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Business Continuity Plan for the City of Jonesboro

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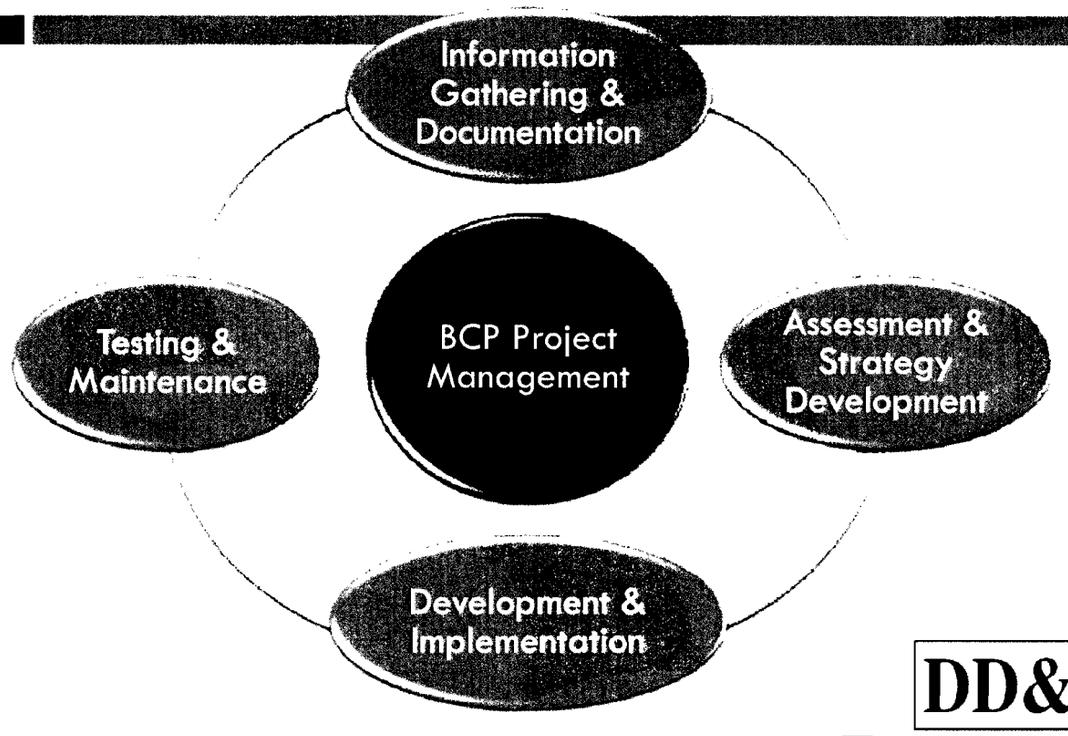
Methodology



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Our BCP Methodology

- BCP Project Management
- Phase 1 – Information Gathering & Documentation
- Phase 2 – Assessment & Strategy Development
- Phase 3 – Development & Implementation
- Phase 4 – Testing & Maintenance

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Our BCP Methodology

- **Project Management**
  - Develop a project plan and schedule
  - Define goals, objectives, and policy statement
  - Define responsibilities for Business Continuity Planning Steering Committee/ Crisis Management Team ("CMT")
  - Designate BCP Steering Committee/ CMT members
  - Ongoing coordination of the BCP project throughout all phases

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Our BCP Methodology – Phase 1

- **Business Impact Analysis (BIA)**
  - Evaluates impact of loss of functions
  - Identifies function criticality and interdependencies (systems, people, providers, etc.)
- Interviews conducted with management representative of each operational area:
  - Identify critical processes, maximum allowable downtimes, recovery time frames, various business impacts, and requirements for recovery
  - Process uses series of standardized questions

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Our BCP Methodology – Phase 2

- **Disaster Risk Assessment**
  - Assess various realistic threat scenarios that could interrupt operations and their related risks (probability and impact)
  - Perform gap-analysis
    - Assesses mitigation controls municipality has in place compared to recommended mitigation controls
    - Assists in strategy development

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Our BCP Methodology – Phase 2

- **Strategy Development**
  - Prioritize recommendations from gap analysis
  - Identify alternatives and backups
    - Alternate locations or offsite recovery locations
    - Offsite storage for backup items
    - Alternate methods of processing
    - Alternate key personnel
    - Backup communications (voice and data)

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Our BCP Methodology – Phase 3

- **Plan Development & Implementation**
  - Emergency Response Procedures
  - Crisis Communications
    - Emergency responders
    - Public relations/media
    - Staff
    - Community
    - Neighboring municipalities/other governments
  - Business & Disaster Recovery Plan
    - Document CMT operations
    - Document organization-wide strategies

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Our BCP Methodology – Phase 3

- **Plan Development & Implementation**
  - Departmental Contingency & Recovery Plans
    - Document key personnel, documentation, and system recovery/access procedures
    - Document backup plans for completion of critical functions during loss of systems/services
  - Business Resumption Plan
  - Supporting documentation (checklists, inventories, contact lists, etc.)

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Our BCP Methodology – Phase 4

- **Facilitate Testing of Plan**
  - Ensure completeness and effectiveness
  - Ensure familiarity of CMT with roles & responsibilities
  - Document results & revise plan as necessary
- **Plan Maintenance**
  - Review plan annually or anytime operations/systems change; revise as needed
  - Audit and test components to ensure plan remains effective

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Why is it important?

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Why?

- Viability - When companies experience a major loss of data or extended outage:
  - 43% never reopen
  - 51% close within 2 years
  - 6% survive long-term
- While a city or municipality may not have viability concerns, it does have the responsibility to provide basic services to its citizens.

Maeve; Haag, Stephen; and McCubbrey, Donald. 2003. *Management information systems for the information age.* http://highered.mcgraw-hill.com/sites/0072935863/information_center_view0/

Considerations

- Typical Telecom Circuit takes 30 days to deploy under normal circumstances.
- Average Turnaround time for hardware/software is 1 week.
- Average Time to Recover a single server from Tape is 1 day after new equipment is procured.
- The implementation, monitoring, and maintenance of the business continuity plan requires a specialized skill set with limited availability.
- Having a secondary data center that's fully redundant would have city's IT and communications infrastructure operational within hours as opposed to weeks.

Planning

- Proper planning and a thorough assessment will meet the city's recovery time and recovery point objective with the least possible expense.
  - Set's minimum requirements
  - Implement a design that meets objectives with minimum cost
  - Proper assessment of ongoing cost, management, and maintenance

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SELECTED CLIENT REFERENCES

Britton & Koontz Bank, Natchez, MS		**Total Assets:**	**$ 412,854,000**
❖ Page Ogden	President		(601) 445-2477
Hometown Bank of Alabama, Oneonta, AL		**Total Assets:**	**$ 185,019,000**
❖ Danny Kelly	President		(205) 274-3610
McGehee Bank, McGehee, AR		**Total Assets:**	**$ 112,478,000**
❖ Mike Smith	President		(870) 222-3151
Petit Jean State Bank, Morrilton, AR		**Total Assets:**	**$ 132,443,000**
❖ Charles Penick	Chairman & CEO		(501) 354-4988
SouthBank, Huntsville, AL		**Total Assets:**	**$ 290,191,000**
❖ Danny Wiginton	Chairman & CEO		(256) 519-3244
Union Bank of Mena, Mena, AR		**Total Assets:**	**$ 146,582,000**
❖ Janee Sweeney	CIO		(479) 394-8911

Total Assets as of December 31. 2008

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Business Continuity Planning Experience

DD&F Consulting Group, Inc. has developed and provided updates for over twenty enterprise business continuity plans, with supporting testing and training programs, within the last six years for organizations with varying geographic footprints, information systems architecture, and unique needs. We have extensive experience in working with our clients to ensure that plans designed for IT departments include business unit considerations to maintain overall operational continuity in the event of a technical, natural, or manmade disaster. Some of our most memorable plans include those developed for:

- A Kansas City holding company with three inter-related companies spanning eight states,
- An Arkansas regional hospital with 24/7 operational critical systems,
- A Mississippi bank with branches in the path of Hurricane Katrina that used our plan to successfully regain service in a matter of hours, and
- A rural Arkansas bank that recovered from a technical disaster using the first draft of the plan they received the previous week.

In addition, we have numerous clients who depend on our consulting services as a critical component of their information technology risk management strategy. We supplement the risk management processes of our clients with services such as information security risk assessments, network vulnerability testing, mitigation strategies, staffing consulting, training, and strategic planning. Our consulting services generally serve as an extension of our client's IT department, providing the manpower and expertise for defined tasks that the IT staff either does not have the time or the expertise to accomplish internally.

Our team consists of information security and technology consultants with proven expertise in the area of business continuity planning, incident response, emergency preparedness, and disaster recovery. We are actively involved in the Arkansas Chapter of the Association of Contingency Planners and Infragard Arkansas. Aside from disaster recovery expertise, our staff includes personnel with extensive backgrounds and expertise in information technology and security management and consulting. Further information about our firm and staff may be found at www.ddfconsulting.com.