

# Managing networked IT risk in the digital networked economy

Effective Operational Risk Management (ORM) is fundamental to business efficiency, credibility and financial success.

Through world-leading technology, processes and people, BT can manage the operational risk of your networked IT and infrastructure: assuring your performance, stability and, most of all, your future.

## The importance of managing networked IT risk

It would be hard to find a company these days that doesn't rely heavily on networked IT systems for business operations. That's the very nature and power of the digital networked economy. But with this dependence comes considerable risk.

As many organisations know only too well, downtime through a security breach can be a costly business, both professionally and financially. This, added to increasing compliance pressures, makes effective networked IT risk management crucial to the performance and stability of your business.

With BT, you can manage risk exposure with confidence. Our extensive portfolio of consulting and managed services will help you quantify, monitor, mitigate and accurately report on your risks and their controls: cost-effectively and efficiently.

## A comprehensive approach to managing networked IT risk

BT's offering aims to maximise operational performance while minimising cost. It allows you to operate within a targeted level and in full compliance with regulatory and corporate guidelines.

Our service can be designed to meet your business objectives, through a comprehensive approach which comprises:

- Consulting: strategic consulting services for networked IT risk management using our operational risk framework
- Reporting: swift, accurate reporting on chosen risk exposures using BT Risk Cockpit, our innovative risk reporting tool for senior executives.

## Consulting: the BT consulting framework

We have developed a powerful best-practice framework for consulting. This is designed to:

- Identify your key risk exposures
- Identify how these risks impact your compliance and regulatory regimes
- Recommend risk or remediation strategies such as managed security and business continuity.

This framework is enacted through the BT Risk Process Activity Lifecycle (PAL). It is based on the renowned Deming Cycle (Plan-Do-Check-Act) used in many quality and performance management systems, including ISO9000, ISO17799 and SixSigma.

## Reporting: the BT Risk Cockpit

The BT Risk Cockpit is a powerful management and risk reporting tool which enables a quick and accurate measurement of your compliance with critical corporate and sector regulations. In particular, it enables you to relate systems and network risks to compliance requirements.

It also offers visibility and control of operational risk across the business, providing senior decision makers with a clear status view of both risk and performance. This is measured against business criteria set by your organisation, and is aligned to your chosen frameworks such as COBIT, ITIL, ISO27001, BASEL II and Sarbanes-Oxley.

“...the investment community may well adopt operational risk as one of the fundamental metrics it uses in the evaluation and valuation of companies in virtually any industry. Operational risk may well take its place alongside such benchmarks as p/e ratios and turnover...”

**Dan Geer, Basel II – Being Security Conscious**

## The whole service: BT's 1/10/90

At BT, we believe the planning and implementation of risk management strategies should be straightforward and measurable, and carried out within tightly controlled timeframes.

To ensure this is the case, we have designed the '1/10/90' approach to ORM implementation.

**1 day customer workshop:** This is a chance for you to review our offering, scope out some risks and to hear a detailed benefits case.

**10 day landscape survey:** We capture the detail of the risk areas to be monitored, using this information to prototype a Risk Cockpit or recommend other risk treatments.

**90 day cycle:** The BT Risk Cockpit is implemented against an agreed benefits model. At this stage, you can also take advantage of other operational risk value added services from our comprehensive and expanding ORM Framework. These include:

- Risk Policy and Strategy
- Business Case development
- Value at Risk
- Horizon Scanning
- Capability Maturity Modelling
- Benchmarking
- Data Quality
- Information Assurance.

## The benefits of ORM from BT

- Cost and time savings through automating risk reporting process
- Easy management of operational risk across multiple compliance regimes
- Improved business performance from real-time, continuous monitoring and reporting
- Increased accountability and improved corporate governance.

## Why BT?

At BT, ORM is central to everything we do. We have a long history of managing operational risk across our international networked IT infrastructure as well as the networks of our customers.

With strong core competencies in operational risk assessment and risk treatments in the networked IT services arena, we are uniquely qualified to help businesses meet the challenges of operational risk in the digital networked economy:

- Our business is about managing operational risk for a global networked IT infrastructure
- We are a highly regulated business operating across multiple compliance regimes and multiple geographies, and we bring this experience to our customers
- We have a strong track record of implementing complex projects and programmes with major customers around the world.

## To find out more

Improve your business performance, stability and cost-efficiency with networked IT risk management services from BT. Find out how by calling your account manager today, or visit [www.bt.com/globalservices](http://www.bt.com/globalservices)

### Offices worldwide

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