Obiettivo

L'obiettivo della Webinar è quella di fare un piccolo viaggio attraverso la discussione dei Megatrend attuali e sul bisogno da parte delle imprese di fare degli investimenti nel futuro nella prevenzione e preparazione alle crisi (Anticipazione), costruendo un sistema coerente di Gestione dell'operatività dell'impresa o dell'organizzazione specifica.

L'approccio è empirico-olistico
Megatrends

- Natural Resources
- Technology
- International Markets
- Internet
- Population
- Fin-Tech
- The Internet of things
- Work-flows
- Megatrends
- Interdependence
- Digitalization
- Urbanization
- Climate Change
- Increase Vulnerability

- Floods
- Hurricanes
- Earthquakes
- 2017 (Harvey, Irma, Jose)
- 2017 Mexico

Climate Changes

Present and Future Risks

- Climate Change
- Technology Dependency
- Urbanisation Megacities
- Blackout Risk
- Pandemics Risk
- Complex Natural Disaster
- City Resilience
- Key Infrastructure
Key Figures (2018)

LOSSES (2018)
- Global: USD 180 Bn
- Insured Losses: USD 80 Bn

Prevention & Preparedness
- 850 relevant Events
- 12'500 Fatalities
- 1 USD

Response
- 7 USD

→ Interest of the insurance field (Development Banks)
→ Disaster Risk Reduction
→ Increase Prevention, Preparedness and Resilience
→ Investment of Emergency, Prevention and Preparedness

Comprehensive BCM for Crisis and Disaster Management

Business Continuity Management
- Crisis & Disaster Management

Verification and Improvement


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Business Continuity Management, a permanente prevention-preparedness Activity for the Company Management

- Resilience, Prevention and Preparedness Activities
  - Anticipatory and precautionary measures
  - Permanent situation monitoring and tracking systems
  - Development and implementation of new protocols with comprehensive testing
  - Implementation of required standards and evaluation of results
  - Active and passive measures of protection
  - Permanent Risk Analysis and Mitigation
  - Development of Contingency Plans
  - Permanent integration and implementation of new protocols with comprehensive testing

- Business Continuity Management (BCM)
  - Ordinary Business Management
    - Standard Operativity
  - Crisis Cell
    - Emergency & Crisis Management
  - Investment (insurances)

Eco-System BCM

- ECO-SYSTEM EXTERNAL INFLUENCES
  - Strategy
  - Market
  - Cyber
  - Environment
  - Risk Code
    - OWA
    - EWA
    - ETA
    - DETA
    - DELTA

- Crisis Management Cycle
  - Situational Awareness
  - Situational AWARE
  - Risk Management
  - Legal Framework, Prevention & Preparedness Measures, Comprehensive Contingency, and crisis Team
**Criticism Assessment**

Evaluation of the potential for improvement, development and optimization of internal processes and procedures (need to act, suggestions) in 7 key Areas and the interdependency / Influence in-between.

- When the processes were established? are there changes in the current situations?
- There are criticisms in the different areas? Why? There are options to reduce or avoid crisis or bottlenecks?
- what kind of crisis does the organization have to cope with?

**Enterprise Eco-System analysis**

[Diagram showing various components of an enterprise eco-system]
Areas of activities analysis

Crisis / Impact / Business Continuity

Business Processes, Security Processes

Human Resources

Infrastructures, Technology and informations

Supply Chain

Stakeholders, Outsourcers

Reputation
### Analogy BCMS

1. **Investigation / Exploration**
   - Analysis Vulnerability
   - Eco-system Impact Analysis
   - Suggestions / Proposals

2. **Actions Plan (Actions and Tools)**
   - Human Resources
   - Training Methodology
   - Logistics & IT Solutions
   - Management & Processes

3. **Development (Training)**
   - Functional Training
   - Table Top Exercises
   - Simulations

4. **Lessons learned Process**
   - Implementation measures
   - New experiences

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### BCMP Cycle – Systematic analysis process

1. **ASSESSMENT**
   - Prevention / Gaps Analysis
   - Comprehensive Analysis
   - Investigation / Exploration
   - Vulnerability Assessment
   - Eco-System Impact Analysis
   - Human Resources
   - Physical Services
   - Processes
   - Partners
   - Vulnerability and Risk Reduction
   - Proposals for measurable measures

2. **DEVELOPMENT**
   - Capacity Building
   - BCMP Tools
   - Processes & Management
   - Decision Making Processes
   - Continuous Education Development
   - Training Architecture
   - Physical Solution
   - IT Solutions

3. **FITNESS**
   - Training System
   - Functional Training
   - Training Staff Crisis Cell
   - Simulation / TTX

4. **QUALITY ASSURANCE**
   - Lessons Learned Integration
   - Further development plans
   - Strategy BCM Goals & Development
Global Crisis & Disaster Management Solutions
Resilience - Prevention - Preparedness and Capacity Building Projects

Equation Formula

EVENT x PROBABILITY OF OCCURRENCE x SPEED = IMPACT

PREVENTION / PREPAREDNESS

PREVENTIVE MEASURES x REACTION SKILLS x CRISIS MANAGEMENT PROCESSES

Human Resources
Continuous Education / Training
Logistics / IT Services Support
Management & Processes

Global Crisis & Disaster Management Solutions
Resilience - Prevention - Preparedness and Capacity Building Projects

BCMP Organization Efficiency

BCMP Org Efficiency =

\[ \frac{O_{\text{Stand/Image}} \times (B_{\text{Imp.An}} \times R_{\text{M.Mea}} \times CM_{\text{Proc}} \times Tr \times Syst_{\text{Ant/Mon}})}{5} \]

\[ \frac{Vuln_{\text{ph}} \times Vuln_{\text{bus}} \times Imp_{\text{Ev}} \times Speed_{\text{Occ}}}{5} \]

BCMP \( O_E \) =

Physical Vulnerability x Business Vulnerability x Event Impact x Speed occurrence
Future Opportunities – Future Needs

Central to reduce Financial Losses

INSURANCES

BUSINESS CONTINUITY MANAGEMENT

Accompany Facilitate Support
Key Know-how

Global Crisis & Disaster Management Solutions
Resilience - Prevention - Preparedness and Capacity Building Projects

Solutions

New Low and High Tech
Education and Training

RECOVERY
PREVENTION

CONTINGENCY

BUSINESS
OPERATE
PLANNING

INCIDENT
MANAGEMENT

RISK
ORGANIZATION

CONTINUITY
PREPARATION

THE 5 ELEMENT CONCEPT

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