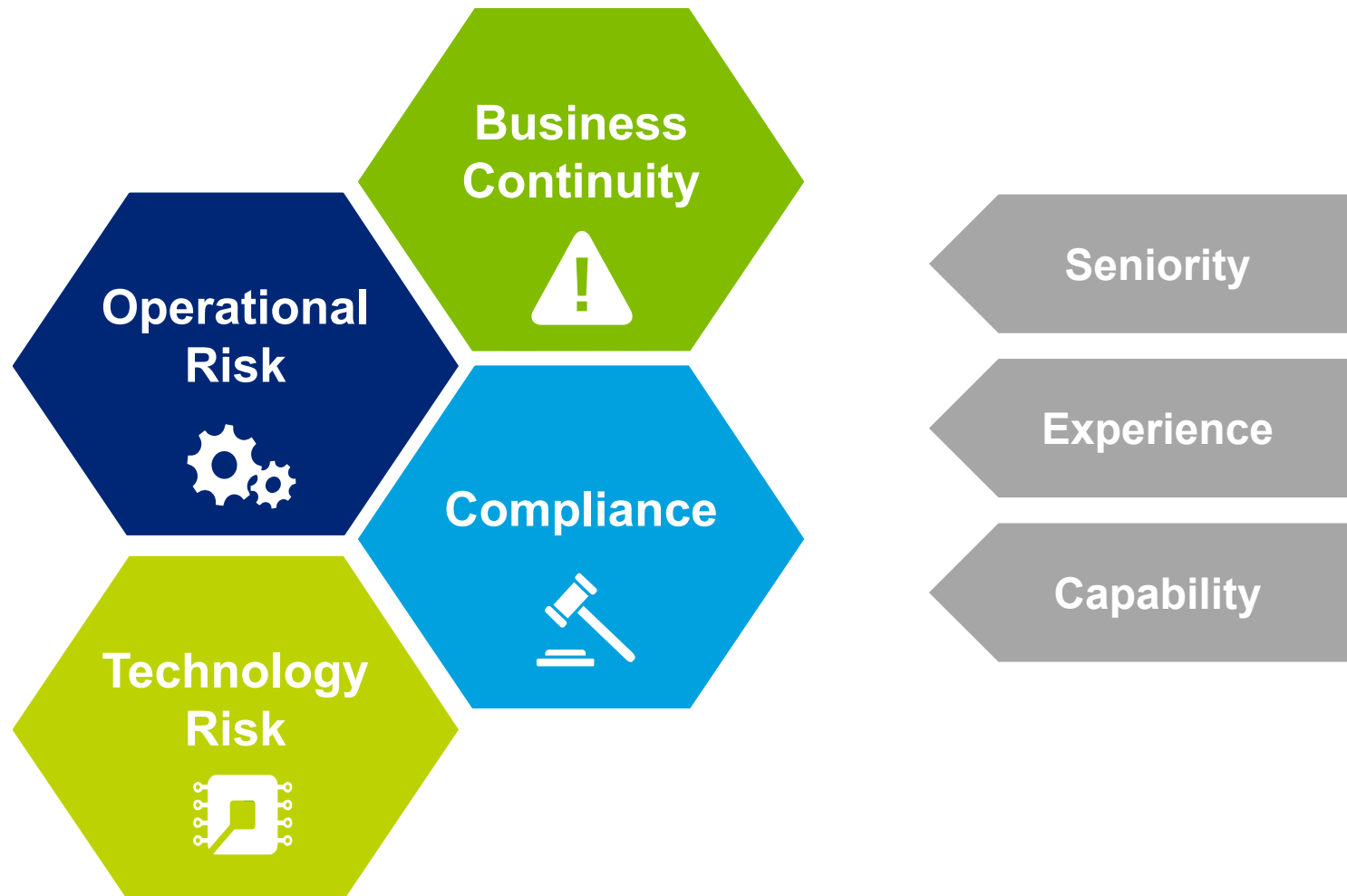
- If required, the facilitator can take a **more active role** during the exercise to ensure it is a positive and constructive learning experience
- Facilitators may chose to appoint an **Assistant or Scribe** for operational support

NOT decision-making

- The Facilitator will **not** decide the crisis response for the participating organization
- Neither the Facilitator nor the Assistant should be part of the CMT

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Role of the Facilitator



Facilitator Briefing Session 1

Facilitator Survey

- As part of the support provided to your organization by the WISE2015 Organising Committee a survey has been developed to identify **any requirements for additional training and support**
- This will ensure the exercise is a **constructive learning experience** for all participating organizations and facilitators
- The WISE2015 Organising Committee can provide support to your organization where needed in preparation for the exercise

Please complete the Facilitator Survey before leaving today



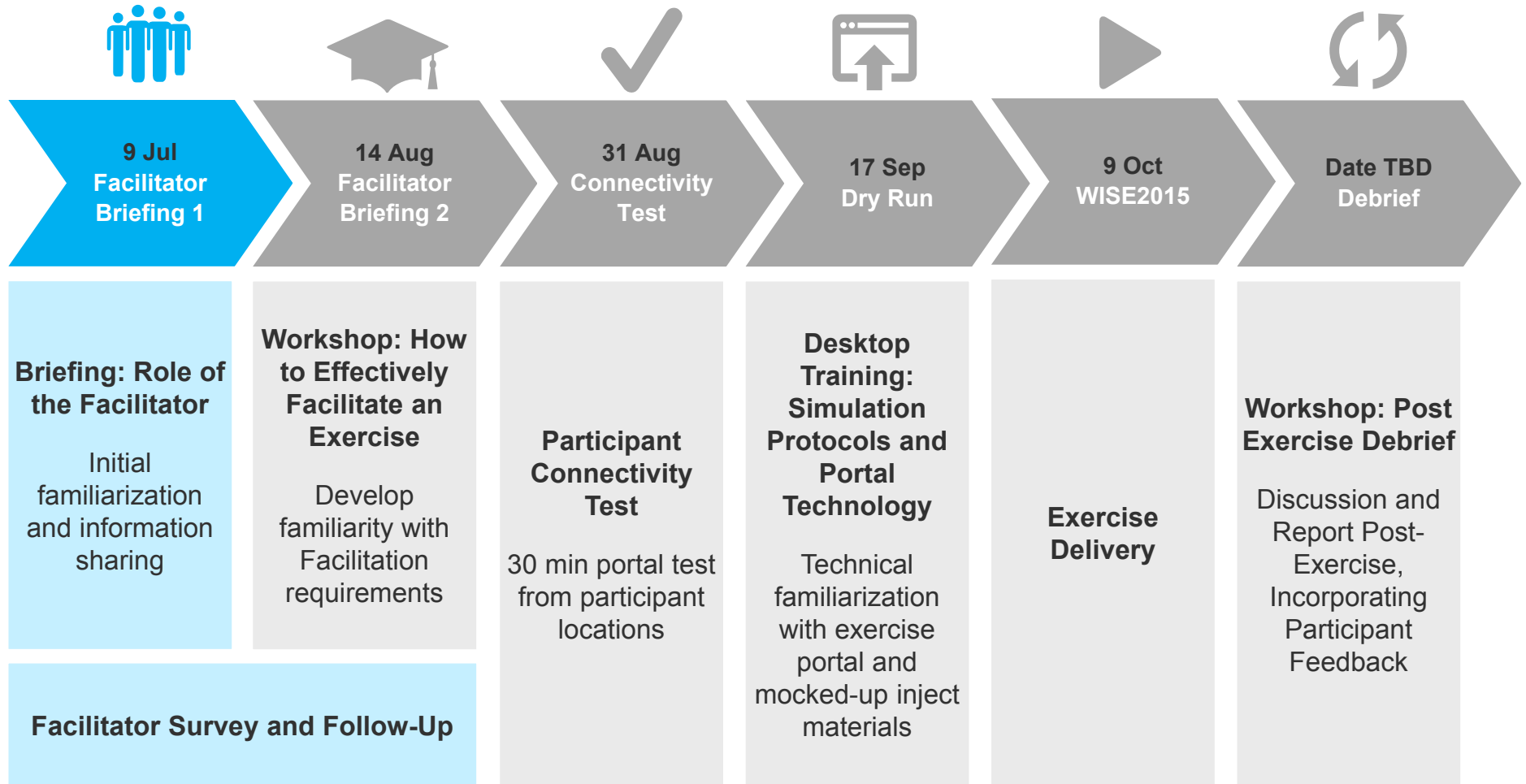
Online survey: <https://www.surveymonkey.com/r/6TSKSXJ>



Paper copy available for completion now

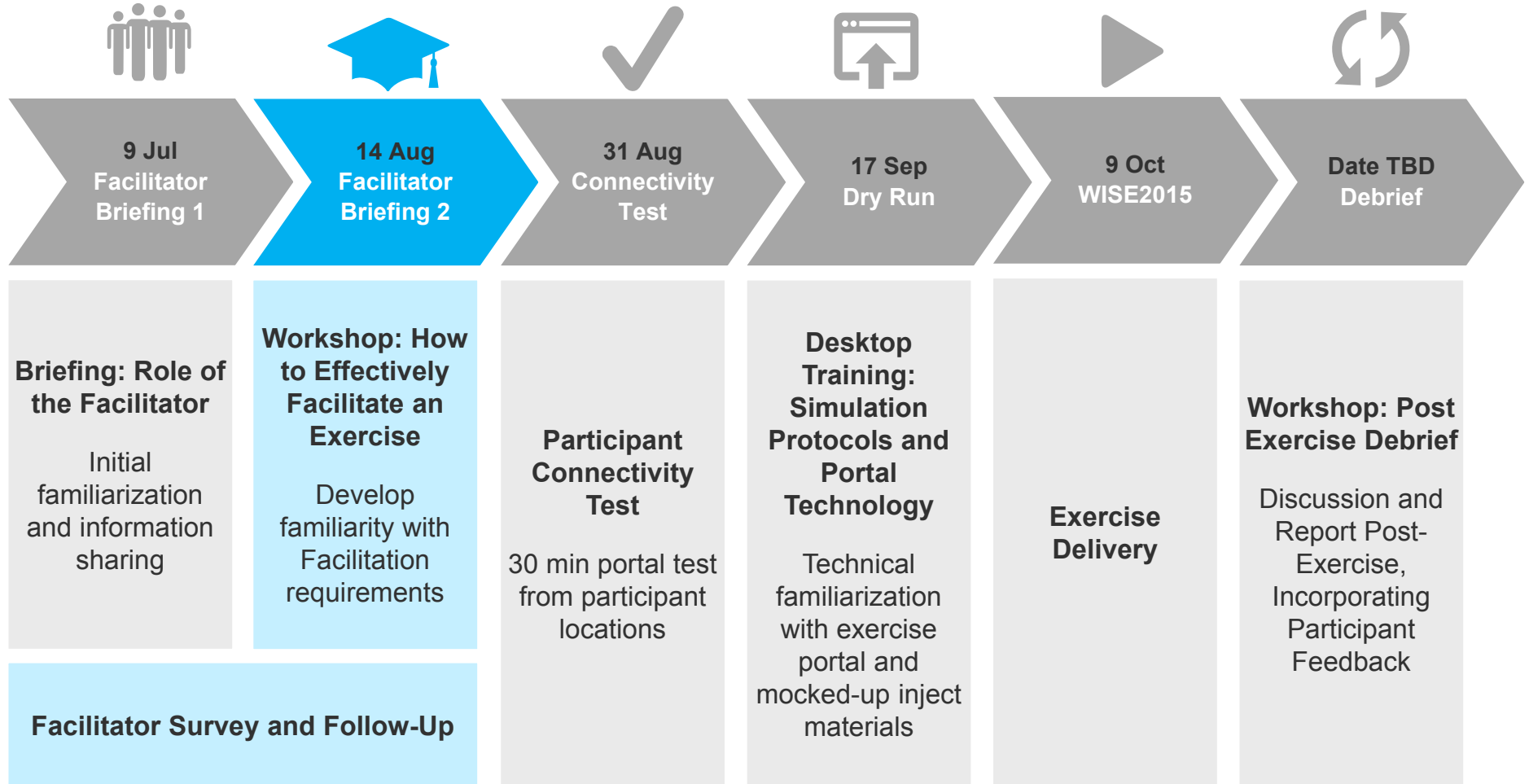
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Facilitator Timeline



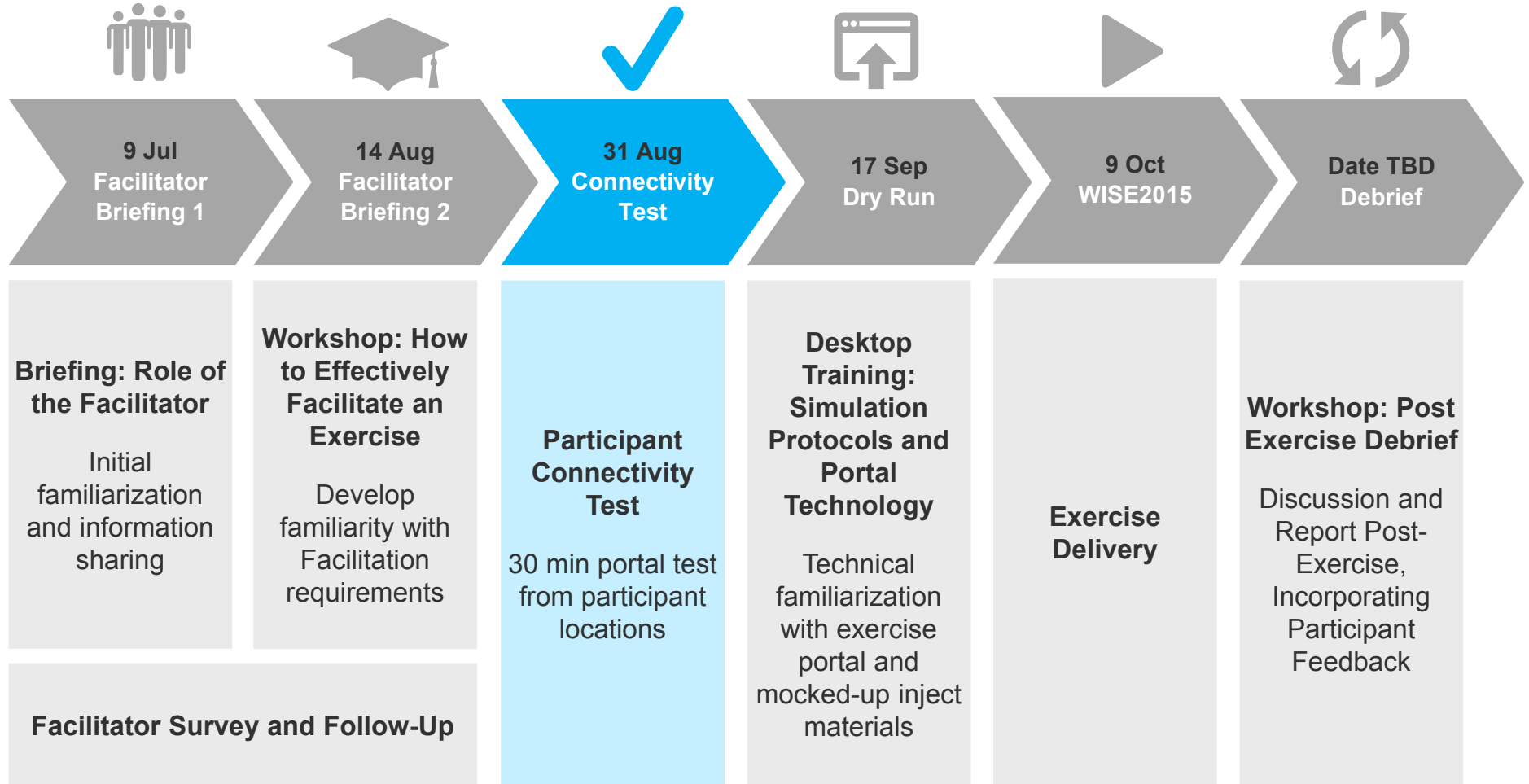
Facilitator Briefing Session 1

Facilitator Timeline



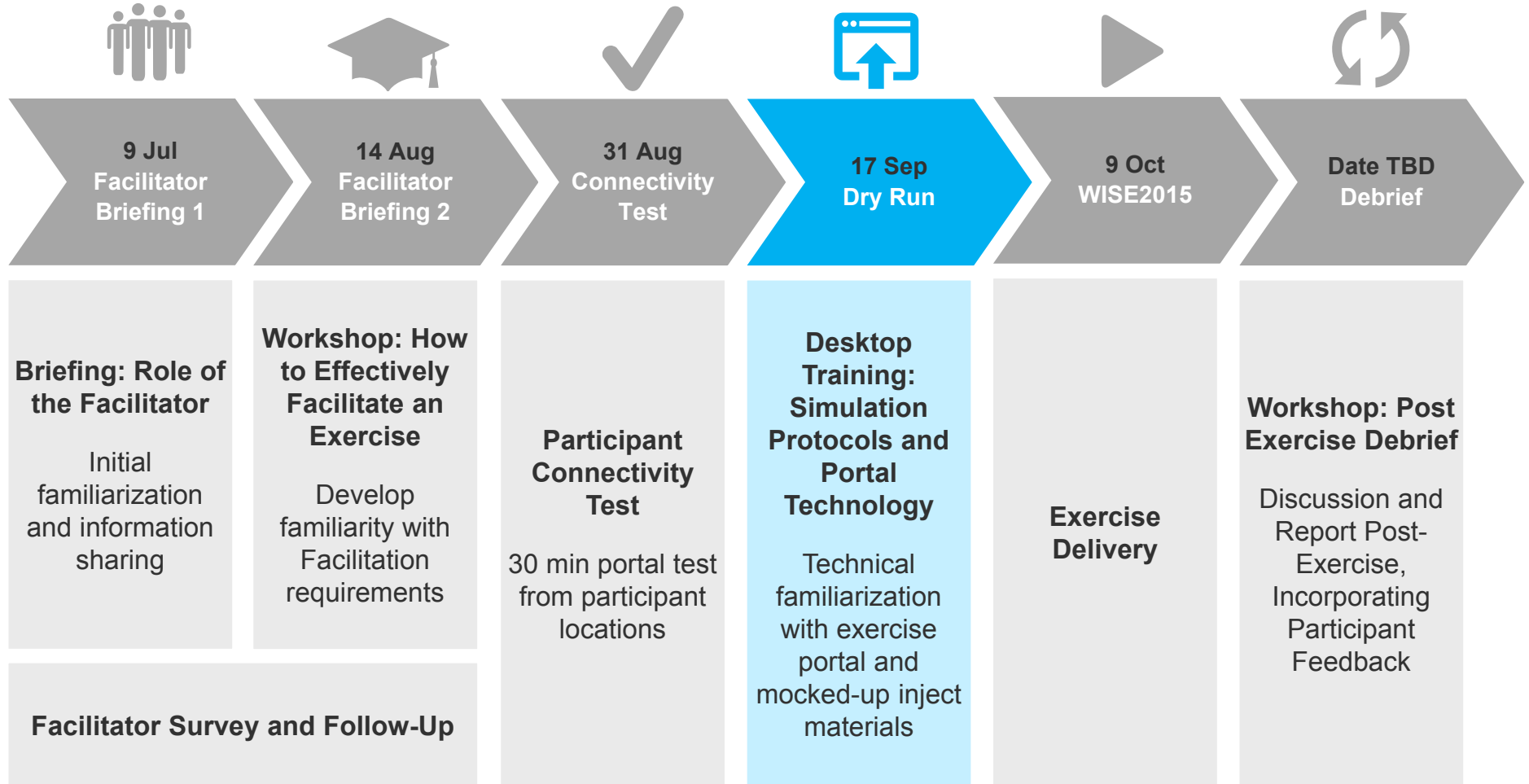
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Facilitator Timeline



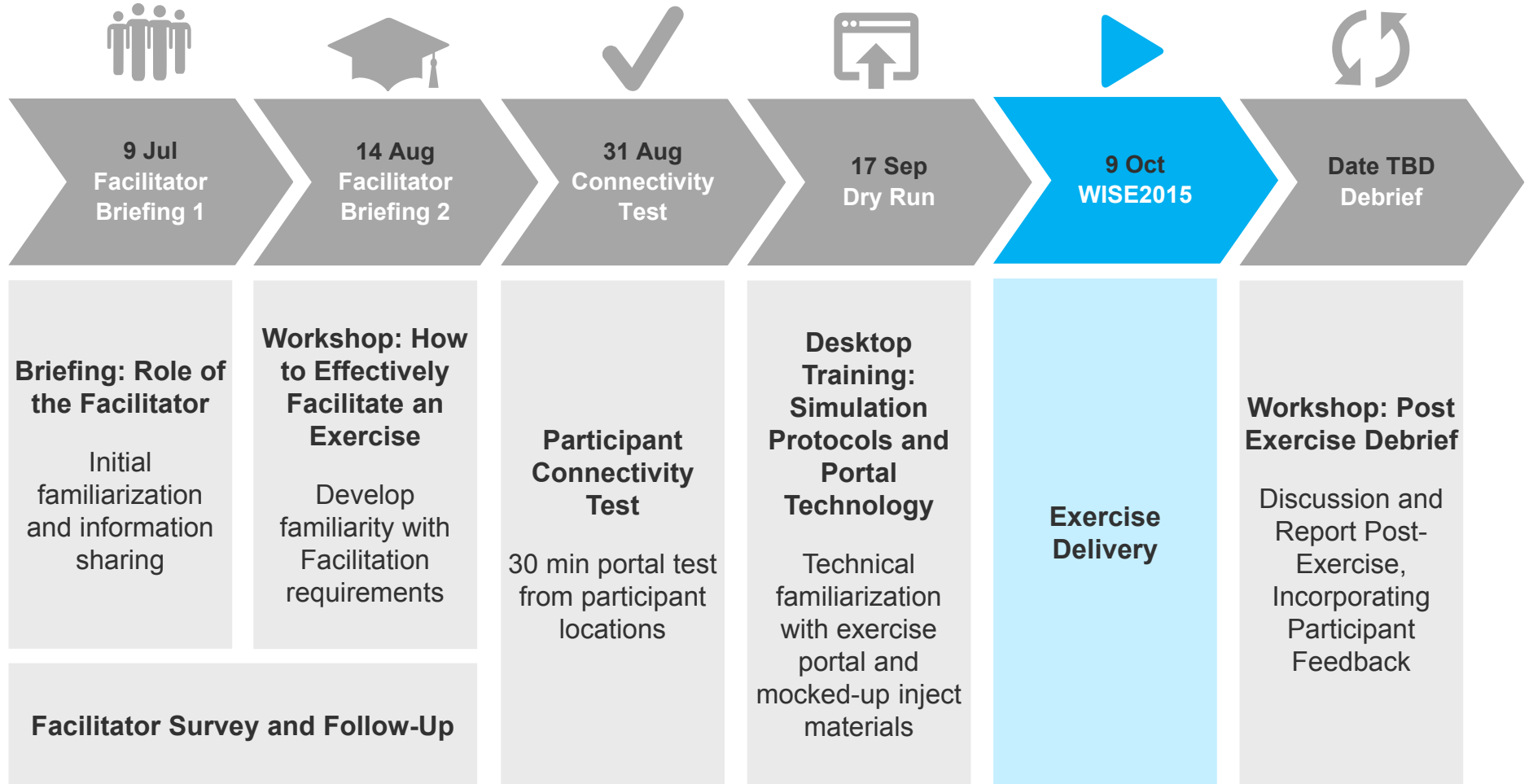
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Facilitator Timeline



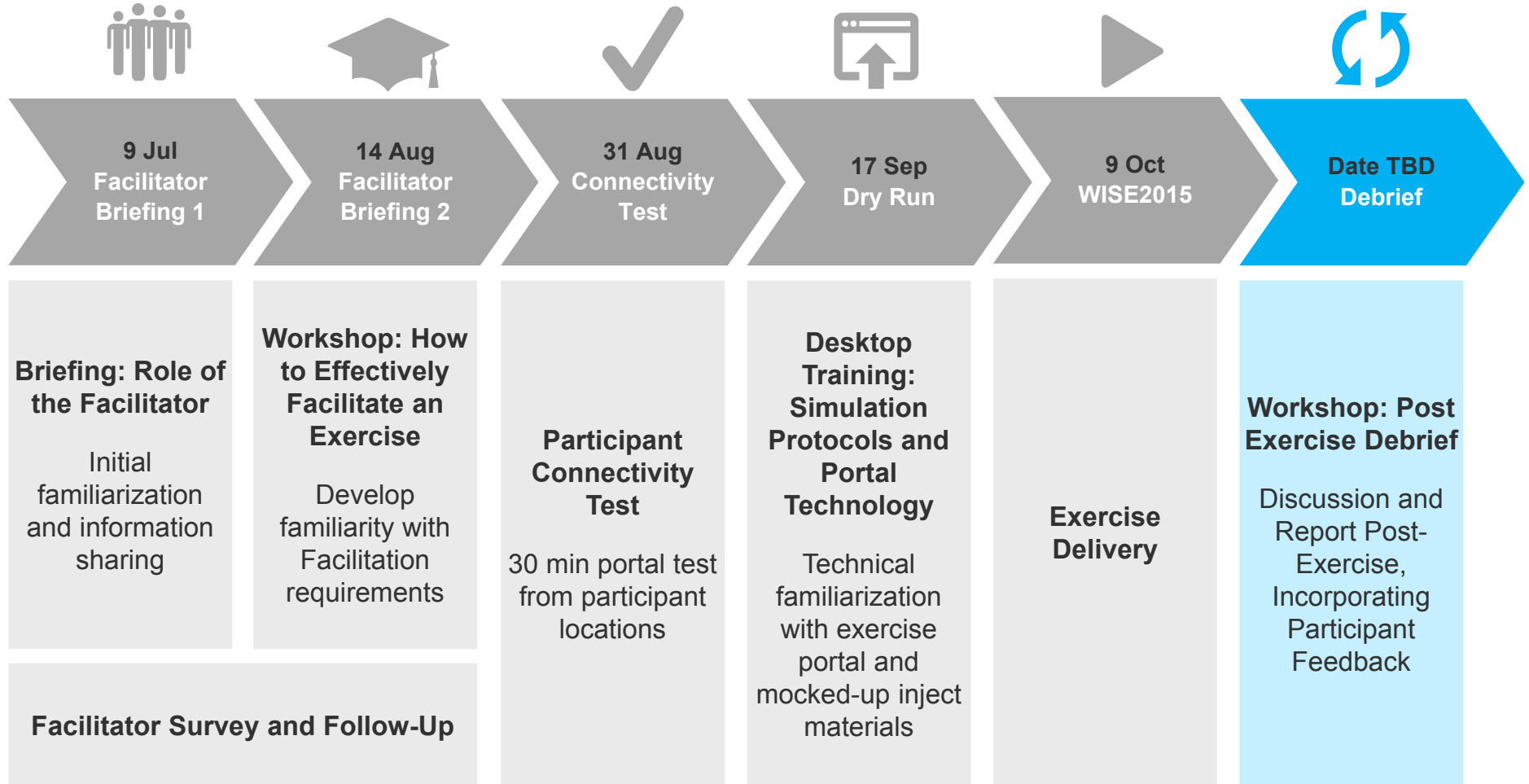
Facilitator Briefing Session 1

Facilitator Timeline



Facilitator Briefing Session 1

Facilitator Timeline



Facilitator Briefing Session 1

Facilitator Materials



Facilitator Handbook

Crisis management (CM) is the process by which an organisation deals with a major event that threatens to harm the organisation, its stakeholders, or the general public. The issue are typically an incident, unexpected, extraordinary, urgent and complex, involving the normal management's resources. CM covers procedures and plans, for example, incident response and protocols, to help coordinate, define roles, manage in real-time with the incident, ensure the Crisis Management Team (CMT) from each organisation discusses the response to a challenging hypothetical situation or a scenario, which is outlined from a common simulation center. Similarly, WISE 2015 will be an industry-wide crisis management exercise. Participating organisations can jointly exercise their abilities to respond to the different crisis scenarios.

Strengthen confidence with clients, regulators and the society at large.
Fulfill regulatory requirements.
Familiarisation with CM processes.
Promote crisis and stress management skill training.
Familiarisation with Business Continuity Plans (BCPs) and business
BCP test coverage and usability and BCP stress test of plans.
Create sense of urgency.
Promote Business Continuity Management.
Practice incident and emergency coordination.
Practice crisis communication, internal, external and with regulator.

EXERCISE - PROTECTED



Exercise Run-book for Facilitators

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Practice crisis communication, internal, external and with regulator.

EXERCISE - PROTECTED

EXERCISE - PROTECTED

Facilitator Handbook

- Exercise objectives
- Exercise rules
- Exercise roles and responsibilities
- FAQ and troubleshooting
- Contact details
- Technology portal operations

Exercise Run-book

- Play-by-play detail of exercise serials (no sensitive scenario information will be contained in the run-book)
- Timings of injects and expected file type
- Expectations of Facilitators and of CMT for each serial

Facilitator Run-book Example

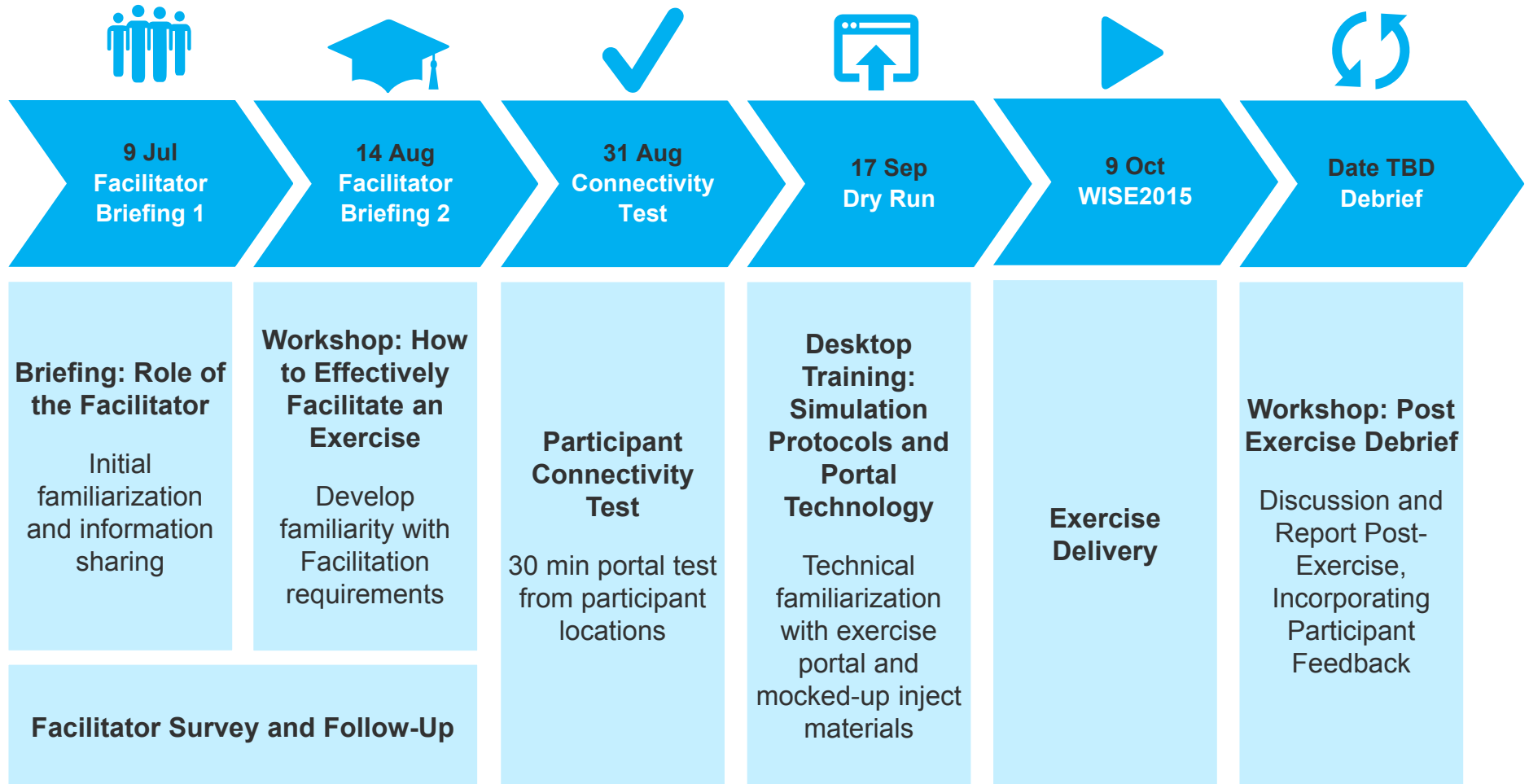
S.No	Exercise Timeline (HH:MM)	Inject Delivery Time on WISE Day	Inject Overview	Assistant / Scribe	Facilitator	Incident Management Team	Output
T0		1.3		Ensure all equipment is working appropriately.	Gather local incident team in standard method (e.g. Automated alert system).	Gather in room and await instructions from BCP Coordinator	
				Ensure connectivity with Control room	Provide brief overview of roles and responsibilities to remind team.	Perform roll call of Incident team	
				Distribute any material required for exercise	Provide initial briefing around the exercise purpose and expectations of participants		
				Monitor portal for updates and notify Facilitator with alerts & new information			
				Record and collate learnings, output and maintain parking lot	Hand off to Incident team lead (COO/CEO or delegate)		
T1	7:00am	2.00 (30mins)	Video Inject	Notify BCP Coordinator of pending Video Inject	Share with incident management team that the first inject is ready to show	Based on the video inject, perform review by line of business / group to assess the impact to your organization and actions to mitigate.	Record output from MIG; Status of business Actions taken
				Receive video and prepare to play on screen/TV within the Incident room	Gather feedback of discussion using <i>Control Room Communication Template</i>		Feedback to control room any issues, actions or complete actions as requested by incident control room
T2	7.20am	2.30 (15mins)	Social Media / Electronic Media Inject	Prepare Social Media inject and notify BCP coordinator.	Share Social media inject	Based on the inject, perform review by line of business / group to assess the impact to your organization and actions to mitigate.	Record output from MIG; Status of business Actions taken Communications issued Regulatory updates
					Gather feedback of discussion using <i>Control Room Communication Template</i>		Feedback to control room any issues, actions or complete actions as requested by incident control room
T3	7.40am	2.45 (10mins)	Video Inject Social Media / Electronic Media Traffic bulletins.	Notify BCP Coordinator of pending Video Inject	Deliver the inject to Incident Management Team & provide instructions	Based on the video inject, perform review by line of business / group to assess the impact to your organization and actions to mitigate.	Record output from MIG; Status of business Actions taken Communications issued Regulatory updates
				Receive video and prepare to play on screen/TV within the Incident room			Feedback to control room any issues, actions or complete actions as requested by incident control room

Facilitator Run-book Example

S.No	Exercise Timeline (HH:MM)	Inject Delivery Time on WISE Day	Inject Overview	Assistant / Scribe	Facilitator	Incident Management Team	Output
T0				<p>Ensure all equipment is working appropriately.</p> <p>Ensure connectivity with Control room</p> <p>Ensure any material required for exercise</p> <p>Facilitator portal for updates and notify Facilitator with alerts & new information</p> <p>Record and collate learnings, output and feedback</p>	<p>Gather local incident team in standard method (e.g. Automated alert system).</p> <p>Provide brief overview of roles and responsibilities to remind team.</p> <p>Provide initial briefing around the exercise purpose and expectations of participants</p> <p>Hand off to Incident team lead (COO/CEO or other appropriate person)</p>	<p>Gather in room and await instructions from BCP Coordinator</p> <p>Perform roll call of incident team</p>	
T1	7:00am	2:00 (30mins)	Video Inject	<p>Notify BCP Coordinator of pending Video Inject</p> <p>Receive video and prepare to play on screen/TV within the incident room</p>	<p>Share with incident management team that the first inject is ready to show</p> <p>Gather feedback of discussion using <i>Control Room Communication Template</i></p>	<p>Based on the video inject, perform review by line of business / group to assess the impact to your organization and actions to mitigate.</p>	<p>Record output from MIG;</p> <p>Status of business</p> <p>Actions taken</p> <p>Feedback to control room any issues, actions or complete actions as requested by incident control room</p>
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Facilitator Briefing Session 1

Summary of Facilitator Timeline





Hong Kong Financial Services
Business Continuity Management Forum



For further information contact the WISE2015 Organizing Committee:

Tel: +852 2842 1037

Email: wise@hkfsbcm.org (WISE2015)

www.hkfsbcm.org



Hong Kong Financial Services Business Continuity Management Forum

HKFSBCM

The Hong Kong Financial Services Business Continuity Management (HKFSBCM) Forum is a group of senior BCM professionals employed in a wide cross-section of firms in the banking and securities industry. The Forum aims to collaboratively address the concerns of business continuity in the industry. The Forum holds monthly meetings where members discuss current affairs, looming threats, regulatory requirements and best practices in the areas of Business Continuity Management and Crisis Management. Relevant experts and organizations, such as Hong Kong Electric, Thomson Reuters and International SOS, are often invited. In addition, the Forum conducts BCM-related industry surveys and benchmarking. In 2013, a first small-scale industry-wide exercise was organized with an infectious disease scenario. The Forum facilitates connection of members - when a real crisis occurs, members know to find each other. As shown during the Occupy Central protests and various virus threats, the Forum helps to share information and align approaches of different firms.