

Overview of selected KPN Security Policies

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Selected by: Ruud Leurs

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	BCM Planning
Description	Yearly a BCM-planning must be drafted for every service and service component.
Supplement	<p>Regular BCM cycle:</p> <p>Q4: Preparation for BCM cycle</p> <p>Q1: Scope/BIA, Scope/IA</p> <p>Q2: Risk Assessment, Risk Treatment Plan</p> <p>Q3: Continuïteity plan + test</p>
ID	KSP-RE-572
Version	1.2
Date	November 1, 2019
Rationale	BCM process & planning

Requirement	BCM Process
Description	A Business Continuity Management process must be implemented for services, service components, buildings and applications that will identify continuity risks and determine, implement and check, the mitigating measures where regulations require action or continuity risks exceed risk appetite.
Supplement	To have insight in the BCM risks of services, service components, buildings and applications. This enables the organization to realize a comprehensive framework of mitigating measures to prevent situations that threaten the continuity of the organization and minimize the resulting harm as much as possible in the case that a calamity happens.
ID	KSP-RE-573
Version	1.2
Date	November 2, 2018
Rationale	BCM process & planning

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