

Singapore Standard for Disaster Recovery – Update

Presented by
Mr Ahmad Nizari
BC/DR WG member
Vice President, CITI Bank



.....
An industry partnership supported by IDA Singapore and SPRING Singapore

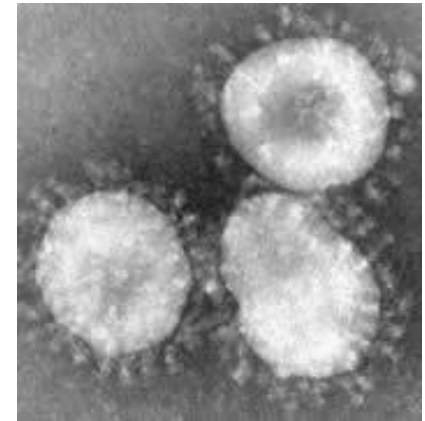
Agenda

- BC & DR Standardization
- SS 507 – development and application
- Significance of the latest development



.....
An industry partnership supported by IDA Singapore and SPRING Singapore

Background



.....
An industry partnership supported by IDA Singapore and SPRING Singapore

Background

- Awareness of business continuity and disaster recovery grow drastically in recently years due to ever increasing threat from:
 - terrorism
 - biohazard
 - natural disaster
 - geopolitical instability
- Increased threats to the resilience of organizations' ICT (Information and Communication Technology) infrastructure worldwide



The need for an ICT DR Standard

- Organizations
 - To provide guidance to organizations in setting the ICT DR service expectation
 - To facilitate the setup of framework and infrastructure for internal ICT DR service provision
 - To assist organisations in selecting the outsourced service providers
 - To mitigate outsourcing risk through industry best practices



.....
An industry partnership supported by IDA Singapore and SPRING Singapore

The need for an ICT DR Standard

- Outsourced Service Providers
 - To promote quality and consistent ICT DR services across industry
 - To differentiate and retain competitive advantage, both locally and regionally
 - Assurance to ensure service providers deliver ICT DR services meeting their clients' requirements



.....
An industry partnership supported by IDA Singapore and SPRING Singapore

SS507:2004

- Singapore Standard for Business Continuity/Disaster Recovery (BC/DR) Service Providers
- Published in 2004
- First national standard in ICT DR services in the world
- Certifiable standard with focus on ICT DR outsourced service providers



.....
An industry partnership supported by IDA Singapore and SPRING Singapore

Application of SS507:2004

- Certification of ICT DR service providers since 2004
- Promote consistent adoption of best practices across the local industry
- Arouse awareness on quality ICT DR service across end-user organizations



.....
An industry partnership supported by IDA Singapore and SPRING Singapore

Rising needs

- Recognition and certification on ICT DR services across countries
- Application of ICT DR best practices and certification to internal service providers



.....
An industry partnership supported by IDA Singapore and SPRING Singapore

Internationalization of SS 507

- Submitted as new work item to ISO/IEC JTC1 SC27 in 2005
- ISO/IEC 24762 Information technology -- Security techniques -- Guidelines for information and communications technology disaster recovery services
- Scope extend to cover also internal service provider, e.g.:
 - Organization's information system department which is tasked to provide disaster recovery support
 - multinational company's DR site operation



Internationalization of SS 507

- Based on SS507
- Incorporated / considered other countries' specific requirements or limitation
- Obtained buy-in by other ISO/IEC JTC1 SC27 member countries (with 30 P-members including China, US, Germany, UK, Japan, South Korea... etc) through cycles of drafting, discussion, comments and resolution on WG1 and WG4 meetings



.....
An industry partnership supported by IDA Singapore and SPRING Singapore

Internationalization of SS 507

- Final Draft International Standard (FDIS) approved in ballot with 96% of favorable vote from ISO/IEC member countries
- Published as ISO/IEC standard on 31 Jan 2008



.....
An industry partnership supported by IDA Singapore and SPRING Singapore

Objectives of ISO/IEC 24762:2008

- In planning for business continuity, the fallback arrangements for information processing and communication facilities become beneficial during periods of minor outages and essential for ensuring information and service availability during a disaster or failure for the (complete) recovery of activities over a period of time

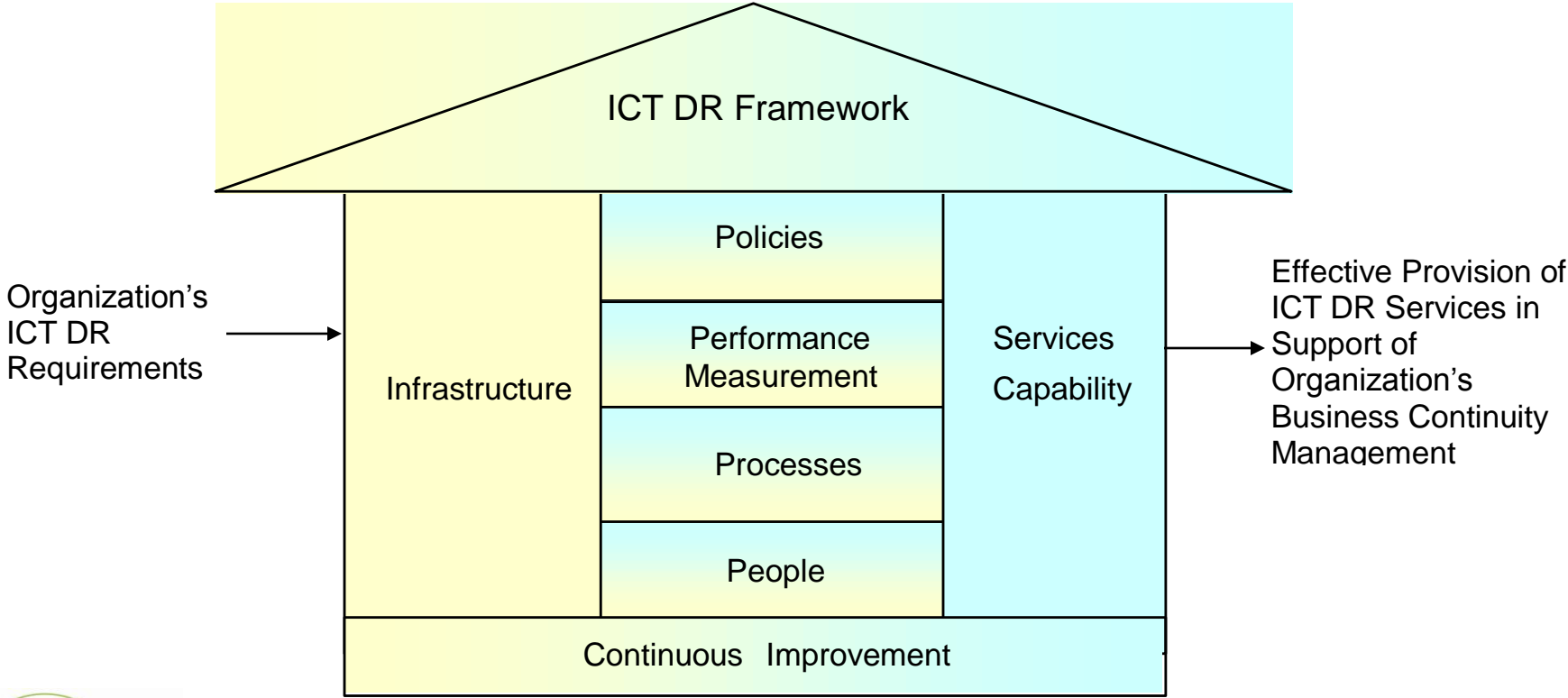


Objectives of ISO/IEC 24762:2008

- Provides guidelines for the ICT DR services
- Covers facilities and services capability and provides fallback and recovery support to an organization's ICT systems
- Includes the implementation, testing and execution aspects of disaster recovery
- Applicable to both “in-house” and “outsourced” ICT DR service providers of physical facilities and services



Overview of ISO/IEC 24762



.....
An industry partnership supported by IDA Singapore and SPRING Singapore

Overview of ISO/IEC 24762

- General requirements (clause 5)
- Facility requirements (clause 6)
- Service capability (clause 7)
- Selection of recovery sites (clause 8)
- Continuous improvement (clause 9)



Revision of SS507

- Incorporate feedback from the users
- Improve the usability and applicability of the standard
- Align to newly published ISO/IEC 24762
- Published as SS507:2008



Revision of SS507

**Clause 6
ICT Disaster
Recovery
Facilities**

**Clause 7
Outsourced
Service
Provider's
Capability**

**Clause 8
Selection
of
Recovery
Sites**

**Clause 9
Continuous
Improvement**

**Clause 5 ICT Disaster Recovery
(General Requirements)**



Comparison between SS507:2008 & ISO/IEC 24762:2008

- Certifiable Specifications vs Guideline
- Otherwise fully aligned



.....
An industry partnership supported by IDA Singapore and SPRING Singapore

Significance

- International recognition
- Increasing adoption of BCM and ICT DR services' best practices
- Wide organizations' awareness across the globe
- Rising demand of certification using the standard, both locally and worldwide



.....
An industry partnership supported by IDA Singapore and SPRING Singapore

Thanks



.....
An industry partnership supported by IDA Singapore and SPRING Singapore