

# Business Continuity Planning- An Overview

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# Agenda

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- ❑ Overview of BCP
- ❑ BCP Process Fundamentals
- ❑ Practical Application/ Best Practices
- ❑ Questions and Answers

# MBR Training and Consulting

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- ❑ Portland Oregon based
  - ❑ Combined over 100 years of experience
  - ❑ Training/ Executive Coaching
  - ❑ Technology Consulting and Planning
  - ❑ Organizational Development
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- ❑ [www.mbrtc.com](http://www.mbrtc.com) 503-367-9945
- Contact us for initial no obligation consultation

# MBR Training and Consulting

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- Repeatable processes
- Results focused
- Hands-on Implementation

# Walt Duddington, ABCP, MBA

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- Nearly 30 years experience
- Telecommunications orientation
- Business strategies/ technology solutions
- Practical

# Evolution of Disaster Recovery Planning

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- ❑ From DRP → to Business Continuity Planning
- ❑ Focused on Business Processes
- ❑ “Canned” Solutions Availability

# Why Plan?

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- ❑ Expectation by organization's leadership of 100% availability
- ❑ Criticality of technology to daily operations, competitive equality, and competitive advantage
- ❑ Risk of shareholder, client litigation
- ❑ Regulatory compliance (SOX, HIPPA, various privacy)

# Why Plan?

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- ❑ Most common disruptions are preventable
- ❑ Cost of downtime is significant
- ❑ Risks are better-known and probability of occurrence is accepted
- ❑ Planning for restoral of normal operations can include more than technology



# Current Status of Preparedness

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- ❑ 48% “somewhat or not prepared”
- ❑ 54% rated improving preparedness “very critical”
- ❑ Of the 54%, half “very critical” to improve recovery time of operations

# Causes of Downtime

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- Power Failure 42%
- IT Hardware Failure 31%
- Network Failure 21%
- IT Software Failure 16%
- Human Error 16%
- Natural Disasters < 12%
- Terrorism 4%

# Law Offices

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- Top Management Commitment and Support
- Critical Business Function Identification
- Mitigate-as-you-Go
- Develop BCP for All Other Risks
- Incorporate BCP for all Processes and Technologies
- Test, Revise, Re-Do, Update

# Process

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- ❑ Top Management Support
- ❑ What is the Scope?  
Planning “Key Scenario”
- ❑ Establish Cross-functional Team
- ❑ What’s Already Done? Adequacy?
- ❑ Seek “quick hit” fixes

# Process

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- ❑ Identify critical functions
- ❑ Business Impact Analysis:  
Calculate the Cost of Downtime
- ❑ Prioritize Activities
- ❑ Implementation

# Quick Hits

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- Physical Access Security
- Office Evacuation
- PC passwords, anti-virus,
- Network security
- Call Out Lists/ Notification Lists
- "Shelter-in-place"
- Employees' Families/ Notification
- Diversify Suppliers/ Who to Call

# Quick Hits

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- Phone Tree
- Alternate/ Temporary Office Space
- Replacement of Vital Equipment
- Leadership Succession
- Data Backup and Recovery
- Power Backup
- Public Communications

# Benchmarks- Readiness

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- We've committed time and resources to complete a BIA, and understand the impact of a disaster on our assets and firm
- We are comfortable with what we know or don't know
- We never have done a BIA and we don't know the impact of a disaster



# Benchmarks- Implementation

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- We have a Team with a chain of command for when a disaster occurs, and we have rehearsed and tested our plan
- We have a Team, but responsibilities are not fully defined
- We do not have a Team

# Benchmarks- Procedures

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- We have a list of procedures, updated and in the hands of trained staff
- We have procedures
- We do not have procedures
- We have not conducted any drills or tests

# Resources

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FEMA

BOMA

Grainger Industrial Supply

OSHA

SBA