

Security, Privacy & Continuity  
 Mike Hill, Senior Business Continuity Specialist

January 2010

**Role: Business Continuity Analyst**

The Business Continuity Analyst will assist in the coordination, analysis and integration of Business and IT Service Continuity activities, to ensure that the appropriate levels of resilience are in place for all Nokia Service Lines.

The role will involve analysing business and technology impacts and assisting in the implementation of business and service continuity requirements across Nokia Services; coordinating the creation and testing of business and IT service continuity plans and procedures; assessing the impact of future changes, and identifying potential improvements. The role holder should, ideally have knowledge and experience of business continuity processes, have some knowledge of business processes, strategies and functional requirements and have knowledge of service management. This person must be an excellent communicator with networking skills who is able to interpret and present technical information into business language.

The main duties are as follows:

Help to define and assist in the development of business and service continuity compliance for all key services, working cross-functionally to accomplish overall objectives.

Help to perform reviews of business and service Continuity procedures and ensure they are current and enforceable and meet business objectives.

Ability to quickly develop excellent working relationships with internal technology leads, business unit leaders and vendors.

Assist in the creation of regular reporting and status updates for continuity, as required by senior management and act as a resource for colleagues, help to maintain up-to-date knowledge of all aspects of continuity.

Ability to be able to work under pressure and think quickly in the event of a true disaster.

The successful candidate must have very strong communication skills and be comfortable working with all levels of staff throughout the full business continuity life cycle.

Other required attributes include:

Prior experience of large, complex business continuity projects and programmes.

The ability to assess business requirements and define appropriate Service Continuity solutions

Be a team player and have a "passion" for continuity solutions and be customer focused to drive consistent high-quality delivery.

An understanding of IT infrastructure in dynamic and ever changing environments.

**Justification**

With the increasing desire, visibility and better understanding of why the organization needs to ensure Business Continuity and Service Resilience, there is an ever increasing demand for help and assistance across all of Nokia Services. This is an existing position within the Security, Privacy and Continuity Team, the current role holder is a senior project manager and is moving to a new position within Services, rather than simply replacing like with like, it would make more sense to align resources more in line with immediate and on-going requirements.

Awareness and demand for help and assistance increases from: Connect; Location; Games; Media; Music; Store; Service Delivery; Supply Chain; Vendor Management. As a result the existing resource of 1 Senior Business Continuity Specialist is becoming increasingly stretched and cannot manage and coordinate all the business and service continuity activities alone. There is also the need to work strategically, which is difficult if you are always involved operationally. The Business Continuity Analyst will help greatly in delivering, ddefining and assisting in the development and implementation of Continuity across all of Nokia Services.

Whilst the ultimate objective must be for all Service Lines to be able to coordinate their own business, service and technical recovery planning and testing, that level of knowledge and experience is not currently there, it needs to be developed and embedded, the Business Continuity Analyst will be essential in making this happen. Having achieved these goals, the Business Continuity Analyst will be integral to on-going monitoring, continuous improvement, testing and exercising.

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Recruiting this person will help Services to reduce levels of risk attached to key services and save money in the long-term, putting in tried and tested plans and processes to mitigate against a business interruption affecting any of the Services will result in the retention of customers and revenue streams.

**Qualifications****Must have:**

Knowledge and experience of Business and/or Service Continuity processes, some knowledge of business processes, strategies and functional requirements and some knowledge of service management

Bachelor's Degree or equivalent, plus a minimum of 3-5 years relevant industry experience ideally in complex global IT and service environments.

Prior experience of coordinating/leading large Business and/or Service projects and programmes

Knowledge of industry best practice e.g. BS 25999 and/or BS25777, - British Standards for Business and IT Service Continuity

**Desirable:**

Membership of the Business Continuity Institute (BCI) and/or the Disaster Recovery International Institute (DRII)

Experience of services related, customer focused and driven IT and communications environments

**Contact**

Mike Hill, FBCI  
Senior Specialist - Business Continuity  
Nokia Services  
Service Platforms: Security, Privacy & Continuity

Nokia UK Limited  
Prudential Buildings  
11-19 Wine Street  
Bristol  
BS1 2PH  
UK

email: [michael.hill@nokia.com](mailto:michael.hill@nokia.com)

Mob: 07545 300947