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# Security & Resilience

## A Form of Control

John lee  
Security and Resilience Manager  
Severn Trent

14 January 2010

# Security & Resilience

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- Security

- Physical
- Personnel
- Personal
- Information
- Behaviours

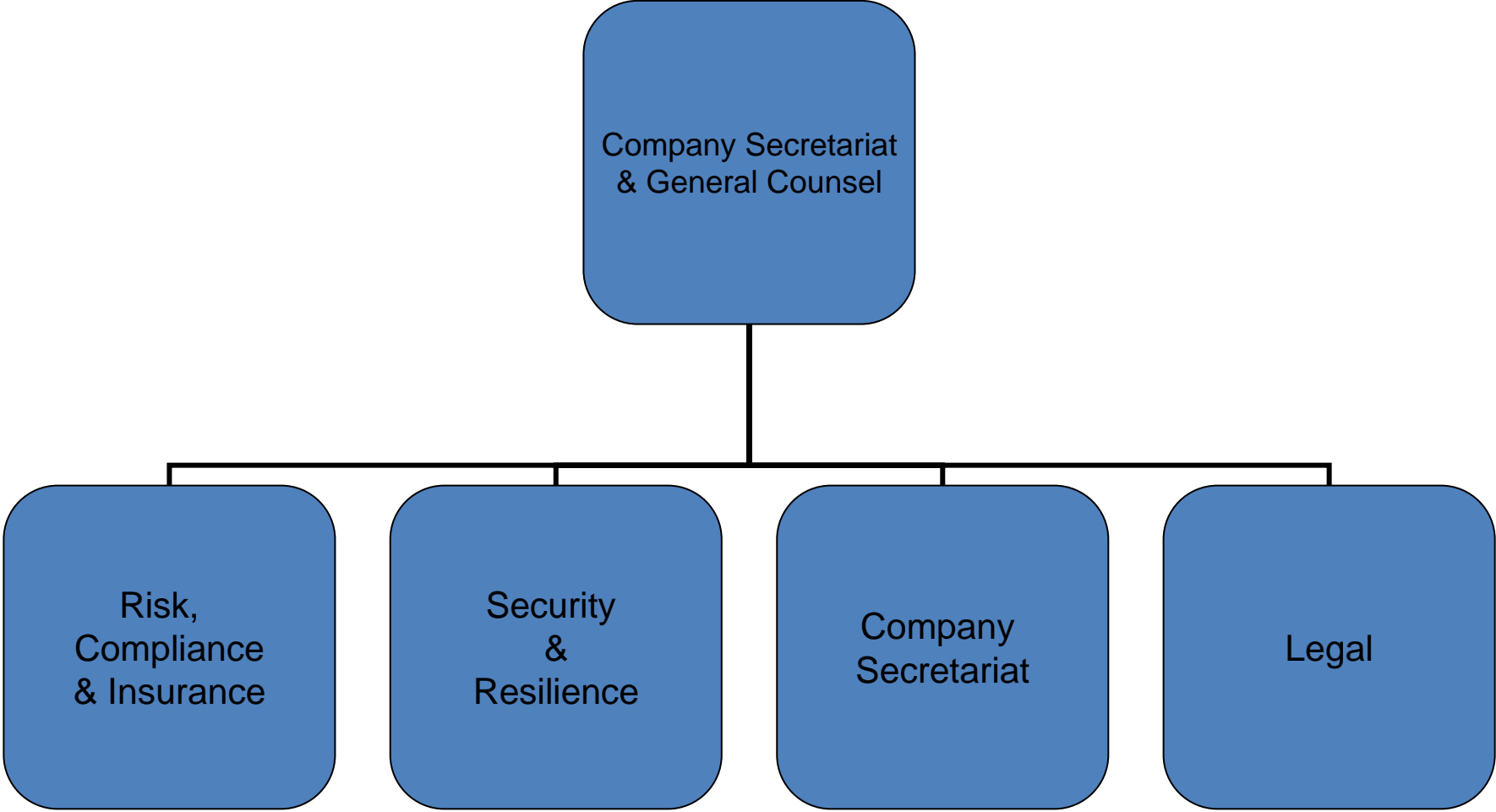
- Resilience

- Crisis Management
- Business Continuity
- Emergency Planning
- Incident Management

## Purpose:

- Safeguard our people
- Protect our networks
- Learn from disruption
- Enable Severn Trent to plan, respond and recover to increase the overall resilience of the organization

# Security & Resilience – Who Do We Report to?



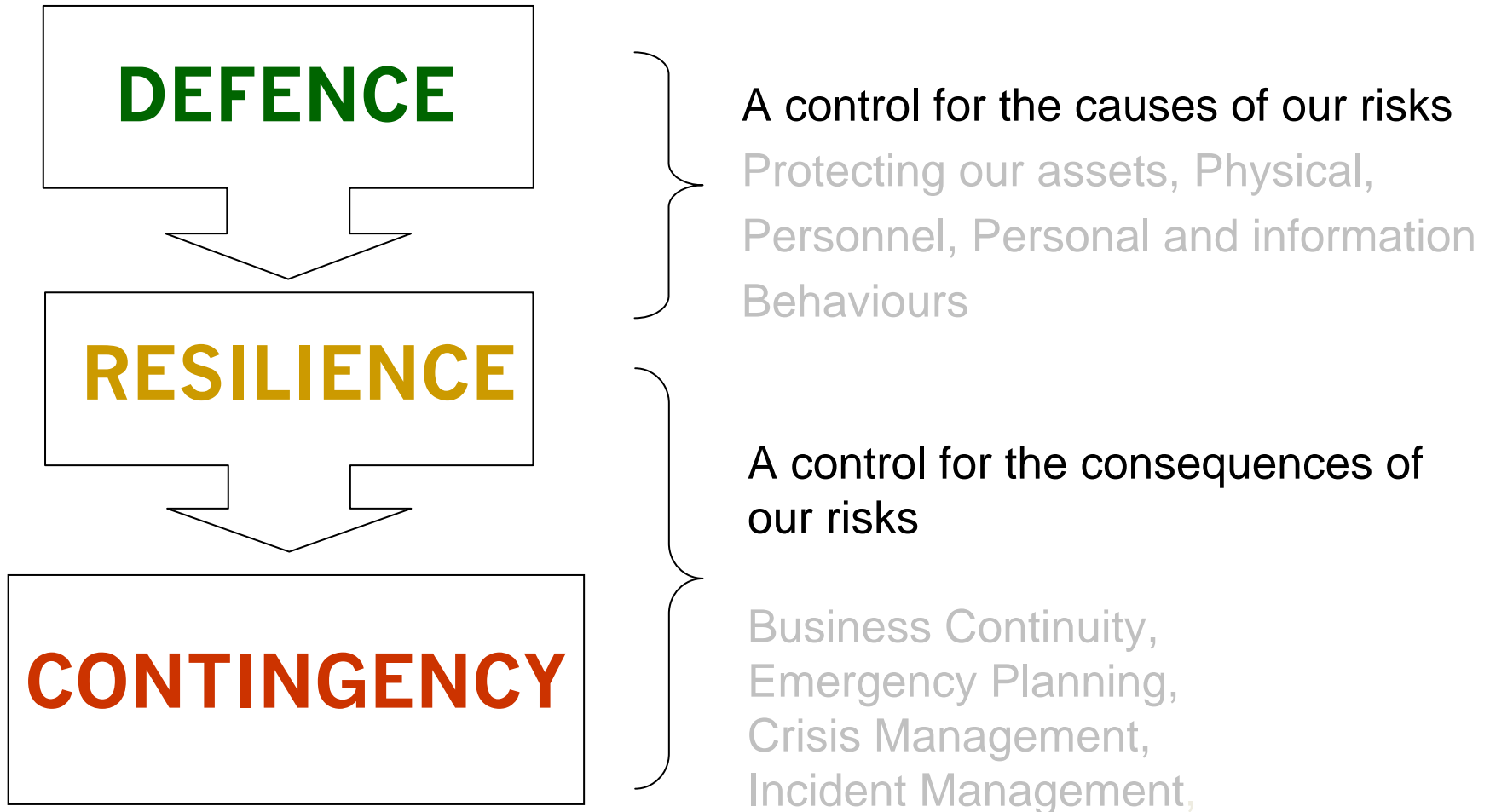
# Looking Back - Summer 2007

## – sequence of events

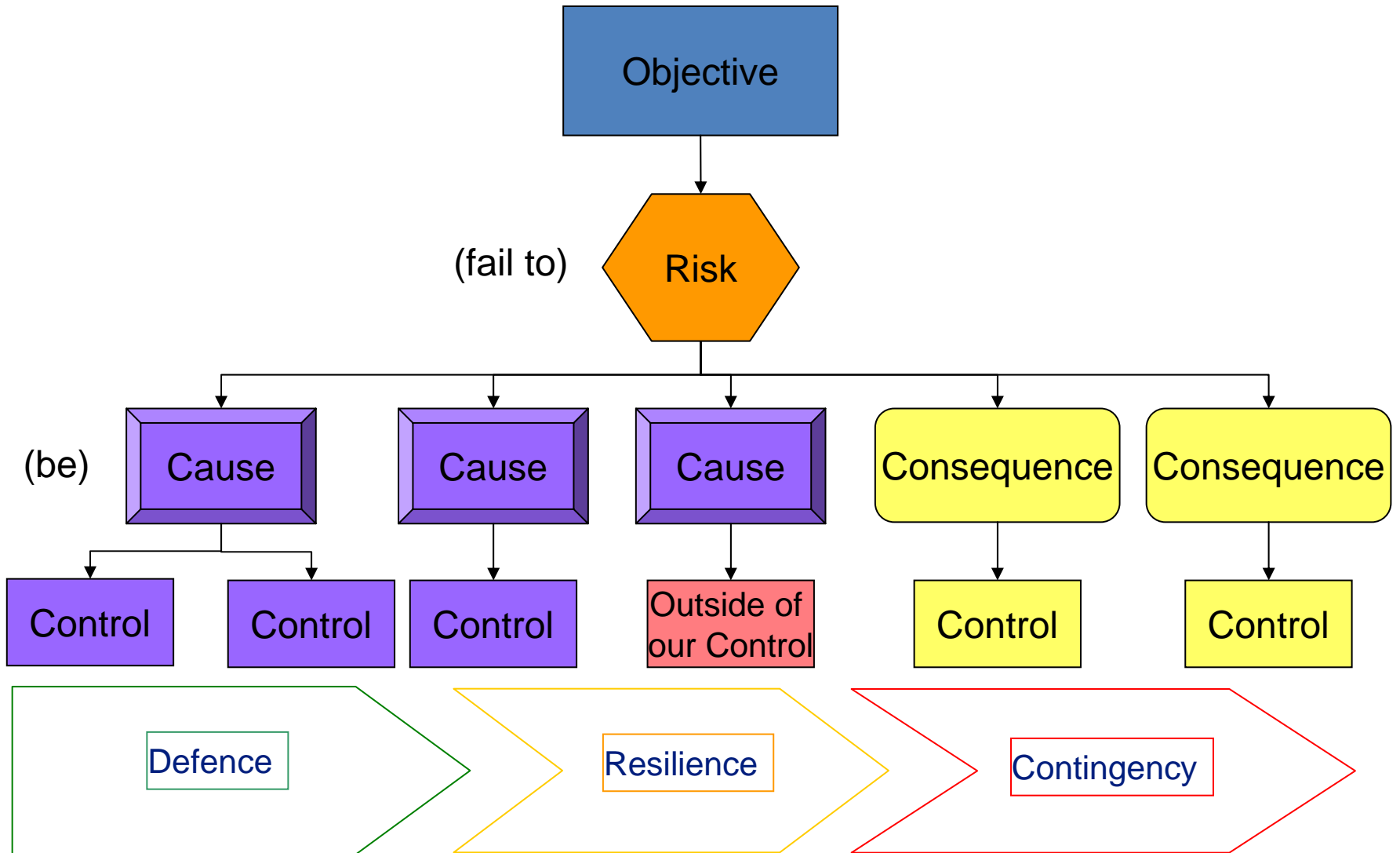
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- Unprecedented rainfall over Severn and Avon catchments
- River levels in Tewkesbury higher than ever seen before
- Utility infrastructure inundated
- Controlled shut down of Mythe Water Treatment Works (WTW)
- Formation of Gold Command
- Loss of Supplies to 350,000 customers
- Water supplies switch to tankers, bowsers and bottled water
- Potable water restored to customers in 16 days
- Biggest operation ever undertaken by a UK utility company
- Many learning points identified

# Going Forward - Our approach



# The risk process in practice



# Is the Risk Process Used?

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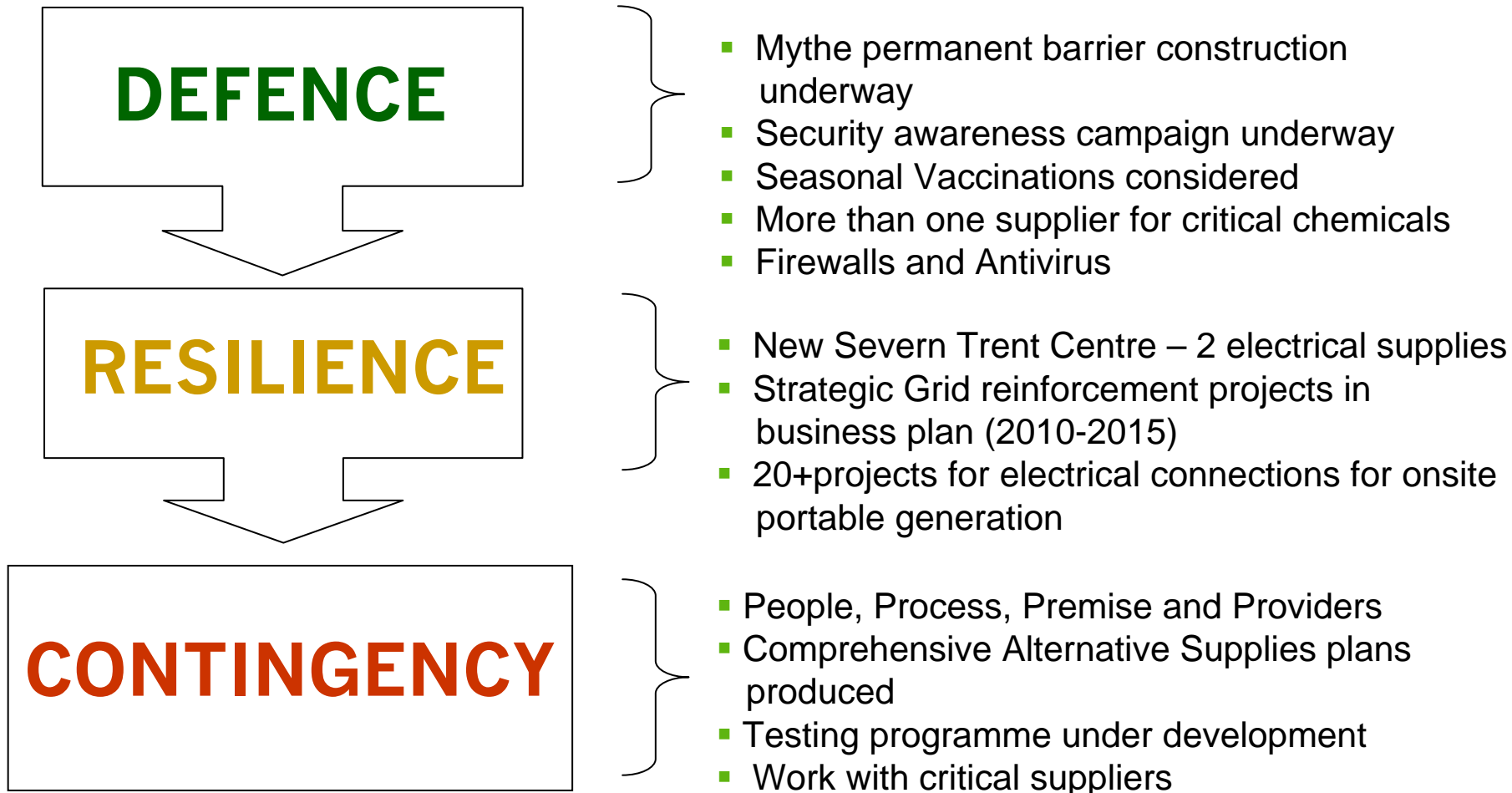
- Cause (92 information, 25 Security)
  - Threat from Insider
  - Confidential information left on desk
  - Vandalism
  - Theft
  - Hackers
  - Data loss
  - Activists
- Controls
  - Pre employment screening
  - Information Security
  - Physical Security measures

# Control Process – Secure Workspace Standard

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- Validate the perceived cause
- Understand true cause
- Develop most appropriate control
- Implement
- Monitor
- Identify additional benefits
  - Swine flu cleaning
  - Hot desking
- Keep alive

# Going Forward - Real Life examples



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- Service in Demand
  - Climate Change
  - Crime
  - BS25999
  - Mobile workforce
  - Experience floods 2007
- Need to keep identifying opportunities
  - Risk – No incidents no longer required
  - Reduction insurance premiums
  - Deliver controls for the company

# Summary

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- Keep using the risk process
- Helps identify trends
- Prioritises objectives for S&R
- Gives you an owner for your causes
- Reduces duplication
- Provides an end to end process
- S&R can save Money
  - Investment
  - premiums

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