



Civil Contingencies Secretariat

# Ensuring Resilient Telecommunications

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# What do resilient telecommunications look like?

## Able to absorb or mitigate the effects of a disruptive challenge

- The risk assessment processes have identified and assessed a number of **disruptive challenges** that could affect telecommunications
- When quantified, these become useful assumptions for the purpose of **business continuity planning**

# Enhancing resilience

Resilience should be **driven by the need to communicate** and not technical solutions

Resilience can be enhanced through a careful consideration of the:

1. way in which a response to an emergency is **organised**,
2. **processes** used for communicating and
3. characteristics of **technical solutions** used to communicate



## Some guiding principles ...

- There is **no silver bullet** to achieving resilient telecommunications and different responders are likely to achieve resilience through different means
- Do not rely on a **single** technical solution
- Adopt a **diverse** approach,
- which is **layered**, to enable **fall-back** to alternate means
- Certain technical solutions used solely for **contingency** use can result in unanticipated consequences