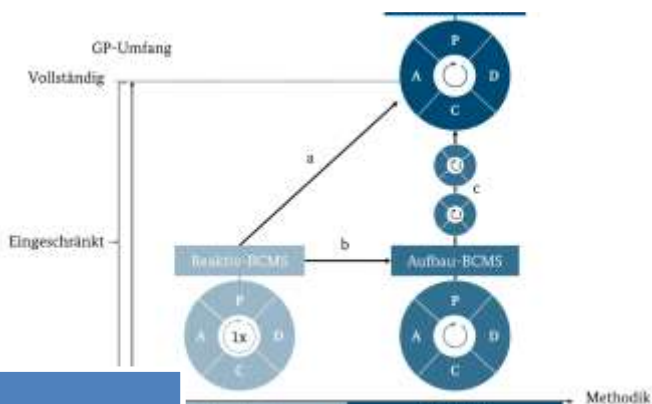# Session 2

Building Resilient Customs Systems:

Cybersecurity, Disaster Recovery and
Business Continuity Planning in the Digital Age

by Sophie-Charlotte Wolf
~ Germany ~

2

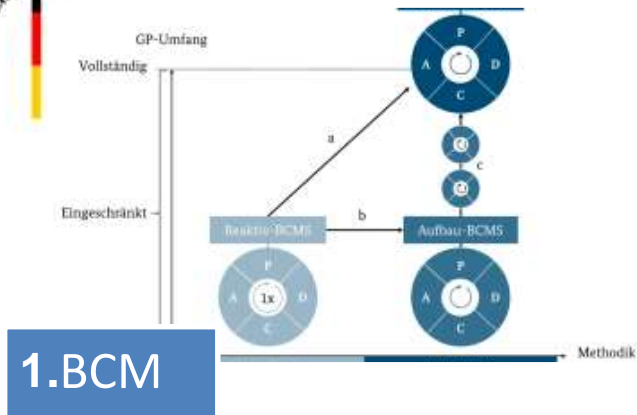# Emergency and Crisis Management System

1. BCM

2. alarm

3. health & safety

4. IT security

Generalzolldirektion

1.BCM

reactive BCM

guideline

crisis team

BIA

business continuity plan

exercise event

GUIDELINE

Generalzolldirektion

ZOLL

2. alarm

3. health & safety

GUIDELINES

Generalzolldirektion

4. IT security

ZOLL

ACT → PLAN

PDCA model

CHECK ← DO

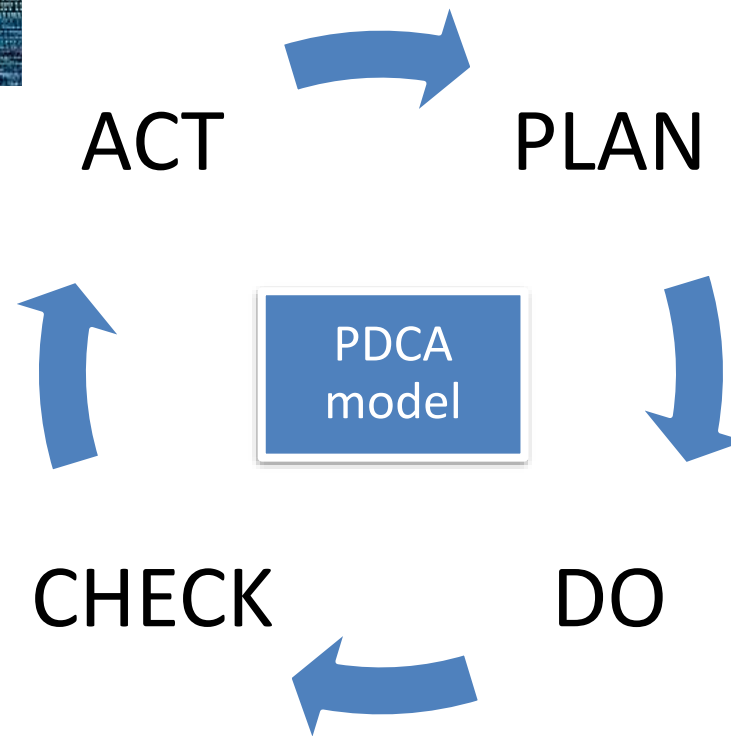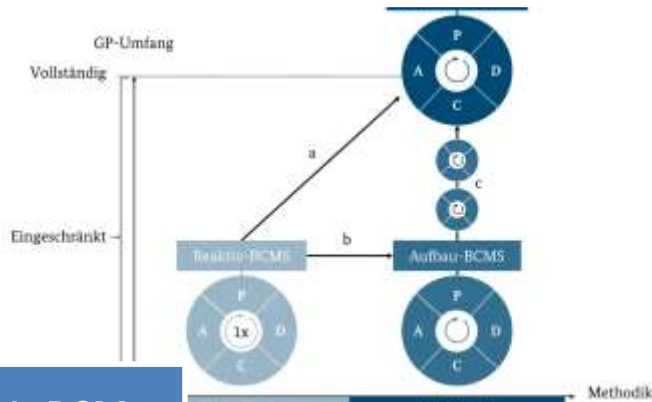# Emergency and Crisis Management System

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