

Business Continuity Program

December 15, 2009

Disaster Risk Assessment



- Identifies emergencies having potential to cause greatest impact on operations
- Evaluates probability and impact of disaster scenarios
- Takes into consideration existing safeguards to reduce risks associated with the emergency (ex. generators, physical and network security, masonry building construction, environmental controls, backup plans, etc.)
- Results provide basis for developing emergency response plans

Disaster Risk Assessment Results



- High**
- Building Fire
 - Loss of facility (*covered in DR section)
 - Tornado
- Medium**
- Biological/Chemical contamination
 - Bomb threat
 - Disease Pandemic
 - Earthquake
 - Explosion
 - Failure/Malfunction of CPU/Server

- Medium (continued)**
- Flooding
 - Gas leak
 - Ice storm
 - Internet/WAN Failure
 - Loss/Corruption of data files
 - Malware attack or system intrusion
 - Power outage
 - Telecommunications system failure
 - Unauthorized access to data/theft of data
 - Water Leakage

Disaster Risk Assessment Results



- Low**
- Civil disorder
 - Denial of road access
 - Equipment Fire
 - Failure of LAN wiring
 - Failure of system software
 - Hurricane
 - Loss of heat/air conditioning
 - Loss of Key Personnel (*covered in DR and CP sections)
 - Loss of water supply

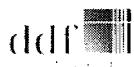
- Low (continued)**
- Nuclear/Radiation contamination
 - Power "brownouts" or fluctuation
 - Snow storm
 - Terrorist Activities
 - Toxic/Hazardous waste
 - Unauthorized modification of software/hardware
 - Unauthorized physical access
 - Volcanic Eruption
 - Wind storms

Emergency Plans



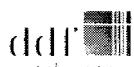
- Based on risk assessment results
- Main purpose to ensure everyone's safety
- Plans include
 - Facility Evacuation (includes designated meeting locations)
 - Area-Wide Evacuation
 - Power Failure
 - Building Fire
 - Tornado (includes designated shelters)
 - Flooding
 - Earthquake
 - Medical Emergency
 - Bomb Threat Explosion
 - Hazmat, Toxic Waste, Nuclear, or Chemical Biological Release
 - Disease Pandemic (such as H1N1)

Business Impact Analysis



- BIA (business impact analysis) - analysis of potential impact on operations by loss of functions, systems, and records or data, caused by uncontrolled, nonspecific event
- Business impacts identified based on worst-case scenario
- BIA conducted for following departments:
 - E-911 Police Department
 - Finance
 - Fire Department
 - Information Technology
 - Public Works
- Interviews conducted with department heads
- Determined:
 - Critical functions, systems, and data
 - Maximum Allowable Downtimes (determined Recovery Time Objectives)
 - Business impacts
 - Required resources (personnel, equipment, supplies, workspace)

Business & Disaster Recovery Plan



- Crisis Management Team responsibilities
- Initial Response
- Damage Assessment
- Plan Activation
- Notification

- Based on results of BIA
- Developed for specific departments
- Addresses critical functions, including specific procedures, requirements, and other information particular to that department.
- Lmitude ultimate methods to follow in order to perform critical functions for which the usual processing methods are available; such as when systems are down
- Include priorities for recovery of processes specific to the department, including recovery of critical systems and data

Crisis Management Team	
Member Name	Managerial Area
Hardy Perrin	Public Relations
Mary Anne Gault	(Internal Crisis Response)
John Thompson	(External Crisis Response)
Karen Sanders	Community Services
Lorraine	Events
Adrianne Martin	Administrations
Glenda Keast	Quality Control
Hank Woodburn	Response Team Support



- Recovery
- Alternative locations
- Coordination with service providers
- Relocation of offices and communications
- Redundancy of personnel
- Public awareness
- Activating contingency plans

Supporting Documentation

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Appendix

- Disaster recovery sites for provider customers
- Standard processing procedures
- Data backup procedures and locations
- IT departments
- Third party off locations
- Emergency contacts
- Employee contact lists
- Supplier documentation

Contingency plans have been developed for following City
departments

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Departmental Contingency Plans

- Public Works
- Information Technology
- Fire Department
- Finance
- Emergency Services