# Overview of selected KPN Security Policies

Creation date: Thursday, May 9, 2019 9:27:58 AM

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| Requirement | Impact on continuity |
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| **Description** | In the creation, adaptation or elimination of a case (such as a process, product, service, application, semi-finished product, infrastructure, building, etcetera) it must be determined whether continuity plans must be written or adjusted.<br><br>Before the creation, adaptation or elimination is taken into production or transferred to management, it must be demonstrated by a test of the continuity plan that the related continuity standards are being met. |
| **Supplement** | All KPN business activities are directly or indirectly connected to each other. That is why it is important that every change is prepared and tested in such a way that it demonstrably has no adverse effect on the continuity of related matters. |
| **ID** | KSP-RE-531 |
| **Version** | 1.1 |
| **Date** | November 2, 2018 |
| **Rationale** | Implementing changes |
| **Rationale** | Law and regulation |
| **Rationale** | BCM service components |

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| **Requirement** | **Exercise Business Continuity Plans** |
| **Description** | All continuity plans (SCPs/BCPs/CRPs/TRPs) and all technical solutions that are created to mitigate continuity risks must be exercised at least once a year or when major changes in the service, service component, application or building occur. The dates of the planned excercises and tests must be delivered to CISO beforehand.<br><br>Exercises must be evaluated in an exercise report and delivered to CISO. Recommendations must be decided on succession and implemented within the timeline as stated in the report.<br><br>For continuity plans of Managed Service Providers (MSP) related to their own services to KPN, also the dates of the planned excercises and tests and related reports must be delivered to CISO.<br><br>If the continuity plans are related solely to the assets of the MSP itself, then only the dates of the planned excercises or tests and the final results need to be shared with CISO. |
| **ID** | KSP-RE-570 |
| **Version** | 1.3 |
| **Date** | February 1, 2019 |
| **Rationale** | BCM services |
| **Rationale** | BCM service components |
| **Rationale** | BCM applications |
| **Rationale** | BCM buildings |

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| **Requirement** | **Business Continuity Framework reporting** |
| **Description** | On a quarterly basis the Business Continuity status of continuous delivery for all approved critical services, service components (“halffabricaten”) and critical applications must be reported by the service owner or application owner to CISO. All reporting units must use the same Business Continuity Framework. |
| **Supplement** | To compile an corporate BCM status overview for KPN, and in order to report both internally and externally in a consistent manner, it is mandatory that all reporting units (that deliver a monthly Management Letter) use the same methodology and reporting methods, as prescribed by the CISO. The framework will encompass as well regulatory and KPN requirements.<br><br>The BCM status of continuous delivery for all approved critical services, critical service components and critical applications must be reported quarterly to CISO, including BCM BIA or IA ((Business) Impact Analysis) status, BCM RT (Risk Tool) status, status of the risk mitigating measures and the Continuity Plan test execution and results status. |
| **ID** | KSP-RE-574 |
| **Version** | 1.2 |
| **Date** | November 2, 2018 |
| **Rationale** | BCM service components |

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| **Requirement** | **Determine Scope** |
| **Description** | For each Service, Service Component (“halffabricaat”) or Application must the scope (for which the risks must be evaluated) be determined in QCarbon, in accordance with KSP-GL-591 ‘Scope Document’. The use of QCarbon or the template is obligatory. The results must be delivered to CISO. |
| **ID** | KSP-RE-564 |
| **Version** | 1.2 |
| **Date** | November 2, 2018 |
| **Rationale** | BCM services |
| **Rationale** | BCM service components |
| **Rationale** | BCM applications |
| **Rationale** | BCM buildings |

| Requirement | **Business Impact Analysis (BIA)** |
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| **Description** | Yearly, or in case of newly developed (innovcation) or significantly changed functionality, must be determined what the impact of prolonged unavailability is due to a worst case scenario of a Service, Service Component, Application or a Building from a customer, society as well as a KPN point of view .<br><br>The classification of a Service must be done with BIA in QCarbon, the classification of a Service Component, an Applcation or a Building with the IA in QCarbon or with KSP-GL-590 - BCM IA. These are mandatory tools.<br><br>The tools must be filled in by the responsible Product Manager of the Service or Service Component or the owner of the Application or Building, and be approved by the responsible manager. Hereafter the completed tool must be send to CISO. |
| **Related info** | For Business customers an additional template is available with specified processes |
| **ID** | KSP-RE-565 |
| **Version** | 1.2 |
| **Date** | November 2, 2018 |
| **Rationale** | BCM services |
| **Rationale** | BCM service components |
| **Rationale** | BCM applications |
| **Rationale** | BCM buildings |

| Requirement | **Risk Assessment** |
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| **Description** | For Services, Service Components (Halffabrikaten) and Applications, High or Critical (Medium if Telecom Law relevant), and for critical or high classified Buildings according to BIA/IA output, yearly a Risk Assessment must be performed to have an actual overview of risks, identified Single Points of Failure (SPoFs) and environmental risks.<br><br>As inventory of BCM risks is the use of the threats in KSP-GL-714 - BCM Threats list for Risk Assessment mandatory.<br><br>The identified risks must be evaluated by the responsible Asset owner or Manager to define whether the risks have to be mitigated by taking measures or by accepting risks according to the Procuration Matrix (Shared Service Organisation).<br><br>The BCM Risk Tool or QCarbon must be filled in and approved by the responsible manager. The completed BCM Risk Tool must be send to CISO. |
| **ID** | KSP-RE-566 |
| **Version** | 1.2 |
| **Date** | November 2, 2018 |
| **Rationale** | BCM services |
| **Rationale** | BCM service components |
| **Rationale** | BCM applications |
| **Rationale** | BCM buildings |

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| **Requirement** | **BCM Risk Acceptance** |
| **Description** | Risks may only be accepted by the responible manager who, according to the procuration matrix, is allowed to sign for the amount of money of the worst case impact of the risk, together with an mandatory argumentation for the reason of accepting the risk. |
| **Related info** | Procuration Matrix (Shared Service Organization Finance) |
| **ID** | KSP-RE-567 |
| **Version** | 1.1 |
| **Date** | November 2, 2018 |
| **Rationale** | BCM services |
| **Rationale** | BCM service components |
| **Rationale** | BCM applications |
| **Rationale** | BCM buildings |

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| **Requirement** | **BCM Risk Mitigation** |
| **Description** | Identified risks to be mitigated must be supplied with mitigating measures.<br><br>The implementation of mitigating measures must be justified by the responsible Manager based on a business case.<br><br>The implementation status of the mitigating measures must be actual and available.<br><br>Mitigatation measures must be approved by the responsible Manager to the level according to the Procuration Matrix. |
| **Related info** | Procuration Matrix (Shared Service Organization Finance) |
| **ID** | KSP-RE-568 |
| **Version** | 1.1 |
| **Date** | November 2, 2018 |
| **Rationale** | BCM services |
| **Rationale** | BCM service components |
| **Rationale** | BCM applications |
| **Rationale** | BCM buildings |

| Requirement | **Business Continuity Plans** |
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| **Description** | Continuity plans must be registered and stored in the central repository QCarbon, and must at all times be accessible even if the KPN internal (office) infrastructure is malfunctioning. This can be done by e.g. store a copy on a local pc and/or USB stick or a latest version print-out on the places where needed.<br><br>Continuity plans must be reviewed on topicality at least annually or after a major change or disturbance and updated if needed.<br><br>Also continuity plans from Managed Service Providers (MSP) that are related to delivery of services to KPN must be registered and stored in the central repository QCarbon, unless they are solely related to the assets of the MSP. In that case, only the header or title of the plans must be registered in QCarbon. |
| **Related info** | Continuity Plans (Service Continuity Plan (SCP), Business Continuity Plan (BCP), Chain Recovery Plan (CRP), Technical Recovery Plan (TRP)), KSP-GL-583 - BCM Handbook, KSP-RE-570 - Practising Continuity Plans. |
| **ID** | KSP-RE-569 |
| **Version** | 2.2 |
| **Date** | February 1, 2019 |
| **Rationale** | BCM services |
| **Rationale** | BCM service components |
| **Rationale** | BCM applications |
| **Rationale** | BCM buildings |

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| **Requirement** | **Business Continuity Requirement Management** |
| **Description** | Yearly, or in case of newly developed or significantly changed functionality, the services, service components and applications and their continuity requirements must be reviewed or determined by the service, service component or application owner. Business Continuity requirements must reflect customer, contractual, regulatory, internal quality requirements and social demands. |
| **Supplement** | The requirements for (critical) services, service components and applications regarding availability and maximum impact of severe incidents must be set by executive management. These requirements can be: maximum impacted customers from one failure, maximum unavailability, maximum dataloss, regional or nationwide impact. |
| **ID** | KSP-RE-581 |
| **Version** | 1.2 |
| **Date** | May 3, 2019 |
| **Rationale** | Implementing changes |
| **Rationale** | BCM services |
| **Rationale** | BCM service components |
| **Rationale** | BCM applications |