

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 | Medium (continued) |
| <ul style="list-style-type: none">• Building Fire• Loss of facility (*covered in DR section)• Tornado | <ul style="list-style-type: none">• 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 |
| Medium | |
| <ul style="list-style-type: none">• Biological/Chemical contamination• Bomb threat• Disease Pandemic• Earthquake• Explosion• Failure/Malfunction of CPU/Server | |

Disaster Risk Assessment Results



- | | |
|--|--|
| Low | Low (continued) |
| <ul style="list-style-type: none">• 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 | <ul style="list-style-type: none">• 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
 - Hazard, 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

Departmental Contingency Plans 

- Based on results of BIA
- Developed for specific departments
- Address critical functions, including specific procedures, requirements, and other information particular to that department or function
- Include alternate methods to follow in order to perform critical functions for which the usual processing methods are unavailable, 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	Management Area
Harold Penn, Mayor & CMT leader	CMT Command Center Oversight Public Relations
Gary Harpole, CMT leader	CMT Command Center Oversight Public Relations
Tony Thomas	Community Services
Keith Sanders	Facilities
Chana Kork	Administration
Trick Woodruff	Response Team Support

Business & Disaster Recovery Plan 


- Recovery
 - Alternate locations
 - Coordination with service providers
 - Recovery of utilities and communications
 - Relocation of personnel
 - Public awareness
 - Activating contingency plans

Appendix



- Supporting Documentation
- Employee contact lists
- Emergency contacts
- Tenth Shift locations
- Inventories
- IT diagrams
- Data backup procedures and locations
- Manual processing procedures
- Disaster recovery service provider contracts

Departmental Contingency Plans



Contingency plans have been developed for following City departments

- 311 Police Department
- Finance
- Fire Department
- Information Technology
- Public Works