



جامعة الجميع الذكية
EVERYONE'S SMART UNIVERSITY

Everyone's Smart University

Project (Spring 2021)

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Section

Master

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Instructions:

- اخر موعد للتسليم هو يوم الخميس 2021-05-08 في تمام الساعة ٩ مساءً.
- الإجابة متاحة باللغة الإنجليزية أو اللغة العربية مع مراعاة أن تكون المصطلحات العلمية باللغة الانجليزية.
- يتم تسليم المشروع في صيغة ملف pdf مع الالتزام نموذج الجامعة ولن تقبل أي مستندات أخرى.
- يجب مراعاة أقسام البحث الرئيسية (مقدمة Introduction، دراسات علمية سابقة Literature Review، طريقة البحث Methodology، النتائج والمناقشة Results and Discussion، وأخيراً المراجع References. وان كان هناك ملحقات Appendices يتم إضافتها)
- يجب الالتزام بـ Theme موحد كما يلي:
 1. حجم الخط 12.
 2. نوع الخط Arial.
 3. لون الخط أسود.
 4. المسافة بين الأسطر 1.5 line spacing
 5. عدد صفحات البحث (لا يقل عن ثلاث صفحات ولا يزيد عن ست صفحات).

Business Continuity Management in Saudi Electricity Company

1. Introduction

This research aims to provide an introduction about the project of Business Continuity Management in Saudi Electricity Company that held in 2020 during the Covid-19 Pandemic. Then, it illustrates the different aspects of the project. Later, it shows the elements that formed the main process of the project. After that, it reflects the results and outcomes during the execution stage. Finally, it discusses the recommendations and internal discussion outputs.

BCM project main objective is to make sure work does not stop due to external forces that have no control on. It provides well-organized plans and strategies to emphasized on that work do not interrupt in any circumstances. My role in the project was the project manager's assistance. I was second person in project management roles. COVID-19 pandemic was one of the risks that this project aims to provide common plans to keep continues running of the works. However, it is not exclusive to this type of risks. It includes even environmental threats. The current phase of writing this project is within final stage of reviewing the results of the drills conducted for the proposed strategies. However, I have chosen in this research to write about identifying and describing the purpose, scope, and objectives of this project. The reason and purpose of that because I was a main participant of this part and provided many inputs within this point/stage.

2. Methodology

The project started by presenting the BCM project to all high-level management to show what is BCM and how it benefits the organization. It demonstrates the capability of the organization to continue delivery of products or services at acceptable predefined levels following a disruptive incident.

The process is aligned as per certified ISO standard and documented in SEC policy documents. The main stages were as follows:

- Identify critical and essential functions
- Conduct a detailed business impact analysis
- Assess risks
- Propose best business continuity strategies as per agreed objectives.
- Develop business continuity plans and responds.
- Train, test, and exercise these plans with continues improvement.

The scope of the project involves all company works. Then, it focused on the critical functions to keep continues feeding customers with required and necessary power. The main objective is to keep continues operations, recover functions, and resume works with no interruptions. The core tool that could provide and lead all goals of the project is through business impact analysis. This process has been split in two sub processes:

- High level business impact analysis
- Detailed business impact analysis

The processes started by identifying critical and essential functions and associated critical resources and dependencies for these functions across all business lines and subsidiaries in SEC. Then, it included identification of key business continuity management targets with details for each critical and essential activities. Also, it focused on the dependencies, ITC applications and infrastructure, OT equipment and non-ITC equipment to enable recovery of activities. The activity criticality was sorted as follows:

Activity criticality	Recovery Time Objective Timeline	Definition
Critical	0-48 hours	An activity which is expected to recover within 48 hours from the time of declaration disaster
Essential	3 days – 7 days	An activity which is expected to recover within 3-7 days from the time of declaration disaster
Important	8 days – 14 days	An activity which is expected to recover within 8-14 days from the time of declaration disaster
Preferred	15 days – 30 days	An activity which is expected to recover within 15-30 days from the time of declaration disaster

3. Literature Review

Business continuity management project was an absolute priority to Saudi Electricity Company due to its critical role for the nation. SEC signed a contract with the best company in its field. The company has developed a strategic and successful plan to several customers. Some of these customers were main cases used to be a base starting point such as a Dubai Electricity & Water Authority and Kuwait government entities. The contractor showed a great result of the output for the BCM project done on these customers. For example, Kuwait government entities have avoided a serious issue due to cyber-attacks on its entities. Kuwait relies primary on oil as a source of economic income. That mean any attack on the ministry of oil may result in a full stop to the state's economy. So, it requires protection from any exposure to cyber-attack. Since the state of Kuwait relies on E-government, this means that all Kuwait government entities need protection not only the ministry of oil. The results of the strategies have been provided showed a real effect and functionality of the quality of business continuity management and importance.

4. Results

My role since I was assigned as an assistant to project manager had different tasks. It includes for example but not limited, on set up a plan for the project, assist in data collection, analyze risks, participate in setting-up a response plans, communications plan, managing the plan from deviation of the main targets and controlling the stakeholders. The overall processes consumed a hard effort within the life time of the project which was 6 months. Due to big data and number of stakeholders, the company finalized 2 main functional strategies with the best plans. Trains and exercises had been conducted for the purpose of successful outputs and functional strategies as proposed. It enhanced SEC pandemic response plans at corporate, business line and site levels based on best practices. It supported the development of business continuity strategies and plans for the supply chain during the pandemic.

5. Discussion

The BCM established and engaged SEC teams with each other which help for better understanding of the importance on business links. It discovered SEC crisis organization and operation model. Moreover, this project helped in identifying critical/essential functions within SEC. It added a big value to the company stability and provided valuable risk assessment. This project illustrated an important side for key stakeholders for the importance of project management in general and how the implementation took a place within a short time as the overall project completed within 6 months only. The level of operation within SEC has identified a maximum acceptable outage within the time it would take for adverse impacts to become unacceptable.

6. References

- [1]. E-business Continuity and Disaster Recovery Plan Case Study Kuwait: Kuwait Government Entities (GEs),

<https://ieeexplore.ieee.org/abstract/document/6836634>

Published in: [2013 International Conference on Advanced Computer Science Applications and Technologies](#)

- [2]. Saudi Electricity company Business Continuity Management Plan, internal publish in August, 2020.

Internal Data, not for common use.

- [3]. Saudi Electricity Company deploys business continuity plans to fight Covid-19

<https://www.power-technology.com/comment/saudi-electricity-company-business-continuity-plans-covid-19/>

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