

Business Continuity Planning

“The Show Must Go On”

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*"Continuity planning is simply the good business practice of ensuring the execution of **ESSENTIAL FUNCTIONS** through all circumstances, and it is a fundamental responsibility of public and private entities responsible to their stakeholders."*

-Federal Emergency Management Agency, FEMA

Today's Presentation

- What is a **BUSINESS CONTINUITY PLAN?**
- How are **Business Continuity Planning** and **Disaster Preparedness** related?
- Why would my business/agency need one?
- How do I start building a **BCP?**

What brought you to this workshop today?

What is a **BUSINESS CONTINUITY PLAN** (BCP)?

An integral **PART** of a comprehensive Disaster Preparedness Program.

What is a **BCP**?

- A plan that specifically addresses **ESSENTIAL FUNCTIONS** of the business that **MUST** continue or be resumed rapidly in any disruption OR emergency.
- A plan that focuses on **INTERNAL BUSINESS OPERATIONS** rather than “emergency response”

What is a **BCP**?

- A roadmap for **CONTINUING OPERATIONS** under adverse conditions:
 - Loss of use of facilities (internal fire or flood, chemical release, power failure)
 - Loss of staff and/or the need to shift staff to other responsibilities (pandemic flu, emergency response)
 - Loss of technical resources (hardware, software, internet, communication services)

How does a **BCP** fit in with other disaster preparedness plans?



How does a **BCP** fit in with other disaster preparedness plans?

- We must be able to **CONTINUE TO "OPERATE"** our business even when "responding" to the demands of an emergency/disaster.

Why Do I Need a **BCP**?

- A robust BCP assists the organization with the following:
 - Maintenance of **ESSENTIAL SERVICES** during any disruption **OR** emergency response
 - Identifying **LINES OF SUCCESSION AND DELEGATIONS OF AUTHORITY** for critical management and technical positions.
 - Protection of essential facilities, equipment, records and other assets.
 - Reducing or **MITIGATING** disruptions to operations
 - Reducing loss of life, minimizing damage and losses; and
 - Achieving a timely and orderly **RECOVERY** from a disruption and resumption of full **SERVICE** to customers.

Why do I need a **BCP**?

- 1. To protect your investment (if you are an owner).
- 2. To protect your livelihood (if you are an employee).
- 3. To meet legal obligations (you might be surprised to discover you have a legal obligation to maintain a good BCP).
- 4. To fulfill essential services (if what you do is valuable, then being able to continue doing it should be important).
- 5. To satisfy financial partners (bankers and insurers).
- 6. To maintain your reputation (well run organizations have BCP's, so if you want a reputation as a well run organization...)
- 7. To meet increased demand (there will likely be an increased demand for what you do in the case of a disaster – without a good BCP you will not be able to meet that demand).

Key Elements of a **BCP**

- **PRIORITIZED** list of **ESSENTIAL FUNCTIONS** (recovery priorities)
 - Which operations are most **ESSENTIAL** to the ability to provide care?
- Essential personnel contact information (directly support an essential function)
- Roles and responsibilities including **WRITTEN DELEGATIONS OF AUTHORITY AND LINES OF SUCCESSION.**
- Documentation of all **RESOURCES (INTERNAL AND EXTERNAL)** that support the identified **ESSENTIAL FUNCTIONS**
 - Includes **TECHNOLOGY, PEOPLE, FACILITIES, RECORDS, VENDORS AND EQUIPMENT**

Why do I need a **BCP**?

Resiliency: the positive ability of a system or company to adapt itself to the consequences of a catastrophic failure caused by power outage, a fire, a bomb or similar event.

- FEMA estimates that 40% of small businesses do not recover after a disaster.
- Gartner Group says that 43 percent of companies were immediately put out of business by a "major loss" of computer records, and another 51 percent permanently closed their doors within two years — leaving a mere six percent "survival" rate.

Key Elements of a BCP

- Determining **ESSENTIAL FUNCTIONS**
 - Functions that must be **CONTINUED** throughout or resumed rapidly during any disruption.

ESSENTIAL FUNCTIONS

- Name some of your organization's Essential Functions that came up in the discussion earlier today.

Key Elements of a **BCP**

- **RESOURCES** that Support Essential Functions:
 - **HUMAN CAPITAL (PEOPLE)**
 - **TECHNOLOGY**
 - **ESSENTIAL RECORDS**
 - **EQUIPMENT**
 - **FACILITIES**
 - **VENDORS**

How do I start building a BCP?

- 1) Identify a team of subject matter experts from your organization.
- 2) Identify a template for building the plan.
- 3) Schedule “planning sessions” to do the following:
 - Identify the **ESSENTIAL FUNCTIONS (BIA)**
 - **PRIORITIZE**
 - **DOCUMENT RESOURCES (PEOPLE, FACILITIES, TECHNOLOGY, RECORDS, EQUIPMENT, VENDORS)**
that support each of the functions.
 - **MITIGATE**

Improvement Planning

- These plans will uncover **VULNERABILITIES** in the ability to **CONTINUE OPERATIONS.**
- Implement **MITIGATION** strategies in your organization to reduce these **VULNERABILITIES.**

Possible **MITIGATION** Strategies

- Manual backup procedures
- Alternate locations
- Redundant Communications (walkie talkies, HAM radios, text messaging systems)
- Off-site data storage and frequent backups
- Hard-copy lists

What Now?

“Start with little things like an employee contact list. “

–Scott Reeves, *Small Business Survival Guide*

Dilbert on disaster preparedness...

- Continuity planning is an ongoing **PROCESS** of improvement.
- Each piece of information we add to our plan makes our business more **RESILIENT.**

Questions?

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