

**Protecting the Future
with a Business Continuity Plan**



In an emergency,
everyone is asking the question . . .

“What should I do?”

Why a Continuity Plan?

A Business Continuity Plan is a set of procedures which defines how an organization will continue or recover its essential functions in the event of an unplanned disruption.

Contingency Planning

A Process – Not a Product

Executive Approval and Support

Without the support of top management
any attempt at putting together a continuity
plan will most likely fail.

4 Step Planning Process

1. Establish a Planning Team
2. Gather Information
3. Develop the Plan
4. Education & Testing

Step 1
Establish a Planning Team

Business Continuity Planning Team

Responsibilities

- Provide resources for the project
- Determine the scope and time frame
- Develop "The Plan"
- Define roles and responsibilities of additional teams and individuals

Planning Team Representatives

At least one person from each functional area:

- Human Resources/Personnel
- Finance/Accounting
- Facilities/Maintenance/Security
- Risk Manager / Legal

and an administrative assistant!

Designate a Coordinator

Responsibilities

- Schedule meetings
- Prepare agendas / Publish minutes
- Guide the committee
- Communicate with top management
- Oversee the creation of the Plan

Step 2

Gather Information

List & Prioritize Essential Functions

Priority	Essential Functions
1	Most important to functioning and survival.
2	
3	
4	
5	
6	Least important function, as viewed by consumers and stakeholders.

Resource Requirements

Identify resources needed to continue essential functions, including:

- Facility/building
- Staffing
- Equipment
- Information
- Financial Resources

Other Information Needed

- Identify all Vital Records
- List all Suppliers & Vendors
- Inventory of Hardware & Software

Step 3

Develop the Plan

Business Continuity Plan Table of Contents

- I. Executive Summary
- II. Essential Functions & Resource Requirements
- III. Threat Assessment
- IV. Teams & Responsibilities
- V. Education & Training
- VI. Appendix

Executive Summary

- Mission of the Organization
- What constitutes an emergency/disaster
- The purpose of the Plan
- Objectives of the Plan
- Plan Assumptions

Threat Assessment

BUSINESS IMPACT ANALYSIS

TYPE OF EMERGENCY (or threat)	Probability		Human Impact	Property Impact	Business Impact	Internal Resources	External Resources	Total
	High 5 ←	Low → 1	High Impact 5 ←	Low Impact → 1	Weak Resources 5 ←	Strong Resources → 1		

The lower the score, the better

Define Levels of Emergency

- **Incident** – An event of short duration.
- **Problem** – May be uncertain as to when normal operations will be able to resume.
- **Emergency** - major impact to your operations for an extended length of time.

Who Declares an Emergency?

The Plan should state who is authorized to declare an emergency and activate the Business Continuity Plan.

Other Emergency Teams to Consider

- 1st Response Team or Emergency Team
- Life Safety Team
- Emergency Communication Team
- Damage Assessment Team
- A Team for Each Dept/Division

Define Responsibilities of each Team

- Before an Emergency
- During an Emergency
- After an Emergency

Define Responsibilities of Team Member (Example)

Task Status	Treasurer's Responsibilities	Remarks
	Approves and/or provides funding for emergency expenses and purchases.	
	Provides expense forms	
	Tracks additional expenses related to the emergency for insurance purposes.	
	Increases individual credit card limits as needed.	
	Contact banking authorities to . . .	

Appendix

- Emergency Phone Numbers
- Directions to Alternate Locations
- Maps & Evacuation Routes
- Expense Sheets & Purchase Order Forms
- Activity Log
- Insurance Information
- Plan Distribution Schedule
- Plan Maintenance Schedule

Step 4
Education & Testing

Employee Awareness Training

Provide information to employees about the Business Continuity Plan.

Purpose:

- Introduce New Plans
- Increase Awareness of the Plan
- Educate Employees

Tabletop Discussions

Group discussion of *“What if . . .” situations.*

Purpose:

- Expose Gaps in the Plan
- Help Participants Internalize Their Roles
- Encourage Group Problem Solving

Functional Test

Testing functions off-site as if it were an actual emergency.

Purpose:

- Evaluate Functions
- Reinforce Policies and Procedures
- Test Use of Resources
- Evaluate Resource Requirements

Testing is Critical

People will respond to as they are trained to respond!

Thank You!

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