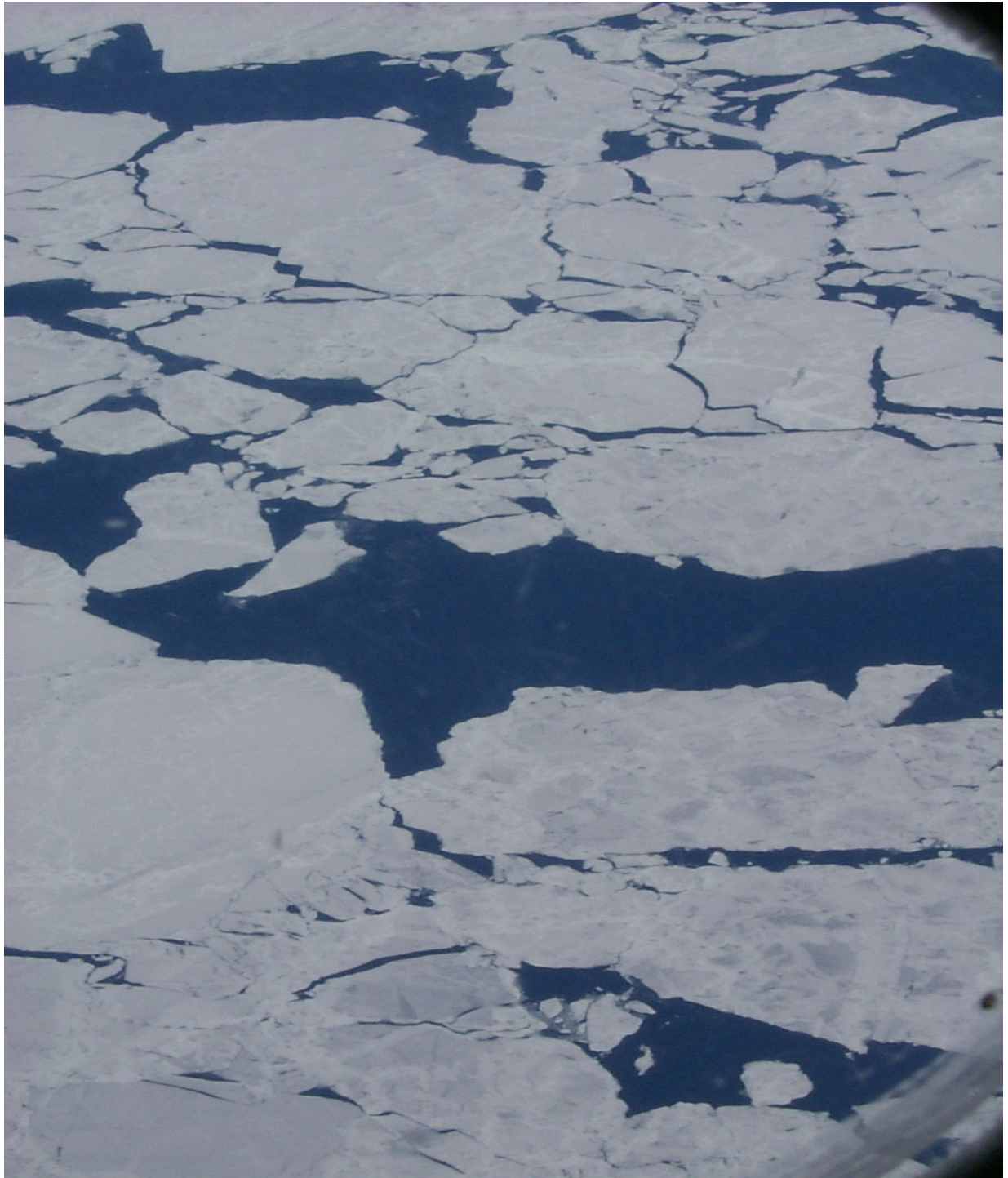


Thin Ice – the continuous survey of business interruptions



Thin Ice – back by popular demand!

Thin Ice – the continuous survey of business interruptions

We make no claims that the information presented here is an exhaustive survey of all business interruptions that a number that have occurred during the current survey "window". We mainly use information from the public domain and therefore do not include many of the disruptive events that doubtless do occur within companies but are not reported in the general media.

Thin Ice

For those of you who are existing subscribers we hope that you'll be pleased to see that Thin Ice is back – in more ways than one! It's back in circulation of course – that's why you're reading now. It's also back with SDPL Solutions who originally created it.

Since resuming the research and publication of this newsletter earlier in 2009 we have invested considerable time and effort to make it the premier research publication for the Business Resilience and Incident Management Community. Our overall goal is to provide a body of knowledge and metrics to this community that gives them hard facts that will help both the development of plans and the justification of business resilience investments.

The publication that you see today, if you are an existing subscriber, is virtually identical in format to the very first Thin Ice that was published in 2004. Thin Ice remains free of charge to all who wish to subscribe to it and will continue to be issued quarterly.

We hope you will continue to find the interruption statistics and the leader articles informative, interesting and useful in your professional capacity. This year we're planning a number of articles, surveys and, where appropriate, details of tricks and techniques that will make your life just that little bit easier. These will be contained in our "Bright Sparks" section that will appear from time to time.

Premium Service

Many of our subscribers have asked if we could provide any further, more detailed information relating to the impact and period of disruptions in respect of the incidents reported in Thin Ice. To that end, over the past months, we have backtracked on every incident in the database and, where possible,

we have extracted this information. We have now added much more quantitative information to the individual event records so that for different types of event we can provide details such as:

- Period of Interruption;
- Outcome (i.e. equipment damage, denial of access etc.)
- Root cause (i.e. equipment malfunction, human error etc.)

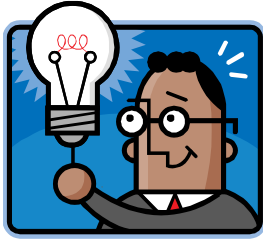
During the course of 2010 we'll be making this information available as an Excel spreadsheet that you will be able to download directly to your desktop. From there you'll be able to create reports and graphs and compare your plans for incident impacts and periods of disruption to those that occurred during actual incidents. For more details of the Premium Service, please register your interest via our website, at this address

<http://www.sdplsolutions.co.uk/register.html>

We will be in touch with you as soon as the information is available for download. . The Premium Service will incur a modest annual subscription however please be assured that registering places you under no obligation whatsoever.

Business Interruption Incidents: April 2009 December 2009

Buildings/Infrastructure Damage	6
Burst Water Main	2
Civil Disturbance	3
Earthquake	4
Explosion	3
Fire	69
Flood	44
H5N1 Outbreak	6
Hacking	5
HazMat Incident	31
Industrial Action	2
IT Systems Failure	50
Malicious Software	16
Other	4
Power System Failure	44
Public Network Failure	28
Public Transport Disruption	1



Bright Spark – Tools, workarounds and shortcuts for the cash strapped BCM

How to get SMS Alerting for free

Most mobile telephone operators give you a facility that lets you set up an email address that's tied to your mobile telephone. When you receive an email at this address, the mobile telephone operator's systems will send an sms message containing the Subject field of the email to your mobile – alerting you that an email has been received. You can therefore use this capability to get a "free" sms broadcast capability to members of your crisis or incident management team. Here's how:

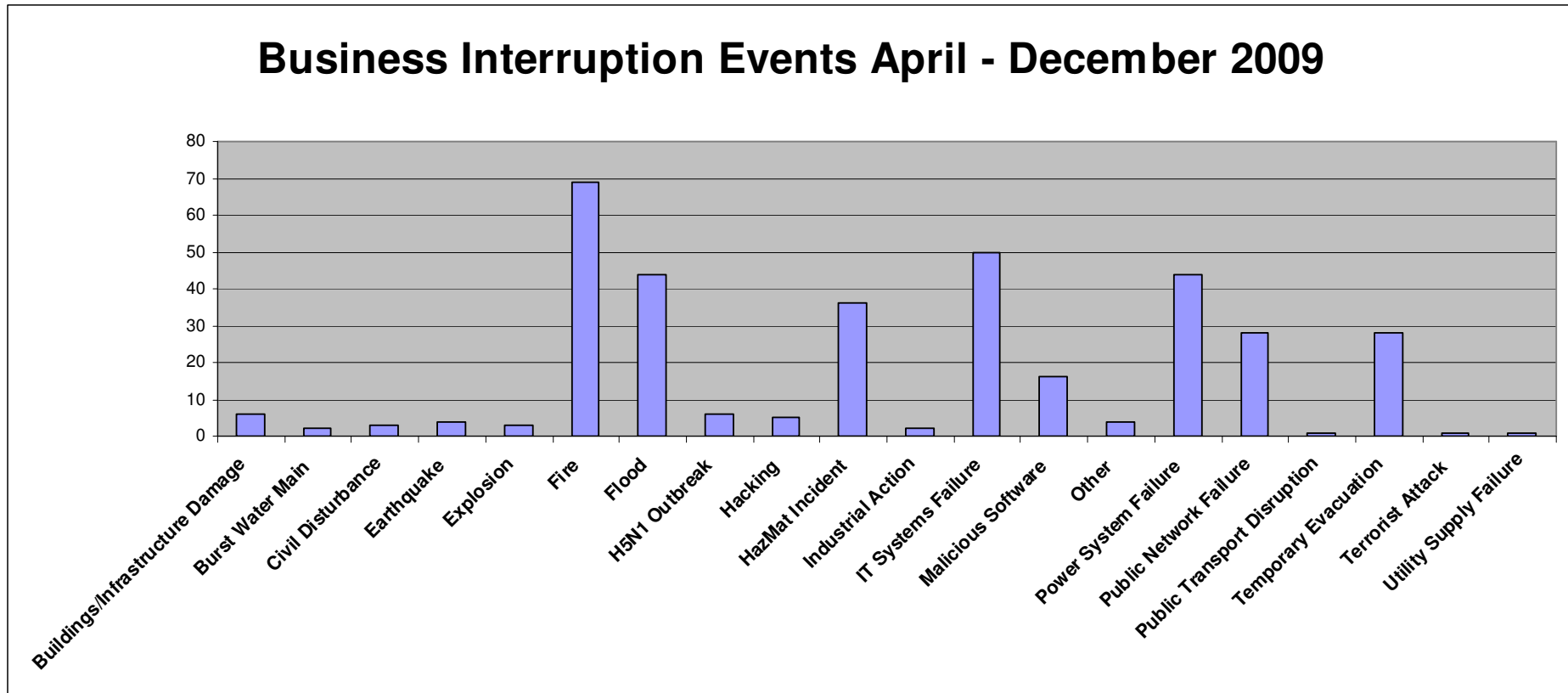
- Step 1: For each member of the crisis management team, set up an email address for them with their mobile telephone provider – if you have a corporate contract this is relatively easy as you will only have to use one system to set up the email addresses (they all vary slightly);
- Step 2: Create a contacts record in your organisation's email system for each email address you created on the mobile telephone operator's system;
- Step 3: Set up a Distribution List in Outlook (or, if you don't use Outlook, find the feature in your email system that lets you send an email to a group of people). Call the distribution list something like "Incident Alert";
- Step 4; Select the appropriate contact records (the ones that refer to the email address you set up on the mobile telephone operators systems) and include them in the "Incident Alert" distribution list;
- Step 5: Test. Create a new email and put something like "TESTING TESTING Incident Alert" in the subject field and send the email to the distribution list. Each member on the list, if their details have been correctly set up, will receive an sms message containing the Subject field of the message you just sent.

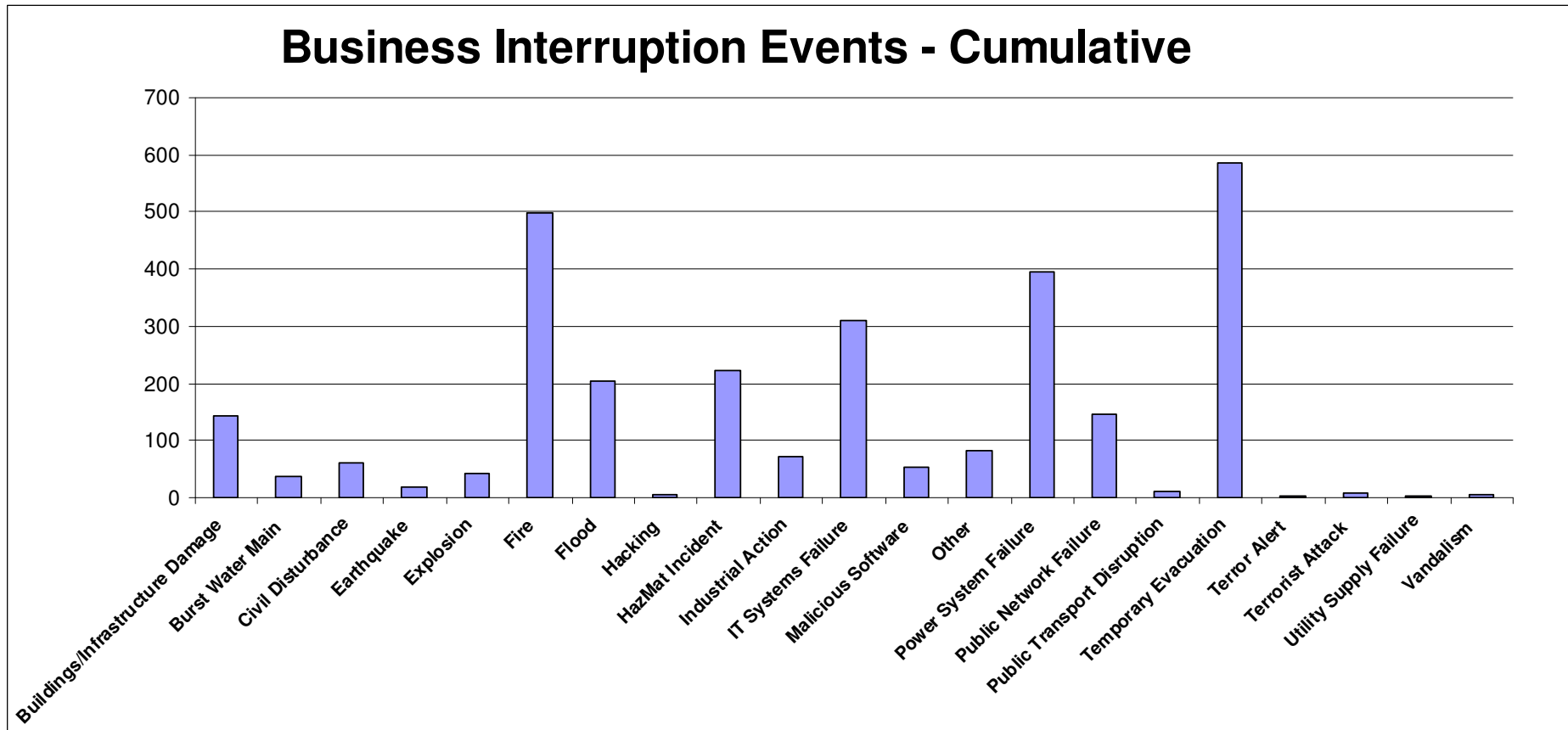
Remember, there's no service guarantee – in a national or metropolitan incident the delivery of your alerts will be affected by demand for the mobile phone network. Also the number of characters that can be put in the Subject field is limited to the SMS message size limit.

Benefits

1. It's free;
2. Depending on the number of individuals who need to receive alerts, it can be set up very quickly;
3. You don't have worry about buying/maintaining credits etc because the service is all wrapped in your existing mobile contract;

You can get a "closed loop" system by including "respond to [mobile telephone number]" in the message you send. The recipient can then respond either by sending a text or calling the number using the "use detail" facility. (Someone at the other end receiving the call or text has to log the response, of course)





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Interruption	Country	Month	Synopsis
Flood	USA	Q4 2009	Flooding Forces Evacuations, School Closure and Hazardous Material Cleanup
Flood	Turkey	Q4 2009	Flash floods hit Turkey, hundreds evacuated
Power System Failure	USA	Q4 2009	Power outage caused hits city phones & computer system
Public Network Failure	UK	Q4 2009	Mobile data network outage hits broadband services
IT Systems Failure	Australia	Q4 2009	Trading systems glitch hits Sydney Stock Exchange
Flood	USA	Q4 2009	Water main break forces evacuations & damages businesses
Civil Disturbance	Gabon	Q4 2009	French oil interests hit by civil unrest
Temporary Evacuation	UK	Q4 2009	Business park evacuated following gas leak
IT Systems Failure	USA	Q4 2009	Software error crashes ATM network
HazMat Incident	USA	Q4 2009	Fuel tanker spill forces evacuation of school and businesses
Power System Failure	New Zealand	Q4 2009	Power failure brings down airline IT systems
Fire	USA	Q4 2009	Fire closes oil refinery
Fire	USA	Q4 2009	Explosion damages factory
IT Systems Failure	Canada	Q4 2009	IT systems failure grounds flights
Buildings/Infrastructure Damage	Philippines	Q4 2009	Tropical storm causes widespread damage
IT Systems Failure	UK	Q4 2009	Air traffic control system failure grounds flights
IT Systems Failure	USA	Q4 2009	Bank's IT systems crash, causing major backlogs
Power System Failure	Indonesia	Q4 2009	Substation failure causes widespread, extended blackouts
Temporary Evacuation	USA	Q4 2009	Gas Leak Prompts Shopping Center Evacuation
Flood	Turkey	Q4 2009	Heavy rains causes flooding and premises damage
Malicious Software	USA	Q4 2009	Computer virus cripples school computers
Power System Failure	India	Q4 2009	Power cable break blacks out city
Temporary Evacuation	USA	Q4 2009	Shopping center evacuated following gas leak
IT Systems Failure	USA	Q4 2009	Hardware failure causes 7 day email outage
Fire	USA	Q4 2009	Fire at oil refinery forces evacuations
Fire	USA	Q4 2009	Fire forces closure of manufacturing business
Power System Failure	Indonesia	Q4 2009	Extended power outages hit businesses in Jakarta
IT Systems Failure	UK	Q4 2009	Faulty air conditioning system knocks out council computers

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Terrorist Attack	Pakistan	Q4 2009	Terrorists bomb Pakistani university
IT Systems Failure	USA	Q4 2009	IT systems failure hits bank debit card system
IT Systems Failure	USA	Q4 2009	System Failure Halts Trading at Philadelphia Stock Exchange
IT Systems Failure	USA	Q4 2009	Mobile phone operator loses customer PDA data
Temporary Evacuation	USA	Q4 2009	Gas line rupture forces evacuation of several buildings
Fire	USA	Q4 2009	An underground cable failure causes underground fires and explosions
Flood	Philippines	Q4 2009	Philippine cities hit by tropical storms
Flood	UK	Q4 2009	North east Scotland hit by floods following storms
Fire	Australia	Q4 2009	Leaking oil rig catches fire
Fire	Puerto Rico	Q4 2009	Puerto Rico Refinery Fire Burns for Two Days
Industrial Action	UK	Q4 2009	UK businesses hit by postal strikes
Public Network Failure	USA	Q4 2009	Fibre optic line damage knocks out voice and data services
HazMat Incident	USA	Q4 2009	Chemical leak forces plant shutdown and evacuation of nearby homes
IT Systems Failure	UK	Q4 2009	Computer glitch halts benefit payments
Malicious Software	Switzerland	Q4 2009	Computer virus hits government department systems
Fire	USA	Q4 2009	Mall fire hits small businesses
Temporary Evacuation	USA	Q4 2009	Broken gas pipe causes building evacuations & street closures
Fire	India	Q4 2009	Fire severely damages oil depot
IT Systems Failure	USA	Q4 2009	Software fault hits metropolitan wireless network
Flood	Mexico	Q4 2009	Rains flood 200,000 Mexican homes 7 Businesses
Flood	Philippines	Q4 2009	Thousands forced to evacuate following major floods
Power System Failure	Australia	Q4 2009	Storms black out 18,500 customers
Power System Failure	India	Q4 2009	Transmission snag trips power supply in Delhi
Power System Failure	USA	Q4 2009	Public transport communication systems hit by power failure
Flood	Malaysia	Q4 2009	Monsoon floods damage houses, businesses and infrastructure
Flood	E. Seaboard	Q4 2009	Hurricane Ida pounds US Atlantic coast
Other	USA	Q4 2009	Oil & gas facilities evacuated
Power System Failure	Brazil	Q4 2009	Country-wide power failure paralyses Brazil

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IT Systems Failure	UK	Q4 2009	London Stock Exchange trading system hit by It systems failure
Flood	El Salvador	Q4 2009	Hurricane causes widespread floods & mudslides
IT Systems Failure	USA	Q4 2009	City It systems hot by faulty hardware
IT Systems Failure	Australia	Q4 2009	Airline chaos follows IT systems failure
Power System Failure	UK	Q4 2009	Power failure brings down banks ATM network
IT Systems Failure	Switzerland	Q4 2009	Swiss Exchange shut down by technical glitch
Malicious Software	USA	Q4 2009	Computer virus hits university systems
Flood	UK	Q4 2009	Floods cause widespread damage and force evacuation of homes and businesses
IT Systems Failure	USA	Q4 2009	IT Systems failure hits airlines nationwide
Power System Failure	UK	Q4 2009	High winds knock out power to thousands of homes and businesses
HazMat Incident	USA	Q4 2009	Plant shuts down following chemical spill
Other	UK	Q4 2009	Tourist office contact
IT Systems Failure	USA	Q4 2009	FAA systems failure hits airlines across USA
Utility Supply Failure	USA	Q4 2009	Equipment failure at treatment plant hits water supply
IT Systems Failure	UK	Q4 2009	IT failure hits stock exchange trading
Fire	Ukraine	Q4 2009	Fire hits classic car museum
IT Systems Failure	France	Q4 2009	Navigation systems failure forces airliner to turn-back mid-flight
IT Systems Failure	South Africa	Q4 2009	IT Systems failure delays opening of Stock Exchange
Public Network Failure	UK	Q4 2009	Cable damage disrupts phone system
Malicious Software	India	Q4 2009	University admissions tests disrupted by virus
Flood	France	Q4 2009	Homes & businesses evacuated following floods
Fire	UK	Q4 2009	Industrial unit fire forces residential evacuations
Fire	UK	Q4 2009	Warehouse fire hits machinery business
Fire	USA	Q4 2009	Propane blaze destroys plant & forces widespread evacuations
IT Systems Failure	Australia	Q4 2009	Computer glitch brings Brisbane trains to a standstill
Power System Failure	USA	Q4 2009	Cloud Data Center Loses Power
Explosion	UK	Q4 2009	Schools closed after gas blasts
Power System Failure	UK	Q4 2009	City power cuts hit thousands of homes and businesses
Public Network Failure	New Zealand	Q4 2009	Mobile telephone network fails

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Power System Failure	USA	Q4 2009	Rainstorm hits power supplies and forces evacuation of homes & businesses
Public Network Failure	USA	Q4 2009	3G service hit by network malfunction
Malicious Software	USA	Q4 2009	Cloud computing platform hit by botnet
Malicious Software	USA	Q4 2009	ISP hit by DDOS attack
HazMat Incident	USA	Q4 2009	Thousands evacuated as power failure triggers toxic gas leak
IT Systems Failure	Australia	Q4 2009	Computer failure causes airport chaos
Public Transport Disruption	UK	Q4 2009	Snow hits transport systems
Fire	USA	Q4 2009	Chlorine fire forces widespread evacuations
Fire	USA	Q4 2009	Fire and explosions destroys industrial building
Earthquake	Italy	Q4 2009	Earthquake hits central Italy
Other	UK	Q4 2009	Channel tunnel rail-link suspended following multiple train failures
Malicious Software	USA	Q4 2009	Virus attack cripples hospital IT systems
Fire	USA	Q4 2009	Building fire destroys 3 businesses
Fire	USA	Q4 2009	Fire Guts Stores
IT Systems Failure	USA	Q4 2009	Blackberry service hit by outage
Flood	Argentina	Q4 2009	Floods destroy residences & business premises
IT Systems Failure	USA	Q4 2009	Software error brings down power company's IT systems
Flood	UK	Q4 2009	Flood closes hotel
Flood	UK	Q4 2009	Floods destroy port
Flood	USA	Q4 2009	Water main break floods shopping mall
Civil Disturbance	India	Q4 2009	Civil unrest disrupts commercial activity in major city
Hacking	USA	Q4 2009	Major retailers websites hit by denial of service attack
Power System Failure	UK	Q4 2009	Power cuts affect high street businesses
HazMat Incident	USA	Q4 2009	Nitric acid leak closes leisure centre
Power System Failure	India	Q4 2009	Fog and cold weather causes power failures and disrupts transport systems
IT Systems Failure	Australia	Q4 2009	Software bug hits bank's EFTPOS systems
Power System Failure	Canary Islands	Q4 2009	Power cut grounds air traffic

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