

Strive to Survive

**Disaster is inevitable,
survival is optional**

Marilyn Nikolas
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What is a Continuity Plan?

- How will you continue to operate and provide services?
- How will you continue to pay employees and vendors?
- How will you communicate with and collect revenue from customers?
- How will you protect employees and ensure their availability to support work?



Why should we care?

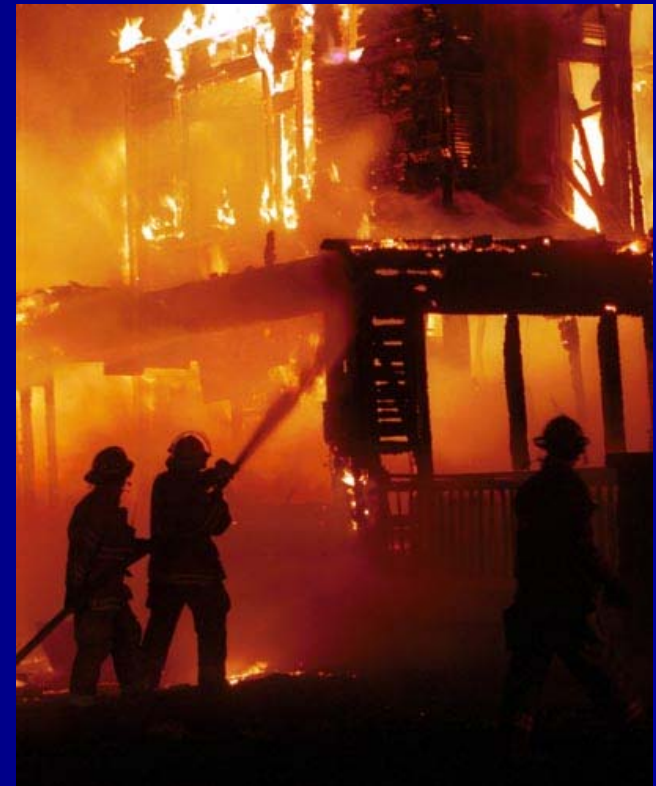
- Mandates, directives & circulars
 - HOMELAND SECURITY PRESIDENTIAL DIRECTIVE 5 (HSPD-5)
 - HOMELAND SECURITY PRESIDENTIAL DIRECTIVE 8 (HSPD-8)
 - Federal Continuity Directive 1 (FCD1)
 - Federal Continuity Directive 2 (FCD2)
 - Continuity Guidance Circular 1
 - PS-Prep

It does happen!

- Local business disruptions
 - Air intake vents
 - Moisture sensor on air conditioner
 - Popcorn fire
 - Coffee maker flood/fire
 - Paint fumes
 - Structural damage
 - Backhoe incidents

Why would you need a BCP?

- Unplanned business interruptions cost billions in lost revenue every year
- Beside lives, property and environmental impacts, you have revenue and a reputation to protect
- Business continuity keeps you mindful of your key business assets and their worth
- Continuous service may be essential to public health and welfare
- Support the local economy



Disaster Due Diligence

- 1. Develop a continuity plan
 - Assign owner
 - Keep it simple
- 2. Increase awareness
 - Mitigate risks
 - Rehearse the plan, incorporate lessons learned
- 3. Get involved
 - connected

History of COOP/BCP

- COOP – Cold war; continue operations
- Banking – circular 177 in mid 1980's (disaster recovery)
- First Interstate fire, Los Angeles – May 4, 1988 (business continuity)
- Recognized as prudent business practice
 - Attention of regulators, commissions, boards
- Y2K forced everyone into planning
- Sept 11, '01; Katrina - raised awareness
 - Public, customer, stockholder expectations

What is a Continuity Plan?

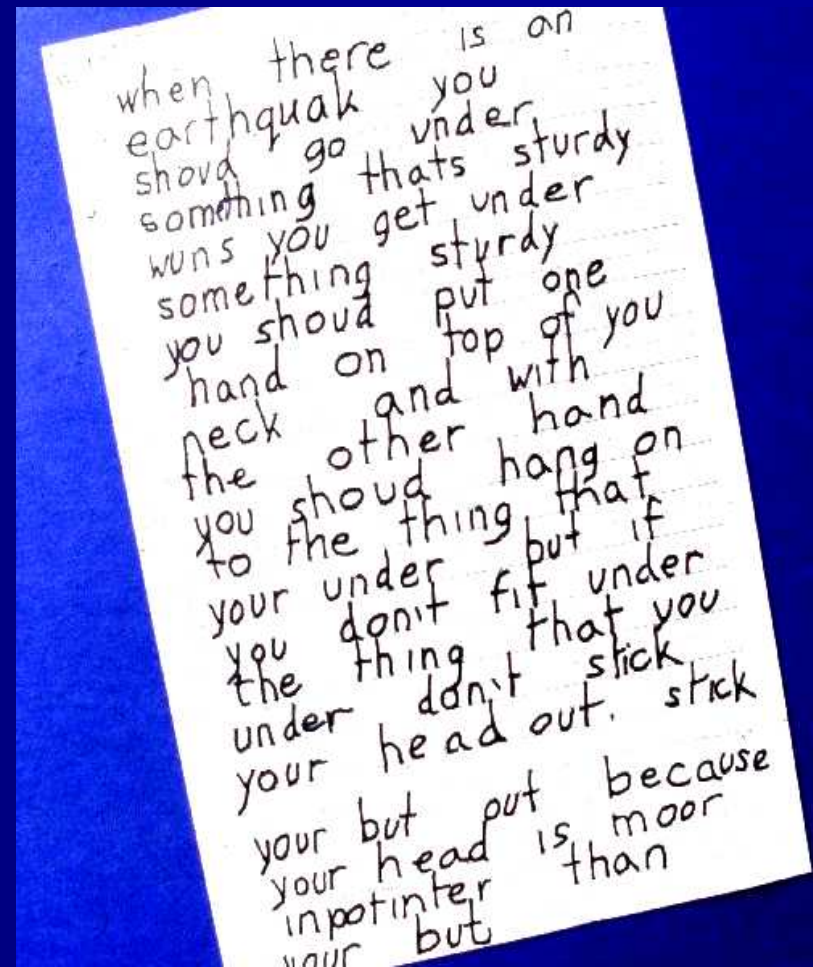
- Continuity of Operations Plan (COOP) and a Business Continuity Plan (BCP) are really the same
 - A plan to stay in business!

Continuity Plan Elements

- People
 - COOP Contacts and Teams – The people and groupings responsible for planning, relocation, support and other continuity functions
 - Orders of Succession – Designations of primary positions and alternate individuals with the skills and experience to assume these responsibilities
- Places
 - Primary and Alternate Facilities – Identification of offices and facilities where operations can be resumed when primary locations are inoperable
- Things
 - Vital Records – Identification of all data, records, systems and information that are required to perform essential functions
- Mission Essential Functions – All essential functions performed by an organization prioritized and analyzed based on the length of disruptions

What to Protect?

- Business Impact Analysis – you need to know your priorities!



What's in a Plan?

- Considerations when building a plan:
 - Who's?
 - What's?
 - Where's?
 - Why's?
 - How's?



Disaster Due Diligence

- 1. Develop a continuity plan
 - call trees, key contacts, succession, priorities, actionable tasks, dependencies, teams, communication plan
- 2. Increase awareness
 - mitigate risks
 - rehearse the plan, incorporate lessons learned
- 3. Get involved
 - connected

Conduct a Risk Assessment

- Consider your threats and hazards
- What impact will they have on normal operations?
- What is the BCP/COOP designed to help you overcome?



Understand your risks

- What is likely to impact your business?
- Mitigate what you can, plan for the rest
- Learn from exercises and actual events



Significant External Risks to our Business

- Earthquake
 - Known fault lines under building
- Inclement Weather
 - Flood - 1996 near miss, Ice Storm – 2003 outage
- Power outage
 - Aged infrastructure is an easy target
 - Northeast outage revealed vulnerabilities
- Man-made
 - Backhoe incidents, Courthouse violence, Bad air (exhaust)
- Pandemics

Significant Internal Risks to our Business

- Lack of an alternate location for employees to activate plans
 - Dedicated, rehearsed, stocked with vital supplies
 - Alternative power source
- Business needs may not match IT recovery strategies
- Paper dependency limits short term risk mitigation
- Various critical business processes have single points of failure

Disaster Due Diligence

- 1. Develop a continuity plan
 - call trees, key contacts, succession, priorities, dependencies, teams, locations, etc.
- 2. Increase awareness
 - Understand your risks
 - mitigate risks
- 3. **Get involved with local organizations**
 - **be connected**

Public & Private Partnerships

We are all in this together!

Get Connected

- *Emergency Preparedness for Industry & Commerce (EPIC)*
 - crisis coordination, resource sharing
- *Oregon InfraGard*
 - cyber crime, terrorism threats, preparedness
- *Oregon Continuity Planners Assn. (OCPA)*
 - business continuity, disaster recovery
 - crisis management

Make it happen...

- Free online tools
 - Continuity Plan templates
 - Resilience toolkit
 - Small Business Assoc template
- Keep it simple
- Include other employees; get help
- Key to success: Maintenance

What I've learned...

- Mitigate your risks
- Incorporate lessons learned
- Get additional contact numbers
- Your IT solution should match your BCP
- Designate someone responsible
- Everyone in the plan needs to know
- Write your plan for newest employee
- Tasks need to be actionable

What I've learned...

- Include the 'catch all' notification
- Train backups for elders
- Be prepared at home
- Rehearse your plan
- Update your plan
- Be mindful of your plan
- Utilize resources available to you

Q&A

Marilyn Nikolas

503-333-4911

Marilyn@boldplanning.com

Marilyn.nikolas@gmail.com

