



Case Study City of Cockburn



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About City of Cockburn

Cockburn is one of the major coastal cities in Western Australia, with a population of over 75,000 residents and expected growth to exceed 100,000 by the year 2010.

The Challenge

Developing a Business Continuity Plan

City of Cockburn's IT Department was tasked with creating a Business Continuity Plan. The CIO realized that simply providing a recovery plan and associated procedures was not sufficient to meet the City's business requirements. There wasn't a clear view of the current risks, and should an incident occur, there would not be enough information to determine the true drivers and priorities of the business.

The City required a view which provided a direct link between the business expectation and the systems which facilitated business processes.

L7 Engagement

L7 Advisory was engaged to develop a Business Continuity Plan through a multiple-stage approach. This approach utilised the L7 methodology by providing an IT Risk Assessment of Cockburn's core IT infrastructure and a Business Impact Analysis of all business processes across the Council.

The project took six weeks across four phases each of which provided a detailed piece of the overall picture of the City's current state. Included in the assessment and analysis were the City's technical environment, the business impact and requirements and also their ability to support and recover the IT infrastructure.

The Advisory team worked with the City of Cockburn to analyse the risks and underlying controls in place, identifying and establishing priority areas while providing a clear model for the mechanics of recording information and impacts. This model is part of the L7 Advisory methodology for Risk and DR/BCP.

The final document provided a detailed set of recommendations across five major areas and included sample records and templates for future stages. A final copy of the document accompanied a consolidated presentation given to the entire Executive Council and was tabled with the Audit Committee.

The Benefits

The engagement presented the City with a crystal clear view of their business requirements mapped against the current risks and service levels of the IT Department. This facilitated business-centric discussions around mitigation policy, service levels, costs and evaluation of future strategies above and beyond business continuity.

City of Cockburn

"The L7 Solutions team were extremely thorough and professional in their approach and worked closely with Cockburn staff to meet the tight timelines set in completing the project. The quality of the documentation was excellent."

Tony Manno, City of Cockburn.