

# Case study: Business continuity asset risk assessment



## ASSET MANAGEMENT SERVICES

Britannia Building Society is a major UK savings and mortgage business and the country's second largest building society. It provides personal financial services through UK-based call centres and website and more than 250 branches nationwide. Maintaining availability of financial data is crucial to smooth operation of the business, but the threats to this data availability are both numerous and diverse. Lloyd's Register EMEA completed a business continuity asset risk assessment to help ensure Britannia targeted its efforts where they would have most impact on data availability and corresponding business resilience.

### Client

Britannia Building Society

### Business challenge

Britannia operates a number of computer data centres (CDCs) that carry both the business's financial data and the applications needed for business operation. Any concurrent loss of availability of all the centres would impact customer service, whilst concurrent loss of availability for even a few days would have a very serious impact on the business's own financial performance.

Focusing business continuity resources where they will help maximise business resilience is essential. But the nature of threats to the CDCs, ranging from man-made to natural disasters, is diverse. It can be hard to ensure all relevant threats have been considered, and their diversity makes ranking difficult.

### How we helped

Lloyd's Register delivered a business continuity asset risk assessment for Britannia. Lloyd's Register worked with Britannia's business personnel to identify relevant threats to the business's data availability. We then prioritised these threats, by formally assessing and quantifying the risks associated with each threat the team had identified. A number of opportunities for improvement were highlighted to Britannia.

### Successful outcome

Britannia declared Lloyd's Register's final report to be 'spot on' in meeting its needs for a cost-effective assessment of its risk management priorities.

Prior to the study, there had been speculation that the risk of air crash or earthquake might be significant. The study disclosed that flooding was in fact one of the highest priority threats. Although Britannia's premises fortunately remained undamaged, the importance of this natural threat was reinforced a few weeks later when Britain experienced its worst floods for 50 years.

Britannia is now using the asset risk assessment to help ensure it continues to focus its business continuity effort where it has most impact.

For further information on asset risk management go to [www.lr.org](http://www.lr.org) or [www.lloydsregister.co.uk](http://www.lloydsregister.co.uk)

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