



Asia-Pacific  
Economic Cooperation

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2007/CTTF/STAR/010

## **Business Criticality Heat Mapping**

Submitted by: Ports of Auckland



**Secure Trade in the APEC Region (STAR V)  
Conference  
Sydney, Australia  
27-28 June 2007**




**27 June 2007**

## Business Criticality Heat Mapping

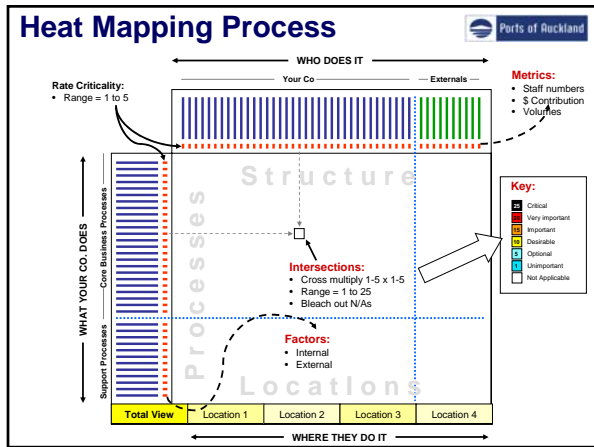
Presented by Geoff Vazey  
Managing Director




### BCM framework



	People	Infrastructure	Plans
Crisis Management	<ul style="list-style-type: none"> <li>Executive team structure</li> <li>Clearly understood roles</li> <li>Appropriate nominations</li> <li>Alternates for key roles</li> <li>External parties integration</li> <li>Rehearsed / trained</li> </ul>	<ul style="list-style-type: none"> <li>Management command centres             <ul style="list-style-type: none"> <li>On site</li> <li>Local off site</li> <li>Remote off site</li> </ul> </li> <li>Supporting resources</li> <li>Communication systems</li> <li>Tested</li> </ul>	<ul style="list-style-type: none"> <li>Crisis plans for each role</li> <li>Civil Defence Lifelines plans</li> <li>Full scenario coverage</li> <li>Action checklists / Call trees</li> <li>Reference information</li> <li>Charts, plans, maps</li> <li>Maintained by testing</li> </ul>
Business Recovery	<ul style="list-style-type: none"> <li>B.U. team structures</li> <li>Clearly understood roles</li> <li>Appropriate nominations</li> <li>Alternates for key roles</li> <li>Clear recovery strategy</li> <li>Rehearsed / trained</li> <li>Commitment / buy-in</li> </ul>	<ul style="list-style-type: none"> <li>Back up facilities</li> <li>Fixtures &amp; fittings</li> <li>Communications</li> <li>Access to systems</li> <li>Documents &amp; records</li> <li>Live tested</li> </ul>	<p><b>Business Criticality Heat Map</b></p> <ul style="list-style-type: none"> <li>Recovery plans for all B.U.s</li> <li>Action checklists</li> <li>Call trees</li> <li>Reference information</li> <li>Charts, plans, maps</li> <li>Maintained by testing</li> </ul>
Technology Recovery	<ul style="list-style-type: none"> <li>IT team structure</li> <li>Clearly understood roles</li> <li>Appropriate nominations</li> <li>Alternates for key roles</li> <li>Clear recovery strategy</li> <li>Rehearsed / trained</li> <li>Commitment / buy-in</li> </ul>	<p><b>End User</b></p> <ul style="list-style-type: none"> <li>Meets B.U. needs</li> <li>Fallback sites tested</li> </ul> <p><b>Central</b></p> <ul style="list-style-type: none"> <li>Backup site tested</li> <li>Meets B.U. MTOLs</li> </ul>	<p><b>Systems Criticality Heat Map</b></p> <ul style="list-style-type: none"> <li>IT DR plans for central and end user recovery</li> <li>Action checklists / Call trees</li> <li>Reference information</li> <li>As built charts, plans, diagrams</li> <li>Maintained by testing</li> </ul>




### A live heat map (up close)




POAL Building	Criticality - Location	Staff - Minimum	Staff - Current	Criticality - Location
CEO Office	5	1	1	5
CEO	5	1	1	5
Chief Financial Officer	5	1	1	5
Chief Operating Officer	5	1	1	5
Chief Executive Officer	5	1	1	5
Chief Information Officer	5	1	1	5
Chief Marketing Officer	5	1	1	5
Chief Procurement Officer	5	1	1	5
Chief Revenue Officer	5	1	1	5
Chief Risk Officer	5	1	1	5
Chief Security Officer	5	1	1	5
Chief Sustainability Officer	5	1	1	5
Chief Technical Officer	5	1	1	5
Chief Training Officer	5	1	1	5
Chief Compliance Officer	5	1	1	5
Chief Legal Officer	5	1	1	5
Chief Human Resources Officer	5	1	1	5
Chief Environmental Affairs Officer	5	1	1	5
Chief Information Systems Officer	5	1	1	5
Chief Operations Officer	5	1	1	5
Chief Business Development Officer	5	1	1	5
Chief Customer Relations Officer	5	1	1	5
Chief Corporate Affairs Officer	5	1	1	5
Chief Economic Development Officer	5	1	1	5
Chief External Relations Officer	5	1	1	5
Chief Financial Reporting Officer	5	1	1	5
Chief Information Management Officer	5	1	1	5
Chief Legal & Compliance Officer	5	1	1	5
Chief Marketing & Communications Officer	5	1	1	5
Chief Operations & Logistics Officer	5	1	1	5
Chief Procurement & Supply Officer	5	1	1	5
Chief Risk & Insurance Officer	5	1	1	5
Chief Security & Safety Officer	5	1	1	5
Chief Sustainability & Environmental Officer	5	1	1	5
Chief Technical & Engineering Officer	5	1	1	5
Chief Training & Development Officer	5	1	1	5
Chief Compliance & Ethics Officer	5	1	1	5
Chief Human Resources & Payroll Officer	5	1	1	5
Chief Information Systems & IT Officer	5	1	1	5
Chief Operations & Logistics Officer	5	1	1	5
Chief Procurement & Supply Officer	5	1	1	5
Chief Risk & Insurance Officer	5	1	1	5
Chief Security & Safety Officer	5	1	1	5
Chief Sustainability & Environmental Officer	5	1	1	5
Chief Technical & Engineering Officer	5	1	1	5
Chief Training & Development Officer	5	1	1	5
Chief Compliance & Ethics Officer	5	1	1	5
Chief Human Resources & Payroll Officer	5	1	1	5
Chief Information Systems & IT Officer	5	1	1	5

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Chief Information Systems & IT Officer	5	1	1	5

### POAL Administration Building



**Key Areas**

- Marine & Harbour Control
- Wages Payment
- IT Support
- Communications

