

Business Continuity Management at WSU

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Business Continuity Management

Two Main Components:

1. **Incident Response**
 - Management of the response to an emergency.
 - As WSU's Emergency Management Administrator, Mike Coons works with key departments, university administration and outside agencies on a developing a coordinated emergency plan using an all hazards approach.
2. **Business Continuity Planning**
 - The process of developing plans to maintain business operations in the event of a critical disruption.
 - Pam Bowers will interface with the BCP Federation; manage BCP project phases and facilitate working with departments to create business continuity plans in LDRPS.

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The Recovery Cycle



INCIDENT

RESPONSE

- Assessment
- Escalation
- Declaration

RECOVERY / RESTORATION

- Long-term Continuity
- Repair/ Replace
- Migration
- Resume "normal" Service

RESUMPTION

- Short-term Continuity
- Most Critical Services

Business Continuity is concerned with Resumption and Recovery

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Crisis Management and Emergency Response

- **Crisis Management Plans**
 - Executive level plans to declare a disaster, notify key resources and manage the event
 - Is Global – addresses corporate-wide issues such as: profitability, image, complying with legal and regulatory requirements
- **Emergency Response Plans**
 - Address the policies, procedures, and actions/tasks to be taken in the event of an emergency
 - Committed to life and safety of employees

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What is Business Continuity Planning?

- **An on-going, coordinated program of strategies, plans and procedures that;**
 - Ensures critical resources are available in the event of a disruption to any part of the business,
 - Changes as the business changes.
- **Bridges the gap between a disaster and recovery.**
- **Identifies weak links in the flow of critical business processes and establishes procedures to minimize downtime.**

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Business Continuity vs. Disaster Recovery

- **Business Continuity Planning**
 - Targets prevention of interruption to mission critical business services
 - Is Global – covers all of an organization's critical business processes and operations
- **Disaster Recovery Planning**
 - Focuses mainly on information technology services
 - Is Specific – focuses efforts on specific software applications and hardware components

Will Focus on continuity planning while still leaving room to include disaster recovery plans

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The Goals of Business Continuity

- Protect PEOPLE first
- Minimize the extent of an interruption
- Limit financial losses
- Maintain customer confidence
- Satisfy regulatory requirements

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Secondary Benefits

- Team building
- Improved budget planning / justification
- Increased credibility
- Improved customer service / loyalty
- Quality/process improvements
- Transparency of costs and benefits

*Source: Continuity Insights and HP's *Executive Business Continuity Study (2005)*

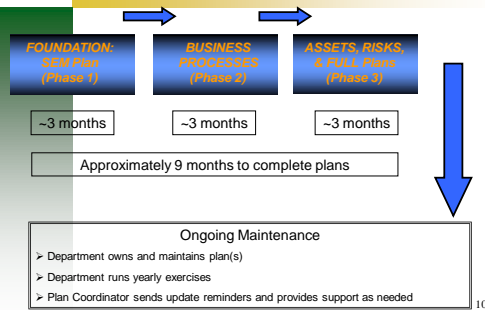
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Business Continuity Planning

Implementation Strategy

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Estimated Planning Lifecycle



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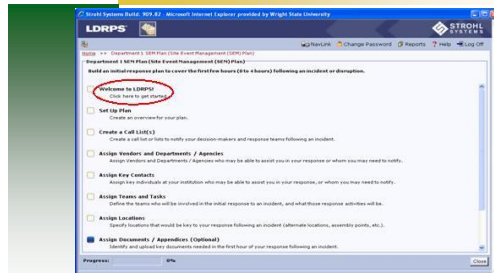
LRDPS Rollout

LRDPS PLAN MODEL ROLLOUT PHASES



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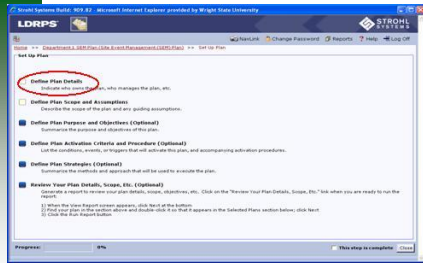
Continuity Planning with LDRPS



Planning is a Stepwise Series of Topical Areas

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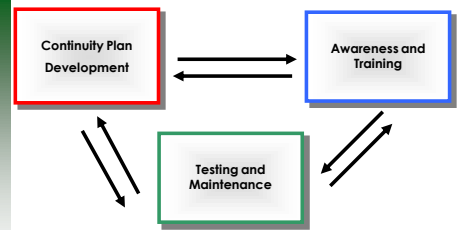
Continuity Planning with LDRPS



Check boxes and Progress Bars Shows you where you are at

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Business Continuity Planning Cycle



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Questions?

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Getting Started

Planning Teams
vs.
Plan Teams

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**Planning Teams vs. Plan Teams –
What's the difference?**

**Planning Teams or Plan Owner
Teams create and maintain plans.**

**Plan Teams execute the plans
during a disruption**

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Required Skillset for Planning Team

Members must

- Have detailed knowledge of the organization and its business operations
- Have the luxury of time to
 - gather information from various sources,
 - examine potential strategies,
 - coordinate logistics within the organization and
 - gather critical documents to support Plan execution
- Be committed to stay the course of plan development
- Collaborate with others inside and outside of the organization.

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Required Skillset for Plan Team

Members must

- Have action-oriented skills geared towards executing the underlying process or function under duress or less-than-normal conditions.
- Have leadership skills balanced by the ability to work with the larger Incident Response structure.
- Have their own up-to-date copy of the Plan
- Be familiar with the mission and methodology of the Plan
- Participate in the testing of the Plan
- Understand their role in the execution of the Plan

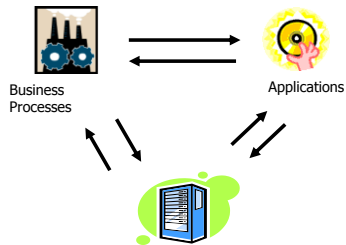
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Business Continuity Planning Software

- **LDRPS = “Living Disaster Recovery Planning System”**
- Developed by Strohl/SunGard Systems
 - Used by over half of Fortune 500 companies
 - 26 of top 30 insurance companies
 - 12 of top 15 commercial banks
 - 7 of top 9 aerospace and defense companies

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Core Plan Components



Core Plan Components are inter-dependent

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