Overview of selected KPN Security Policies

Creation date: Thursday, May 9, 2019 9:22:56 AM

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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	Mitigating measures must be taken against failure of a building to floodings. 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).
ID	KSP-RE-544
Version	1.0
Date	December 11, 2017
Rationale	BCM buildings

Requirement	**Redundancy testing of building amenities**
Description	The redundancy of building amenities should be tested before use and when in use, tested annually. - 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	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. 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. 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. 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

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)**
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 . 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. 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	**Defining KPN Critical Locations and related requirements**
Description	KPN Critical Locations are technical buildings and datacenters with a critical or high classfication 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. KPN Critical Locations must be assessed annually on compliance with the Requirements for Critical Buildings (KSP-GL-588) by the owners of the locations. For each KPN Critical Location a Continuity Plan must be developed and annually exercised/tested. 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.
Supplement	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. Examples of technical buildings can be: Datacenters, Core-locations, Regional Hubs, Networkmanagement centers.
ID	KSP-RE-576
Version	1.2
Date	May 3, 2019
Rationale	BCM buildings

Requirement	**Risk Assessment**
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. As inventory of BCM risks is the use of the threats in KSP-GL-714 - BCM Threats list for Risk Assessment mandatory. 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). 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

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

Requirement	**BCM Risk Mitigation**
Description	Identified risks to be mitigated must be supplied with mitigating measures. The implementation of mitigating measures must be justified by the responsible Manager based on a business case. The implementation status of the mitigating measures must be actual and available. 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**
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. Continuity plans must be reviewed on topicality at least annually or after a major change or disturbance and updated if needed. 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