



Business Continuity Planning

A Building Block for Long Term Survival

United Way Southern Neighbor
Conference - June 2009



Disaster Recovery or Business Continuity?

- Disaster Recovery - term often associated with Information Technology
- The DR plan may not take into consideration the entire business and its operations.
- The best IT Disaster Recovery Plan is not an adequate Business Continuity Plan.
- What do you have in place?



Business Continuity Objectives

- Protect human life
- Prevent further damage to property
- Provide an adequate level of organizational continuity
- Repair and rebuild the organization



Why Prepare?

- Protect your life and your family
- Protect your livelihood and life style
- Protect your fellow employees
- Maintain a competitive advantage
- Fulfill a moral responsibility:
 - Customers
 - Community
- Meet regulatory requirements

Regulatory Requirements

- NFPA Life Safety Code (NFPA 101)
 - Generally adopted as part of the state building code
- Joint Commission on Accreditation of Healthcare Organizations (JCAHO) EC.4.10
 - EC1.4 Assisted Living Institutions
- Occupational Health and Safety Administration (OSHA) 1910.38 and Sec. 5
- Environmental Regulations (Risk Management Plans)



Business Continuity Plans

- Exposures
- Notification and Escalation Procedures
- Emergency Response
 - Evacuation
 - Shelter in Place
 - Medical Response
- Damage Mitigation
- Operational Recovery and Continuity



Insurance Loss Control

- Property Insurance
- Errors and Omissions
- Directors and Officers
- Business Interruption

United Way Southern Neighbor
Conference - June 2009



Business Continuity Standards

- National Fire Protection Association 1600
- American National Standards Institute (NFPA 1600)
- Disaster Recovery Institute (DRI)
- National Response Plan (NFPA 1600)



Consequences

- Majority of all organizations impacted by a disaster fail within 5 years and the number significantly increases by 10 years.



But I have Insurance!

- Not all disasters are covered by insurance
 - Flood, Earthquake, Terrorism, Contamination, Loss of Market, Off Premises Power Failure
- Insurance doesn't provide cash flow needed during the early recovery stages.
- Business Interruption insurance generally only pays for your extra expense and your continuing fixed expenses for a fixed period of time.
- Assume at least 60 days before any funds are received.

Where do I start ?

- CEO must embrace the concept of Organizational Continuity.
- Develop a policy requiring all operations to participate in the planning process.
- Budget needs to be allocated for the process and its continuous updating and testing.
- Accountability needs to be assigned.



Risk Assessment

- Physical Assets
- Intangible Assets
- Customers
- Donors
- Organizational Partners
- Vendors
- Community

United Way - A little different



United Way Southern Neighbor
Conference - June 2009



Risk Assessment

- Process Analysis
 - Critical Employees
 - Critical Assets
 - Tangible and Intangible
 - Critical Systems
 - Information Technology
 - Communication
 - Utility



Perils

- Natural
 - Meteorological
 - Geological
- Man Made
 - Accidental
 - Intentional



Organizational Impact Analysis

- Time Frame
- Revenue
- Personnel
- Organizational Knowledge

United Way Southern Neighbor
Conference - June 2009



Mitigation Strategies

- Eliminate Single Points of Failure
- Mitigate the Impact of a Failure



Planning

- Create a Repository of **Current** Critical Information
- Developing a contingent supply chain for critical services and supplies
- Framework for Execution



Testing and Validation

- Table Top Exercises
- Limited Functional Tests
- Full Functional Exercise

United Way Southern Neighbor
Conference - June 2009