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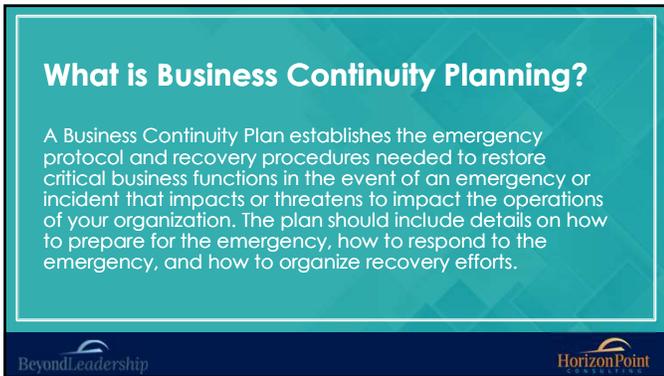
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### Business Continuity Vs. Disaster Recovery

Business Continuity	Disaster Recovery
Business Centric	Data Centric
Limit Downtime	Restore Functionality
Prevent Company Going Offline	Get Company Back Online
Immediate Implementation	Implementation After Disaster Ends
How You Function Through Disaster	How You Return to Normal After Disaster

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### Why Does My Organization Need a Business Continuity Plan?

Misconceptions:

- 1) My organization doesn't have the time to create a Business Continuity Plan. And besides, we'll never need it.
- 2) My organization isn't big enough to need a Business Continuity Plan.
- 3) Our employees will know what to do in the event of a disaster.
- 4) We'll just communicate with our employees if the need arises.
- 5) We have insurance policies to cover us.

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### What does a Business Continuity Plan Include?

- Creation of a Business Continuity Planning Team
- Business Critical Functions
- Scope of the Plan
- Assumptions
- Recovery Strategies
- Offsite/Digital Data Storage
- Key Vendors
- Key Personnel
- Temporary Facility Needs
- Insurance
- Site Map Documentation
- Facility Shutdown Procedures
- Implementation of the Plan
- Training

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### Build Your Team:

The successful execution of the plan is dependent upon properly assigning individuals to lead the response and recovery efforts. This list should be reviewed and updated on a quarterly basis.

- Top Leadership: CEO, COO, CFO
- Department Leadership for Critical Operations
- Human Resources
- Information Technology



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### Business Critical Functions

While most functions in an organization are necessary for its success, not all functions are critical to its operations. In the event of an emergency or incident that impacts operations, priority must be given to recovering and restoring those functions that are critical to operations. Business critical operations are considered those operational or support activities without which a company would quickly be unable to successfully achieve its business objectives.

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### Critical Functions Assessment

Critical Business Function	24-Hours	Days 2-7	Days 8-14
Emergency Power			
Communications			
IT			
Customer Service			
Payroll			

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### Scope of the Plan

A Business Continuity Plan cannot cover all situations that may arise, however, the plan should address the following scenarios:

- Loss of IT/data
- Loss of key facilities
- Loss of key vendors/suppliers
- Loss of key staff
- Loss of hard data/paper records
- Extended loss of utilities (water, gas, electrical)
- Disruption due to severe weather



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### Vulnerability Assessment

Emergency	Probability	Human Impact	Property Impact	Business Impact	Internal Resources	External Resources	Total
	High 5 ← → 1 Low	High Impact 5 ← → 1 Low Impact			Weak Resources 5 ← → 1 Strong Resources		
Fire Destroying all or part of facility							
Theft of computer or office equipment							
Pandemic loss of staff							

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## Assumptions

A Business Continuity Plan has to make certain assumptions. Those assumptions include:

- The Plan is a short-term action plan, addressing the first 24-hours, first week, and second week. It is not a long-term plan.
- Long-term recovery will be addressed during the first 14 days.
- The Plan is not all encompassing.
- In the event of a major disaster, the Plan accounts for potential loss of critical resources, including facilities, utilities, communications, and data.

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## Recovery Strategy

- The Business Continuity Planning Team determines business-critical functions and the order of priority in which these functions must be restored.
- A team member should be assigned to each function and is responsible for ensuring that the tasks required to ensure restoration are completed. Tasks may be assigned out to staff members as necessary, however, the Recovery Team member assigned to the restoration function is ultimately responsible for ensuring that the tasks are complete and the business-critical function is restored.
- Communication regarding the progress of the tasks and restoration should be managed by the Recovery Team member. Regular communication regarding the progress of restoration should be provided to the Business Continuity Planning Team.

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## Recovery Strategy

- The Business Continuity Plan Team should conduct an annual review of the plan and an audit of equipment and supplies needed for the execution of the plan.
- The Business Continuity Plan should include contingency plans for travel, lodging, and food supplies for individuals who are assisting with the response and recovery efforts in the event of an emergency or incident.
- The Plan should include a list of non-critical IT functions, or programs, that can be shut down if necessary, to allow for additional network bandwidth, if needed in the event of a partial network failure.

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## Offsite Data Storage

- **Backup Tapes** - weekly system backup tapes of ALL disk files with at least two generations
- **Legal Documents** - Contracts, Leases, Critical communications
- **Insurance Documents** - Certificates of Insurance, Riders, and Addendums
- **Financials** - General and Private Ledgers, Year-End Statements, Tax Returns, Bank Records
- **Assets** - Complete Fixed Assets Listing
- **Recovery Plans** - a complete set
- **Referenced Items** - copies of any items referenced within your recovery team plans
- **Floor plans**
- **Architectural drawings** that include mechanical plans
- **Other critical documents or data** critical to the operation of the business

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## Key Vendors

In order to minimize the potential for any disruption in service provided by a critical vendor, the following steps should be taken in advance:

Avoid any single/sole source providers of services, equipment, materials or goods. Always have at least two (2) vendors that can provide critical goods and services required to support your organization.

Verify that critical vendors have a Business Continuity Plan in place. In the event that they do not have a plan in place, consider deferring to the backup vendor.

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## Key Personnel

In the event of an emergency or incident that impacts the operations of the business, not all personnel will be needed to restore the critical business functions. During the recovery phase only those employees who are needed to get the critical business functions back up and running will be called upon initially. A list of key personnel should be updated on a quarterly basis to ensure it is up to date.

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### Temporary Facility



- Phone service
- Internet capabilities
- PC hookups
- Workstation space

How quickly will you need access to the temporary facility?

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### Insurance

- Maintain copies of all policies where easily located in the event of a disaster, including a quick contact list.
- Does your organization have Business Interruption Coverage?



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### Site Map Documentation

- Facility floor plans including alarm locations, fire extinguisher locations, building exits, designated escape routes, stairwells, restricted areas, high value items.
- Utility shutoffs
- Water hydrants, water lines, water main valves
- Gas lines, Gas main valves
- Electrical cutoffs

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## Facility Shutdown Procedures



- What conditions necessitate a shutdown?
- Who will carry out shutdown procedures?
- How will a partial shutdown affect other facility operations?
- When and how to shut off utilities?
- How long will a full shutdown and restart take to implement?

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## Implementation

- Emergency Alert
- Assessing Damage
- Resuming Operations

Delegated To:	Task:	Completed (Y/N)	Comments
	Close Up Building		
	Remove Smoke, Water & Debris		
	Protect Equipment from Moisture		
	Secure the Property		
	Restore Power		
	Conduct Investigation		

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## Disaster Procedures Checklist

Task	Responsible	Notes	Complete (Y/N)
Receive and review communication on emergency situation or incident	CEO, COO, or CTO		
Contact Business Continuity Planning Team and Department Managers	CEO, COO, or CTO		
Contact temporary facilities site and alert them that a disaster may be declared	Business Continuity Planning Team Leader		
Assess Damage or Potential Damage	Business Continuity Planning Team and Department Managers		

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### Disaster Notification:

- Create disaster notification script for employees, families, vendors, and customers to send a consistent message.
- Establish procedures for notification via:
  - Phone
  - Email
  - Text
  - Other Appropriate Means



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### Evacuation Plan

- Have evacuation maps posted, noting emergency equipment such as fire extinguishers.
- Ensure staff are familiar with evacuation plan, including where to rally.



- Establish an Evacuation Team:
  - Team Lead
  - Floor Monitors
  - Search Team
  - Stairwell & Elevator Monitors
  - Aides for Injured/Disabled
  - Rally Point Monitors (one to account for employees at rally point, one to notify the Evacuation Team of any injuries or missing employees)

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### Critical Supplies

- Water
- Food
- Battery Powered Emergency Radio
- Flashlights
- Tools
- First Aid Kit



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## Training is Critical

Training is key to a successful Business Continuity Plan. The Business Continuity Plan should be reviewed with all newly hired employees.

- **Walk-Through Drill:** With the Business Continuity Planning Team and Recovery Team
- **Functional Drill:** These drills test specific functions such as medical response, emergency notifications, communications procedures, or facility shutdown procedures, though not necessarily all at the same time. The procedures and systems should be evaluated and problem areas identified. Adjustments should be made as necessary.
- **Evacuation Drills:** These drills test the evacuation procedures. Employees should move to the designated rally point where all personnel should be accounted for following protocol. Participants should be debriefed following evacuation to make note of any hazards that could have impaired their exit in the event of a true emergency, e.g. stairways cluttered. Plans should be modified accordingly.
- **Full-Scale Exercise:** Simulation of a real-life emergency. This exercise involves the Business Continuity Planning Team, Recovery Team, and employees.



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