

**When the Lights go out,
Will your Lights go out?**



SOUTHEAST  CORPORATE

by
Kenneth Schroeder, CBCP

Are these your lights?



Planning Incomplete!

- **Generator – That's Good**
- **Dark Workspace – That's Bad**
- **How useful are your computers if you can't work with the data?**
- **Why did the planning break down?**

Why Planning is Important

It is better by noble boldness to run the risk of being subject to half the evils we anticipate than to remain in cowardly listlessness for fear of what might happen.

~Herodotus~
484-425 BC

Business Continuity Planning is Simple!

Two Lists of 3

- **List 1 – Risk Assessment Process**
 - Threats – Identify what could happen
 - Risks – Determine How it could affect you
 - Mitigation – Select methods to reduce Risk
- **List 2 – Plan to ensure backups for:**
 - People
 - Places
 - Processes

Implementing your BCP

- What does it look like now?
 - Thick, 3-ring binder.
 - Lotsa info, probably inaccessible.
 - What priorities does it impose?
 - Where is the starting point?
- What is missing?
 - Checklists?
 - Implementing Organization

A Different Scenario

- A FedEx box delivered to mail room.
- On opening, white powder spills everywhere.
- Initial test confirms Anthrax.
- Puts you out of business for at least 10 weeks.
- Did you evacuate safely?
- Who will you notify?
- Where will you go?
- What will you do?
- Does your plan consider HR aspects?

Managing YOUR Crisis

- Objectives—What are you trying to do?
 - Safety of Life
 - Security of Assets (Information & Physical)
 - Continuity of Operations
 - Timely Return to Normal
- Implementing your BCP
 - Provide the over-arching mechanism.

Incident Command System (ICS)

- The Incident Command System (ICS) is a standardized, on-scene, all-hazards incident management approach that:
 - Allows for the integration of facilities, equipment, personnel, procedures, and communications operating within a common organizational structure.
 - Enables a coordinated response among various jurisdictions and functional agencies, both public and private.
 - Establishes common processes for planning and managing resources.

ICS Major Functional Areas

- Command (Who is in Charge?)
- Intelligence/Investigations (Getting information?)
- Operations (What needs to be done?)
- Planning (How do we go about it?)
- Communications (Who needs to know what we're doing?)
- Logistics (What is needed to make it happen?)
- Finance/Administration (Who pays for it and how?)

Crisis Management Team

- Method for Implementing the Plan
- Normally same players
 - Bring in help?
 - Or leave some behind!
- Different attitude
 - Leave day-to-day tasks behind
 - Critical to Successful Recovery

Key Activities

- Define the problem/Collect Information
- Assign a Recorder
 - Track events
 - Decisions made
 - Tasks assigned
 - Formal record (Publish CMT meeting minutes)
- Assign a Communications Officer
 - Responsible for managing crisis communications.
 - Internal—get the word out to staff.
 - External—Single POC for of contact with external media
 - Membership—(Changed hours, changes in ATM limits, etc.)
- Establish accounting
 - Track expenditures (insurance re-imbursement)

CMT Checklists

- Yes, CMT needs checklists.
 - Guide the CMT discussion
 - Lead to decision-making
 - Implements the Plan
- Suggested Sub-Checklists:
 - Hurricane
 - Facility Recovery
 - Pandemic

Team Motivation

The best way to get management excited about a disaster plan is to burn down the building across the street.

-Dan Erwin, Security Officer, Dow Chemical Co.-

This Is a Real Threat.

Suspicious Package Found At NY Bank

Reuters
 Fri Apr 3, 2009 7:33pm BST
 NEW YORK (Reuters) - Police were investigating a suspicious package containing white powder found on Friday at a Citibank branch office in New York's financial district, authorities said. The package was discovered shortly after 9 a.m. at the building at 100 Williams Street in downtown Manhattan, a spokesman for the New York Police Department said. The building was evacuated and the investigation was ongoing, the spokesman said. Citibank issued a statement saying: "We alerted authorities after discovering an envelope with an unknown substance at a Citibank branch on William Street. "We have taken appropriate actions to ensure the safety of our employees, customers and our facilities. The branch is currently closed pending a police investigation," Citibank said in the statement.

Business Continuity Planning is Simple!

Remember the Two Lists of 3

- **List 1 – Risk Assessment Process**
 - Threats – Identify what could happen
 - Risks – Determine How it could affect you
 - Mitigation – Select methods to reduce Risk
- **List 2 – Plan to ensure backups for the 3 P's:**
 - People
 - Places
 - Processes


Crisis Management Team

- Implement you Business Continuity plan with a Crisis Management Team
- Build Checklists for their meetings.
- Gain Control of the situation
- Get back to normal as soon as possible.

Open Mike Time

Questions?

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