Business Continuity Management (BCM) Emerging Telecommunications Infrastructure Risks

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Why Emerging Business Risks?

* Customer demand for resilient services.
* Industry standards and regulatory requirements.
* Preservation of share value.
* Cost-effectiveness (Minimizing cost of risk mitigation).
* Maintaining public confidence.
BCM Planning Focus

✔ Preserving critical business functions during and after disasters

✔ Natural and man-made disasters
  ✔ Fire, Flood, earthquake, hurricane, volcanoes
  ✔ Plane crashes, vandalism, terrorism, riots sabotage, loss of personnel etc.
Disasters... defined

- If it harms critical business processes
- Time based definition – how long can the business be sustained with the losses being experienced
- Probability of occurrence
Emerging Telecommunications Risks

✓ Vandalism of Plant and equipment
  * Cable cuts
  * Perimeter fence damages
  * Fuel tanks

✓ Theft of critical plant component
  * batteries
  * fuel
  * Generators
  * Copper cables
Battery Theft

Missing battery from Rack

Entire pack of batteries removed
Cables burnt to remove Company logo and packaged for sale.
Vandalism & theft

Cabinet damaged and batteries removed
Batteries recovered by Police

Batteries recovered by police through routine vehicle checks
Damaged Perimeter Fencing

Perimeter Fencing removed to gain access
Theft – Man Hole Covers

Manhole covers removed to be sold in scrap metal trade
The Results

Sector unable to:

- Preserve critical business functions
- Maintain resiliency
- Ensure regulatory requirements
- Maintain Cost effectiveness
- Maintain reliable revenues
- Sustain Public Confidence
Cable Theft

2013 to 2015: USD1,200,000 LIME
USD600,000 Digicel

Batteries combined: USD3mn

Combined Total USD4,800,000
* Engagement of community Watchmen
* Engagement of local Police Force, Private Sector
* Rapid Response security team
* Alarming of Cables
* CCTV
* Electric Fencing
The Penalties

* Theft of Telecommunications equipment treated as Simple Larceny

* Maximum fines to date has been JS200,000 with a 2 year sentence
Solutions Required

* Legislative change – Treat theft of telecommunications equipment as major crime other than simple larceny

* Further regulate Scrap Metal industry to ensure its fool proof
Thanks for Listening!