

1ST INTERNATIONAL WORKSHOP ON REGIONAL CRITICAL INFRASTRUCTURE PROTECTION PROGRAMMES: MAIN ISSUES, EXPERIENCES AND CHALLENGES



Juan Luis Pozo Calderon
crisk Leader Spain & Portugal
Marsh, Inc

2011, 18th November
Milan (Italy)

Andalusia Water Works Sector (ASA)
@QUA Mark Project Leader

Leadership, Knowledge, Solutions...Worldwide.

The background of the slide features a semi-transparent globe centered in the upper half, with a compass rose overlaid on it. The compass rose has a circular face with markings and a starburst pattern of points. The entire background is in shades of light blue and white, with a solid blue rectangle in the top-left corner.

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What are the current challenges and emerging questions to crisis management in case of critical infrastructure failure?

What are the limits of existing strategies for emergency response?

What are the new approaches to crisis preparation and crisis responses regarding critical infrastructure breakdowns?

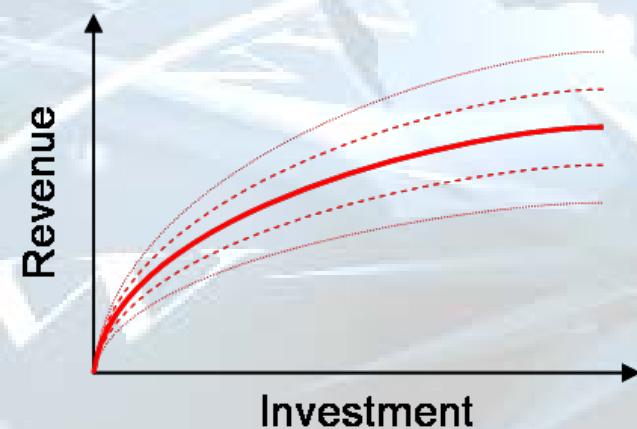
What are the current challenges and emerging questions to crisis management in case of critical infrastructure failure?



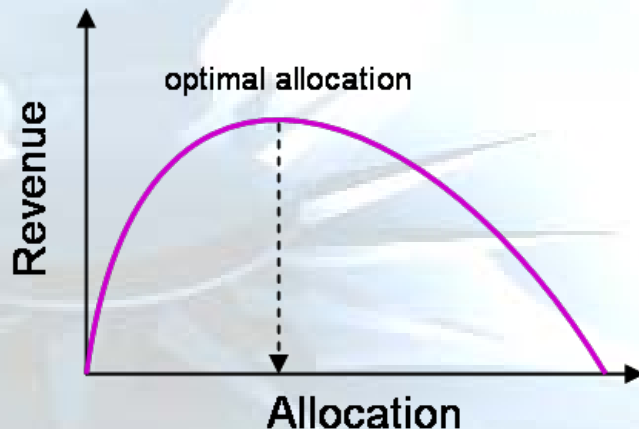
What are the current challenges and emerging questions to crisis management in case of critical infrastructure failure?

- We think that the current challenges and emerging questions are relations with the following necessities:

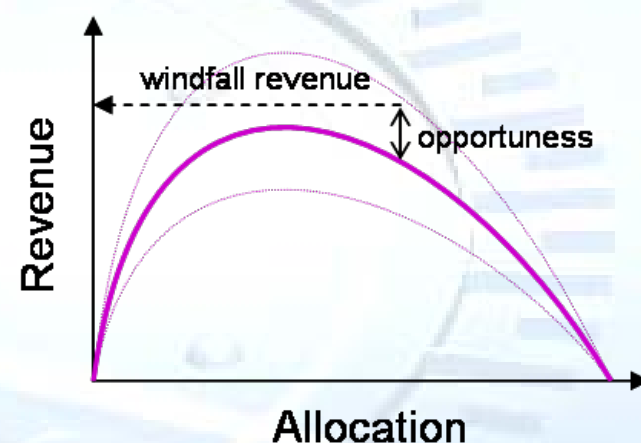
Strictness
Normalization
Certification



Strictness



Normalization



Certification

Our Expertise in the water sector in Spain

It has been demonstrated that expertise in Crisis Management of Spanish Organizations dedicated to the management of basic and essential activity for human beings such as the provision of drinking water. It has been really effective. In 2009 @QUA Mark was the first Certification in Europe for Prevention, Preparedness and Response Capacity for Crisis Management through the Ethical Behavior, Good Governance and the adoption of an Integrated Risk Management, has been created based on the implementation of the Sector's Best Practices.



Sector		Product or service	
III	Water	13	Provision of drinking water
		14	Control of water quality
		15	Stemming and control of water quantity

Our continuous benchmarking with other models

FEMA MODEL

FEDERAL EMERGENCY MANAGEMENT AGENCY

NIPP-SSP-WATER

NATIONAL INFRASTRUCTURE PROTECTION PLAN -
SECTOR SPECIFIC PLAN - WATER

Unlike what happens in U.S., Europeans put the emphasis on "Safety" rather than "Security". Although @QUA Mark is based on the experience of great values, in the U.S. the emphasis has always been in Crisis Management and Business Continuity Plan to guarantee Public Service's necessities.



Water

Critical Infrastructure and Key Resources
Sector-Specific Plan as input to the
National Infrastructure Protection Plan

May 2007



Homeland
Security



Environmental
Protection
Agency

Our current way, looking for the normalization and certification

RISK CHANCE is a project with three objectives:

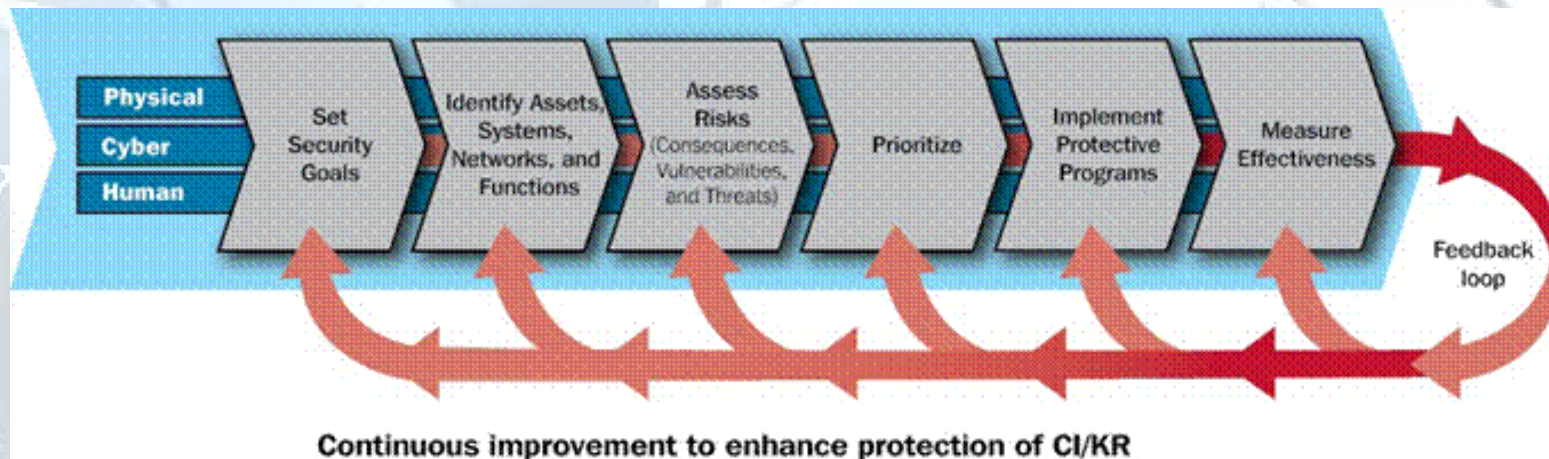
- The experience of the Water Works Sector in Spain, allows us to disseminate, educate and train any organization, Water Works Organization in Europe of Crisis Management.
- **Designing the first European standard for the annual certification of prevention, preparedness and training for crisis management in any sector of critical infrastructure, through the design of the European crisk Mark.**
- Provide European Authorities of a Forum (European Foundation **crisk**) the formation, information, training and above all, continuous assessment systems Management and Good Governance to the "prevention, preparedness and response to any crisis situation affecting critical infrastructure, especially related to a basic good of life and human existence as water.



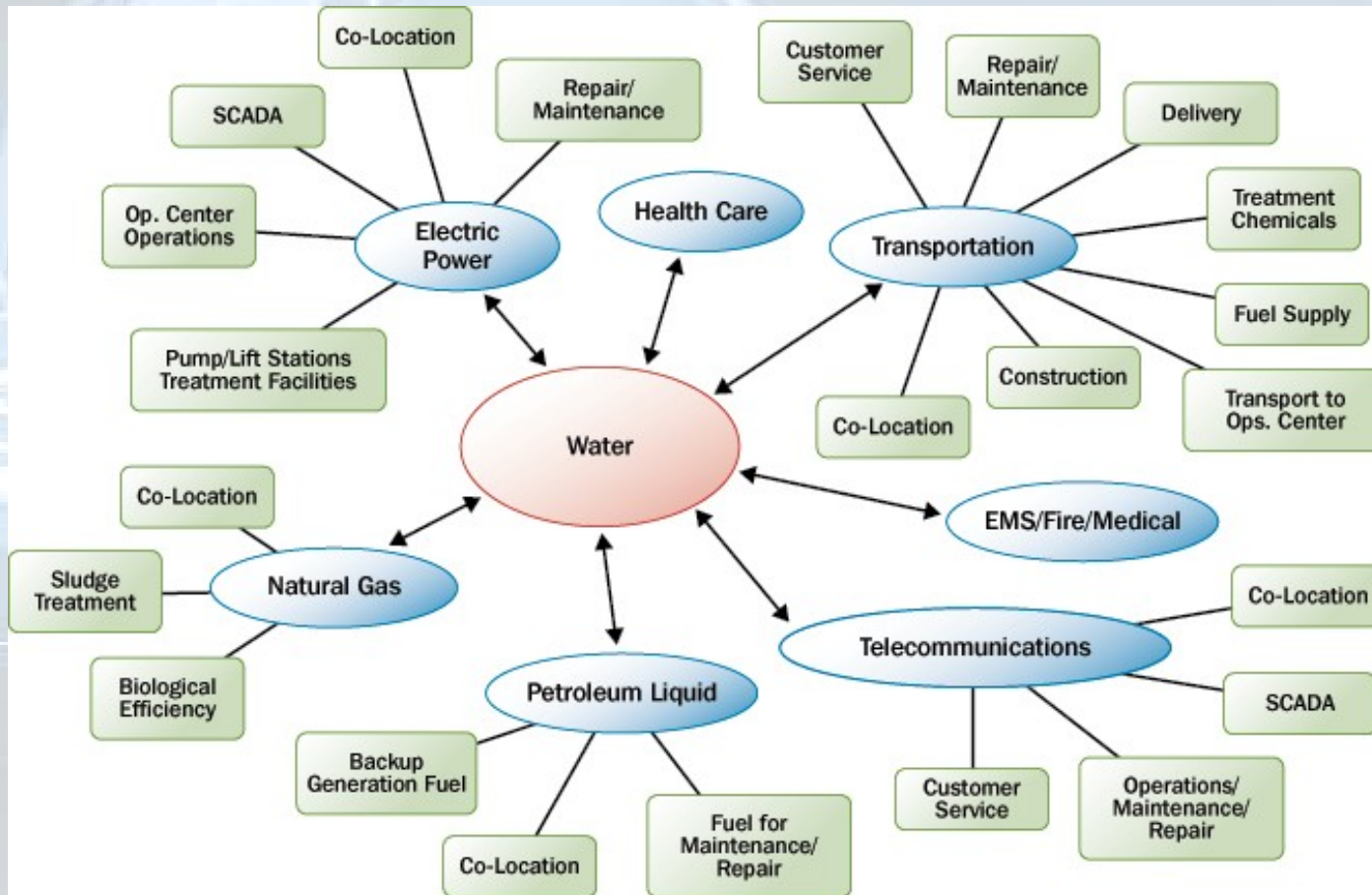
Our Crisis Management Best Practice

The Water Sector has developed the Crisis Management Sector's Best Practice (SBP) to provide information on the activities and initiatives it is undertaking to identify, prioritize, and coordinate protection of critical sector infrastructure. This SBP is divided into eight sections that focus on:

1. Sector profile and goals;
2. Identifying assets, systems, networks, and functions;
3. Assessing risks;
4. Prioritizing infrastructure;
5. Developing and implementing protective programs;
6. Measuring progress;
7. CI/KR protection research and development (R&D); and
8. Managing and coordinating Owner/Operators responsibilities.



What are the limits of existing strategies for emergency response?



What are the limits of existing strategies for emergency response?

The limits of existing strategies for emergency response are based on the findings of the assessments of owner/operators of Water Sector that have developed and improved plans to respond to manmade and natural disasters, and they have created or updated emergency response plans (ERPs) and implemented security enhancements, that include:

- Improving control of access to utilities;
- Expanding physical barriers against vulnerabilities by installing equipment such as backflow prevention devices in pipes and locks on fire hydrants and manholes;
- Increasing control over access, delivery, and storage of chemicals;
- Hardening cyber network control systems by installing virus-detection software and firewalls, and in some cases by taking control systems offline; and
- Planning for operator and customer protection against influenza pandemics.



We live on crisis times, as do the right thing is the first question when the enhancements require great investments

Facing the limits of existing strategies



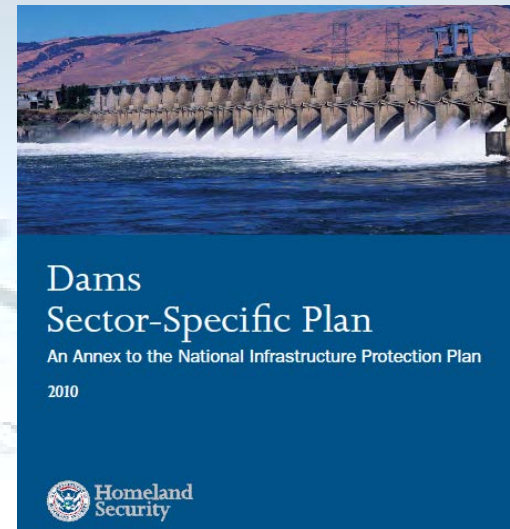
Mission & Vision Statement

Development form:

- Facilitate the implementation of Council Directive 2008/114/EC on the identification and designation of European critical infrastructures and the assessment of the need to improve their protection. **Under the design of a European standard for Risk Management about ISO 31000 : 2009 and the experience in Spain of the Water Works Sector in the design of the @QUA Mark, adopts and implements the Best Practices of Crisis Management. @QUA Mark is the first certification designed, implemented and managed in Europe about risk management which certifies the prevention, preparedness, response capabilities in crisis management situations, security-related risks and threats to the population arising from the management of a basic element for life as water.**
- Prepare/contribute to the review of Council Directive 2008/114/EC on the identification and designation of European critical infrastructures, with a particular emphasis on the sectors covered and the criteria used to identify European Critical Infrastructures. **By creating the European crisk Mark, “Risk Management and Critical Infrastructure” becomes a standard for evaluating such EFQM for the Ethical Behavior and Good Governance in the prevention, preparedness, response capacity in crisis situations that may affect to a basic element for life.**

Milestones

- Support the policy initiative and the action plan on Critical Information Infrastructure Protection (CIIP) - COM(2009) 1494 - in particular through developing pan-European exercises on network security incidents with an overall view to support the European participation in global exercises. Strengthen the cooperation between National/Governmental Computer Emergency Response Teams and advance the development and deployment of a European Information Sharing and Alert System reaching out to citizens and SMEs providing them tailored information on threats, risks and alerts affecting electronic networks. **Ensure through continuous audit procedures and certification of Best Practices, the highest standard of ability to respond to any crisis situation, and especially "the continuity of an essential public service" without reliance on ICT.**
- Emergency communication in crisis situations (*) when standard ICT networks are not available. **The implementation of the Best Practices of Crisis Management, which involves the training of staff to ensure the solution of any adverse situation like "the continuity of an essential public service" as the management of the complete water cycle, and most important, "the correct evaluation of a homogeneous and standardized protocol during any crisis, avoids human error."**



What are the new approaches to crisis preparation and crisis responses regarding critical infrastructure breakdowns?



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ISO 31000:2009 standard elements



Normalization and Certification under crisk Mark with ISO 31000

