

Availability and Service Resilience

Gill Ringland, Ed Steinmueller
Co-chairs

BCS ITLF Availability/Service Resilience Working Group
with

Michael Crooymans, Sarah Greasley, Sue Milton

Symposium

13th November
2025



Agenda

- Background
- History of the Working Group
- Work in 2025
- Tasks for ITLF in 2026
 - Use of AI to improve availability and service resilience
 - Awareness of resilience status and plans
 - Standards
 - Education, training and qualifications
- Call for volunteers

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Background

- **IT is a now essential to the economy and society**
 - Costs of IT failures affect GDP
- **IT Leaders focus on availability of services to users**
 - NIS – measuring services to users,
 - embedded in Cyber Security and Resilience proposals
- **Organisational issue – involves IT professionals plus**
 - C-suite, Board and Management
 - Strategy, Risk, Business Continuity professionals
- **IT Leaders spearhead change**

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History of the Working Group

- Started work in 2021
- **2022** – published BCS Policy brief, Long Finance blogs, joint event with National Preparedness Commission, consulted with over 100 people
- **2023** – published BCS report, Long Finance blogs, joint event with Business Continuity Institute, consulted with over 500 people
- **2024** – published *Service Resilience: reducing the impact of IT failures (London Publishing Partnership)*, events with SAMI Consulting and Association of Professional Futurists, involving over 100 more people, Long Finance blogs

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Work in 2025

- Held 4 RoundTables, involving over 100 more people, including RoundTable leading to *Report on Nine Banks data*,
- published BCS Policy brief,
- worked with BCS HQ on Education, training and qualifications,
- published 20 short reports with recommendations for ITLF (with others) actions grouped under 4 headings
 - Use of AI to improve availability and service resilience
 - Awareness of resilience status and plans
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Use of AI to improve availability and service resilience



IT Leaders
Forum

- (with BCS Groups SGAI, Consultancy SIG and SIGIST): paper on how AI can make a contribution to improving resilience and availability.
- Collect case studies
- (with SM-ITAM) webinar for IT practitioners
- (with eg Resilience First) webinar/masterclass for non-specialists

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Awareness of resilience status and plans

- Economic analysis of cumulative impact
- (with BCS SIG EntArch) how design for resilience can become a core capability
- (with BCS SIGIST) on risk-based testing approach for operational systems
- (with BCS ISSG) how to build on cyber security initiatives
- Publicise availability issues and improvement approaches

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Standards

- Why standards are important,
 - role of ISO, IEC, BSI, NEN
- Ongoing - **Information Security**
 - Steve Sands is BCS representative on the BSI IST/33 committee (27000 series standards) for information security
- Ongoing - **Organisational Resilience/Crisis Management**
 - Michael Croymans is member of TC292 (223xx BCM) through NEN
- Early proposals - develop ISO standards for **ICT resilience** - TC292 Security and Resilience)
 - If possible in collaboration with ISO/IEC JTC 1/SC 7/WG 30 – Systems Resilience
 - Contact michael.croymans@outlook.com for more

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Education, training and qualifications



IT Leaders
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- (with BCS Academy Board and CPHC) include availability awareness and topics in computer science education
- (with BCS SIGs IRMA and ISSG) promote education and training around a Risk, Compliance and Contractual checklist
- (with BCS Awarding and Assessment) cross licencing and publicity of CITP
- (with BCS Product) awareness of IT failures in resilience training
- (with Skills England) Apprenticeships and training
- (with Resilience First) management education on IT resilience

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Discussion - Call for volunteers

- Tasks for ITLF in 2026
 - Use of AI to improve availability and service resilience
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 - Education, training and qualifications
- What else?

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Thank you

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