

Beyond Effective Security

The Art and Science of Business Continuity Planning

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Business Continuity Planning (BCP)

Recovery



Resiliency



BCP is About Protecting Assets

- Human
- Physical
- Financial
- Reputation/Image



"The Science"

- **The Planning (How?)**
- **The Documentation**
- **The Training**



"The Art"

- Realistic Evaluation of the Plan
- Testing & Adjustments
- Execution at the Time Disaster or Crisis



“The survival of your institution or organization may depend on your *planned reaction and response* to a variety of natural and man-made risks that may not be controlled by just maintaining good physical security.”



Possible Risks To Your Business

Man-made or Accidental

- Fire
- Building Collapse
- Bomb Threat
- Civil Disturbance
- Hazardous Material
- Theft / Robbery
- Power Failure
- Lawsuits
- Disgruntled Employee
- Accidental Injury

Natural Events

- Flooding
- Earthquake
- Ice / Snow
- Heat
- Hurricane
- Landslide
- Tornado
- Wind Storm
- Lightning

Technical

- Corrupt Data – Virus
 - Application Failure
 - Hardware Failure
 - Electrical Failure
 - Network Failure
 - “Hackers”
 - Cyber-Crime
 - Communications Failure
- ### New-Enhanced Risks
- Bio-Terrorism
 - Pandemic

Business Impact Analysis

Risk vs. Impact

The analysis of natural and human risks that may have an impact on your organization. The probability that a specific risk may impact your organization and the severity of that impact.

- 1. Type of Business – Organization**
- 2. Geographic Location**
- 3. Revenue Drivers**



Analysis of Threat (Risk) – Probability - Impact

Risk - People/Bldg Tech Systems

<u>Threat (Risk)</u>	<u>Probability (Rate 1-5)</u>		<u>Impact (Rate 1-5)</u>		<u>Relative Weighted</u>
Fire	5 +	5	X	5	= 50
Explosion	4 +	4	X	4	= 32
Flood	1 +	1	X	2	= 4
Medical Injury	5 +	1	X	5	= 30
Hacker/Virus	1 +	5	X	3	= 18
Power Failure	4 +	4	X	4	= 32
Media Crisis	3 +	1	X	4	= 16
Shooting	3 +	1	X	5	= 20
Bombing	2 +	3	X	4	= 20

Human Assets

- **Employees**
- **Visitors – Guests
– Public**



Human Assets – Risk Control

Emergency Response Plan

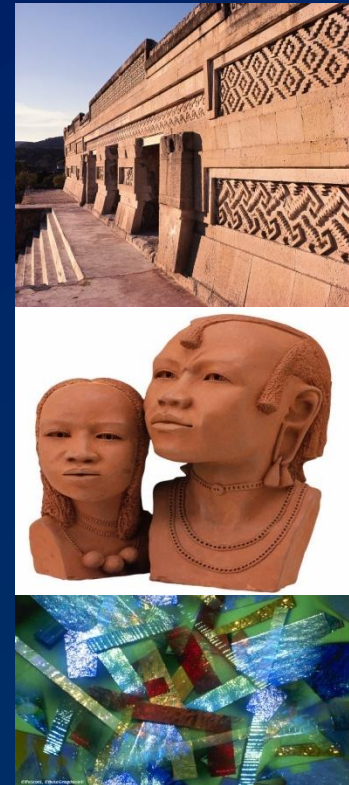
- **Emergency Alert & Communications**
- **Authorities – Actions – Responsibilities**
- **Medical Response Plan**
- **Evacuation Plan**
- **Shelter in Place Plan**



Physical Assets

- **Buildings – Business Property**
- **Specialized Equipment (I.T.)**
- **Collections (Owned & Loans)**
- **Data (Membership–Documents–Info)**

Your physical “stuff” that drives revenue for your institution



Physical Assets – Risk Control

- **Physical Security Procedures**
- **Maintenance Agreements**
- **Inventories (Maintained in Redundancy)**
- **Data Back-up – IT Disaster Recovery**
- **Area Emergency Services (Police – Fire)**
- **Insurance**



Financial Assets

- Cash – Checks – Credit Card Receipts
- Accounts Receivables
- Ability to Borrow



Financial Assets – Risk Control

- Physical Security–Duress Alarms–Cash Drop Boxes
- Check Handling Procedures – F.D.O. – Counter Signature
- Deposit Procedures
- Back-up of Financial Data
- Emergency Credit Cards
- Letters of Credit
- Maintenance of Credit Rating (Ability to Borrow)
- Insurance (crime – business interruption)





Image & Reputation Assets

- **Trademark – Logo**
- **Maintenance of Customer Service**
- **Community Involvement**
- **Ability to Promote Positive “PR”**



Documented Crisis Communications Plan that Establishes:

- What Constitutes a Crisis and its Impact on Communication with the Media, Public & Employees
- Crisis Team Members Roles & Responsibilities
- Crisis Team Notification Procedures
- Employee Duties and Action at Time of Crisis
- Assigned & Trained Spokespersons
- Message Development – Prepared Responses
- Notification and Relations with Victim's Families





BCP

Where Do You Start?



A “**Mind Mapping**” Approach of Key Questions to Initiate BCP For Your Organization

1. What are the “things” (tangible assets and business processes) that drive revenue to my organization?
2. What are the most likely natural and man-made risks (threats) to the critical assets of my organization and what is the potential impact of these risks or threats on my organization?



3. What procedures or systems can be put in place to protect the “assets” of my organization, so we can maintain the organization’s revenue stream or at least minimize the loss or reduction of our revenue stream?



4. What critical information assets do we need to replicate or provide redundancy for that can not be reproduced by or retrieved from a 3rd party outside our organization?



5. Who will evaluate, design and manage the process of continuity planning?



(Putting the answers to questions 1-4 into an organized plan of action.)



A BCP Template
***National Association of
Contingency Planners***

<http://www.acp-international.com/>

Click – Knowledge – BCP 101



**The “Science”
And
The “Art”**

Thank You!

