EXPECT THE BEST AND PLAN FOR THE WORST

Continuity of Operations for Agencies and Businesses

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Topics

• What is the risk?
• What is continuity and why is it important?
• Where do you start?
• What is in a continuity plan?
What is the risk?

- Natural disasters
- Man made disaster
  - Intentional
  - Unintentional
- Other
  - Cyber
  - Health
What is continuity?

The unbroken and consistent existence or operation of something over time.
Planned Preparedness = Successful Survival
Where do you start?

- Leadership support
- Planning team
- Set goals:
  - **Business**: Ensure that systems and processes are in place to support continuity in the event of a disaster.
  - **Agency**: Ensure that primary mission essential functions continue to be performed in the event of a disaster.
Needs & Risk

• Identify needs
  – Employees
  – Clients/Customers

• Identify critical business processes

• Identify and assess risk
  – Risk identification
  – Risk analysis
  – Risk evaluation
### Needs & Risk

<table>
<thead>
<tr>
<th>Threat</th>
<th>Office Location</th>
<th>Function</th>
<th>Probability</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Everett</td>
<td>Seattle</td>
<td>Snoqualmie</td>
</tr>
<tr>
<td>Geological</td>
<td></td>
<td></td>
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<tr>
<td>Earthquake</td>
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<td>3</td>
<td>3</td>
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<tr>
<td>Landslide/Mudslide</td>
<td>0</td>
<td>0</td>
<td>0</td>
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<tr>
<td>Tsunami</td>
<td>1</td>
<td>2</td>
<td>0</td>
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<tr>
<td>Volcano</td>
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<td>1</td>
<td>1</td>
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<tr>
<td>Meteorological</td>
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<tr>
<td>Drought</td>
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<td>2</td>
<td>2</td>
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<tr>
<td>Extreme Temperatures</td>
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<td>2</td>
<td>2</td>
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<tr>
<td>Flood/Seiche</td>
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<td>1</td>
<td>3</td>
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<tr>
<td>Lightening</td>
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<tr>
<td>Winter Storm</td>
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<td>Wildland Fire</td>
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<td>1</td>
</tr>
<tr>
<td>Wind Storm/Tornado</td>
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<td>1</td>
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Business Impact Analysis

The process of analyzing the effect of interruptions to business operations and functions.

- What processes or functions are performed?
- How can those processes or functions be impacted?
- How long can the business or agency be impacted before it is unacceptable?
- What resources do you need?
Continuity Plan

• Identify:
  – Plan activation procedures, including authorities
  – Roles and responsibilities
  – Processes
  – Mutual aid or other type of agreements
  – Required resources and sources.
Continuity Plan

- Employee preparedness
- Office preparedness
- Training
- Go-bag

“I think my spell-checker is broken. It keeps changing luck to p-re-p-a-r-a-t-i-o-n.”
Recovery

• Develop strategies to continue critical business processes.
• Insurance/Inventory
  – Banking, financial
  – Office equipment, structures
• Documentation
• Repairs and restoration
• Employee assistance
Take Aways

• Leadership driven exercise
• Practice personal preparedness
• Develop office preparedness
• Identify weaknesses

“Everybody has a plan until they get punched in the face”.

You’re more prepared now than an hour ago!
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