Service Resilience: Background and links to blogs and reports

The BCS ITLF has been concerned with resilience of digital systems over the past three years. The process so far has been supported by the Business Continuity Institute (BCI)and the National Preparedness Commission (NPC).

The ITLF has facilitated
- workshops to share methods of assessing the risks,
- roundtable discussions to create common understanding and recommendations,
- publication of a book detailing the results,
- leading the discussion at a recent NPC seminar.

Publications are listed below.

Users now have the expectation that these services should operate in the same 24/7 manner as other utilities. However we know that digital systems are based on software which is subject to unpredictable failures. This puts a high focus on methods for improving the resilience of digital systems – to improve availability, keep the lights on.

The next steps currently in place are:
- virtual workshops for the Americas and Asia to share perspectives in March/April,
- a virtual workshop in conjunction with BCI in May,
- discussions on a Round Table to explore common causes/approaches to failures of banking systems, following the Parliamentary Committee Enquiry,
- the ITLF Conference in September around Availability

We believe that we can support the momentum with a series of blogs or short papers that will keep resiliency of services in the attention of IT professionals, inform their practice, and lead them to the BCS ITLF web site.

The firsts 4 pieces, will cover
- Service Resilience: Background and links to blogs and reports (this)
- FS Process
- NIS Framework
- Impact of IT failure on UK economy

Blogs

https://www.longfinance.net/news/pamphleteers/global-risks-is-software-the-vlieg-in-de-soep/

https://pictfor.org.uk/lord-harris-why-software-is-the-elephant-in-the-room/

https://www.longfinance.net/news/pamphleteers/what-is-cutting-uk-productivity/

https://www.longfinance.net/news/pamphleteers/software-the-elephant-in-the-room/

https://www.longfinance.net/news/pamphleteers/are-digital-systems-fit-for-purpose/

https://www.apf.org/post/are-digital-systems-fit-for-purpose

https://www.longfinance.net/news/pamphleteers/resilience-of-services-reducing-it-failures-lessons-from-grenfell-towers-and-coal-mine-deaths-in-the-us/

https://www.iod.com/resources/science-innovation-and-tech/board-directors-the-growing-risk-of-it-failures-and-how-to-be-accountable/

https://www.longfinance.net/news/pamphleteers/banking-system-failures/

https://www.longfinance.net/news/pamphleteers/is-catastrophic-software-failure-a-black-swan/

Reports

https://www.bcs.org/media/9679/itlf-software-risk-resilience.pdf

https://nationalpreparednesscommission.uk/wp-content/uploads/2022/12/NPC_BCS_Software-Risk_-the-Elephant-in-the-Room_Dec-2022-Upload.pdf

https://www.bcs.org/media/11134/itlf-service-resilience.pdf

https://www.bcs.org/media/3j1n1mhc/service-resilience-and-software-risk-2023.pdf

https://www.bcs.org/media/tvudbfex/transparency-software-is-the-elephant-in-the-room-policy-brief-v5.pdf

https://www.bcs.org/media/ctlfyno5/availability-bcs-itlf-round-table-090125.pdf

Books

https://londonpublishingpartnership.co.uk/books/resilience-of-services-reducing-the-impact-of-it-failures/

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