



SPB WITH INTERNATIONAL CERTIFICATION

Nossa Caixa is the first financial institution to be granted BS 25999 certification, which ensures the continuity of the transactions with the Central Bank

Nossa Caixa is prepared to ensure the continuity of its transactions with the Brazilian Central Bank (Bacen) through the Brazilian Payment System (SPB) in the event of an accident. The financial institution was certified by the British Standards Institution (BSi) on the BS 25999-2:2007 international standard, which lays out guidelines for Business Continuity Management (BCM).

José Waldir Pacheco de Carvalho – Nossa Caixa’s Information Technology Security Division Manager – explains that the Brazilian bank was the first financial institution worldwide to be granted the BSi certification. In November 2007, the British organization published the second part of the norm. The first companies to be awarded the certification were the British IT groups TDG and SunGard.

“Nossa Caixa is the third company to become certified in February 2008. We’re also the first bank in the world to be certified by the BSi”, celebrates Carvalho. In his

opinion, the fact that Nossa Caixa is audited by a much regarded international institution shows that the bank is reliable, respects its clients, investors, and the financial industry.

LEADING PRACTICES

Nossa Caixa’s area that was granted BS 25999 certification was the SPB, the business unit charged with processing approximately ten thousand Electronic Data Interchange (EDI) transactions daily, and cannot afford to stop. An interruption could expose the institution to potential financial loss and damages to its image.

Photo 1: Carvalho, Nossa Caixa’s CSO: “The certification shows we’re in line with the industry’s leading practices”

Carvalho points out that the SPB is one of Nossa Caixa’s critical processes, and since its deployment in May 2002 to meet specific Central Bank (Bacen) requirements, it has been undergoing improvements. Last year, the



Carvalho, Nossa Caixa's CSO: "The certification shows we're in line with the industry's leading practices"

institution made a very large investment to improve its compliance with the existing legal requirements.

The system's servers and connectivity, which operate on top of a low redundant platform, were upgraded to improve performance and ensure more efficient transactions. According to Carvalho, the upgrade was considered a plus during the BSi audit.

"The certification shows we're in line with the industry's leading practices, and we're adding

value to our businesses and competitive advantage", says Nossa Caixa's CSO, which is the country's third largest public bank.

FINDING THE WAY

During the certification process, Nossa Caixa was assisted by Modulo, which uses the Modulo Risk Manager tool to map out the SPB process risks. The use of this technology provided the information required to devise the action plans for each of the project's demands.

Among several other activities, Modulo performed a risk assessment of the in-scope environment, developed the Business Impact Analysis (BIA), trained the impacted areas, and carried out two pre-audits. The software provided speed, structuring of the management processes, and support in developing the Business Continuity Management System (BCMS) manual. Cid Vieira, BSi's Commercial Director for Brazil, states that the unprecedented certification granted to Nossa Caixa highlights the prominent role played by Brazilian corporations, particularly Nossa Caixa, in business evolution.

"Business continuity is a major challenge for organizations. Managing this issue should be a top priority item for companies in general", points out Vieira. He states that a company's ability to keep up its key operations during and after a catastrophic event could be the difference between success and failure.

Following the BS 25999-2 certification, Nossa Caixa is now focused on pursuing the Brazilian version of the Business Continuity Management (BCM) standard, whose part 1 was published by the Brazilian Association of Technical Standards (ABNT) in October 2007, under the name ABNT NBR 15999-1. Carvalho claims that the institution is currently preparing to become the first Brazilian bank to be granted certification in this area.

The CSO considers both Business Continuity Management (BCM) standards to be an important investment for Nossa Caixa. He also claims that the initiative leads to advantages in the industry. Both the investors and the Central Bank now consider the institution more reliable. "We have shown them that we're in compliance with the standards", he adds.

What is the BS 25999?

BS 25999 was released by the BSi, which is headquartered in the UK and has been providing technical services since 1901. The institution develops, supplies and manages research committees to create technical standards, such as the guidelines for the deployment of Business Continuity Management projects.

The Business Continuity Management (BCM) standard lays out requirements to prevent the interruption of business processes in the event of IT or infra-structure failure, or other types of disasters. Its objective is to guide companies through the implementation of contingency plans and actions that will quickly restore the operations after a disaster.

BS 25999-1 was released in 2006, and 25999-2 in November 2007. See below the requirements laid out by each phase for obtaining the certification:

BS 25999-1:2006

- Project scope
- Structure to adopt the standard
- Terms and definitions
- Overview of Business Continuity Management
- Determining BCM strategies
- Developing and implementing a project response
- Embedding the BCM standard's culture
- Monitoring and auditing the system
- Types and methods for exercising BCM strategies

BS 25999-2:2007

- Establishes requirements for implementing and operating BCM
- Outlines the requirements to track, maintain, and improve a documented system
- Determines the requirements for implementing customized Business Continuity controls for every organization

Source: BSi Brazil