



# Case Study Western Power



**L7 Solutions' Business Impact Assessment (BIA) is an essential part of the Business Continuity Planning process that provides clear information on financial and operational impacts and/or exposures in the event of an interruption.**

**The BIA identifies mission-critical business functions and processes necessary for the survival of the business. The outcome raises senior management's awareness of corporate risks and provides consistent insight into priorities for continuity planning including operational and technology areas.**



## About Western Power

Western Power is responsible for the distribution and transmission of electricity in the South West of Western Australia. It is imperative that all critical business processes and applications are supported with a continuity plan that ensures it is able to deliver power to its customers with minimised interruptions.

Identification and prioritisation of mission critical business functions and processes is a challenge for most businesses. Western Power undertook a BIA to initially identify and prioritise the business functions and systems necessary for Western Power to continue operations in the event of an interruption.

## The L7 Solution

Western Power engaged L7 Solutions to undertake the BIA and to provide an independent, consistent approach to gathering data on processes and their impact and priority, and ultimately provide the correlated information on those findings in a reportable and searchable database.

A primary objective was to assess the impact on business processes, and capture the required IT systems of those processes. This facilitates alignment of the continuity planning from the business, and disaster recovery of the systems.

The L7 engagement was conducted over a 13 week period and consisted of four distinct phases. The first phase clarified the way in which the Business Impact Matrix was to be used during the exercise. This allowed a consistent set of criteria, standardised rating and for comparison between different activities to be applied across each business unit, and utilized the corporate risk framework.

In the second phase L7 Solutions conducted a series of interviews with business units across Western Power. Using the agreed criteria to measure business impact, the interviews identified business processes, resources supporting those processes and ultimately rated the business impact of the process or resources unavailability.

The third phase involved validation of the data collected during phase two with the business unit management teams. This ensured accuracy of both data and process identification, and an opportunity to efficiently engage stakeholders.

In the fourth phase, due to the large volume of information collected in phase three, L7 Solutions created a custom database. The database provided the ability to search and sort interview information into a reportable format for inclusion in the final deliverable. The database was included as part of the final deliverable, allowing for continuous monitoring of critical processes and applications in a single repository.

## The Benefits

- Identification and prioritisation of critical business functions and processes
- Identification of recovery expectations for critical IT systems, applications, vital records, equipment and resources
- A single repository of data providing reporting functions and ongoing maintenance of Business Impact information
- Identification of financial impacts due to unavailability of processes or resources
- Identification of operational impacts to Western Power, which included areas such as supply impact, reduced customer service and reputation
- A prioritized future state on which to base Western Power continuity initiatives
- A platform on which to negotiate service levels appropriate to the business and supportable by current technology and process
- All impact information presented in a clear and concise format using Western Power's own corporate risk framework and reporting standards

## Western Power

*"The L7 Advisory team were fantastic and excellent value for money. Their service and project management was consistent and professional, and their experience and knowledge helped us to quickly deliver a very high quality outcome. The BIA database is now being referenced in other areas of the business, and is an excellent basis on which to move toward developing a robust business continuity plan."*

Matt Mueller, Corporate Risk Manager.