

Overview of selected KPN Security Policies

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Requirement	Impact on continuity
Description	<p>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.</p> <p>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.</p>
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

Requirement	Exercise Business Continuity Plans
Description	<p>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 exercises and tests must be delivered to CISO beforehand.</p> <p>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.</p> <p>For continuity plans of Managed Service Providers (MSP) related to their own services to KPN, also the dates of the planned exercises and tests and related reports must be delivered to CISO.</p> <p>If the continuity plans are related solely to the assets of the MSP itself, then only the dates of the planned exercises or tests and the final results need to be shared with CISO.</p>
ID	KSP-RE-570
Version	1.3
Date	February 1, 2019
Rationale	BCM process & planning
Rationale	BCM services
Rationale	BCM service components
Rationale	BCM applications
Rationale	BCM buildings

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	<p>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.</p> <p>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.</p>
ID	KSP-RE-574
Version	1.2
Date	November 2, 2018
Rationale	BCM service components

Requirement	Determine BCM scope and impact
Description	For every service, service component, platform, application and building the scope and an (Business) Impact Analysis must be done yearly, and in case of newly developed (innovation) or significantly changed functionality. This must be done to assess the worst case impact of failure of this part on KPN, its services, customers, and the society.
Supplement	<p>This must be done in the BCM tool QCarbon. QCarbon: qcarbon.tcloud.kpn.org</p> <p>Depending on the classification outcome of the (Business) Impact Analysis, the entire BCM process must be completed: (B)IA, Risk Assessment, Risk Treatment Plan, Continuity Plan, Continuity Test, Test Evaluation.</p>
ID	KSP-RE-565
Version	1.3
Date	November 1, 2019
Rationale	BCM services
Rationale	BCM service components
Rationale	BCM applications
Rationale	BCM buildings
Rationale	BCM process & planning

Requirement	Identify BCM risks
Description	For services and service components a Risk Assessment must be performed if the outcome of the most recent (Business) Impact Analysis is Medium & Telecommunication Law relevant, or higher. This assessment must be performed yearly, and in case of newly developed (innovation) or significantly changed functionality.
Supplement	The risk assessment must be performed in the BCM tool QCarbon. The assessment contains all risks from the BCM threat list. This assessment provides insight into risks from suppliers, and external and internal risks. QCarbon: qcarbon.tcloud.kpn.org
ID	KSP-RE-566
Version	1.3
Date	November 1, 2019
Rationale	BCM services
Rationale	BCM service components
Rationale	BCM applications
Rationale	BCM buildings
Rationale	BCM process & planning

Requirement	Record substantiated decisions for continuity risks
Description	<p>A Risk Treatment Plan must be drawn up for every service and service component for which continuity risks are identified. This must be done annually and with new developments (innovation) or considerably changed functionality.</p> <p>The predetermined Risk Appetite by the board of directors is the guiding principle in this regard. For every identified risk it must be recorded and substantiated why this risk is accepted (amount of the 'worst case' impact of the risk in accordance with the procurementmatrix) or mitigated. Also the status of implementation must be clear</p>
Supplement	The Risk Treatment Plan must be made in the BCM tool QCarbon. QCarbon: qcarbon.tcloud.kpn.org
Related info	Procurement Matrix (Shared Service Organization Finance)
ID	KSP-RE-567
Version	2.0
Date	November 1, 2019
Rationale	BCM process & planning
Rationale	BCM services
Rationale	BCM service components
Rationale	BCM applications
Rationale	BCM buildings

Requirement	Business Continuity Plans
Description	<p>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.</p> <p>Continuity plans must be reviewed on topicality at least annually or after a major change or disturbance and updated if needed.</p> <p>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.</p>
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 process & planning
Rationale	BCM services
Rationale	BCM service components
Rationale	BCM applications
Rationale	BCM buildings

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