

Overview of selected KPN Security Policies

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Requirement	Capacity (specific utility)
Description	Utility processes have sufficient capacity. The technical infrastructure (TI) may not exceed the capacity of the utility processes.
Supplement	Utility processes are power supplies, air conditioning, floor capacity and building space.
ID	KSP-RE-554
Version	1.1
Date	November 2, 2018
Rationale	BCM buildings

Requirement	Geographic redundancy
Description	Technical buildings with the highest security rating and data centers with platforms of which the RTO is less than 168 hours (one calendar week), account must be taken of geographical redundancy and redundancy in utilities (power supply, air conditioning and internal cabling).
Supplement	The distance between two georedundant locations is about 50 km in relation to regional infrastructures such as electricity, water and regional effects of, for example, an earthquake and storm.
ID	KSP-RE-542
Version	1.1
Date	November 2, 2018
Rationale	BCM buildings

Requirement	Redundancy related to a building
Description	Critical services, critical service components and critical applications need to be resilient for the failure of a building and should be able to operate within the defined BCM norms (e.g. RTO, RPO).
Supplement	A service, service component or application can be defined as critical based on the BIA / IA outcome. Hardware elements of such service, service component and / or application are located in a building. Failure of that building may not lead to exceeding the defined BCM norms of the critical service, service component or application.
ID	KSP-RE-543
Version	2.0
Date	November 2, 2018
Rationale	BCM buildings

Requirement	Redundancy of a building related to the climate
Description	<p>Mitigating measures must be taken against failure of a building to floodings.</p> <p>When new buildings are used, it must be checked what the water level above ground level is (can be checked at the local communal office) and measure must be according to this water level. This is also because of effects of climate change (e.g. heavy rain).</p>
ID	KSP-RE-544
Version	1.0
Date	December 11, 2017
Rationale	BCM buildings

Requirement	Redundancy testing of building amenities
Description	<p>The redundancy of building amenities should be tested before use and when in use, tested annually.</p> <ul style="list-style-type: none"> - When a hot standby is used, the technique should be tested annually. - When a warm/cold standby is used, the technique and the business processes should be tested annually.
ID	KSP-RE-545
Version	1.1
Date	November 2, 2018
Rationale	BCM buildings

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	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	Defining KPN Critical Locations and related requirements
Description	<p>KPN Critical Locations are technical buildings and datacenters with a critical or high classification that are important for the KPN core infrastructure, NL Vital Services, KPN Critical Services or the fulfillment of contractual agreements. The classification is based on the outcomes of the BCM Impact Analysis of the locations.</p> <p>KPN Critical Locations must be assessed annually on compliance with the Requirements for Critical Buildings (KSP-GL-588) by the owners of the locations.</p> <p>For each KPN Critical Location a Continuity Plan must be developed and annually exercised/tested.</p> <p>The confidential list KPN Critical Locations is prepared annually by the CISO Office for approval by KPN topmanagement, and is maintained by the CISO Office.</p>
Supplement	<p>Several (technical) KPN buildings are used by many critical services. If such a building, or a part of it, fails this will potentially impact many customers for a prolonged period of time.</p> <p>Examples of technical buildings can be: Datacenters, Core-locations, Regional Hubs, Networkmanagement centers.</p>
ID	KSP-RE-576
Version	1.2
Date	May 3, 2019
Rationale	BCM buildings

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