



Business Continuity

And

Disaster Recovery Planning

Michelle Hoffert

VP, Director of Technology

What's the Big Deal?



What's the Big Deal?



- Business Continuity:

- Resilience
- Recovery
- Contingency



■ Resilience

- Heard of Safety through design?
- Design systems and operations to keep going
 - ◆ Eliminate/mitigate the risk where possible
 - ◆ Redundancy (N+1)
 - ◆ Cross Training


- Recovery

- Restoring business systems and functions that have failed



- Contingency
 - Best laid plans . . . (there's always something)





**WHEN WILL YOUR PLAN GET
USED?**

- Hurricane
- Earthquake
- Tornado
- Flood
- Snow/Ice Storm
- Pandemic
- Wildfire



- Machine/Hardware Failure
- Power Outage
- Pipe burst (or toilet)
- Vendor Outage
- Localized Accident
- Theft
- Vandalism

Emerging Risk/Response

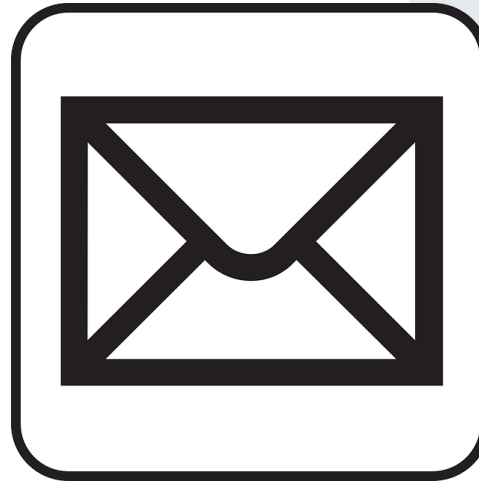
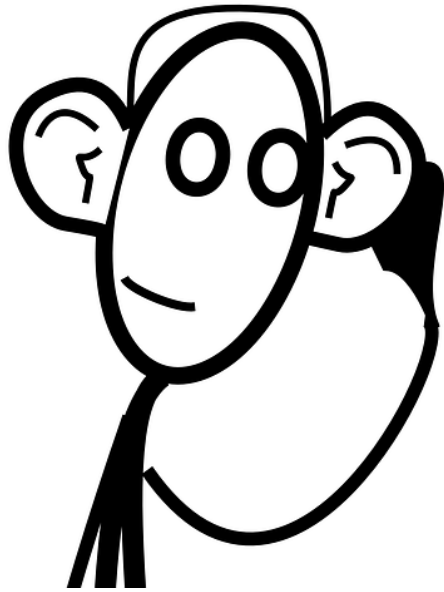
- Data Breach
 - Privacy Infringement
 - Social Media
- 



WHERE PLANS FAIL

Communication

- (or lack there of)



Communication: Who

- Management Team
- Employees
- Vendors
- Clients
- Business Partners



Communication: How

- Loudspeaker
- Email
- Telephone
- Text Message
- Social Media
- Website



Did You Test It?



Is it Complete?

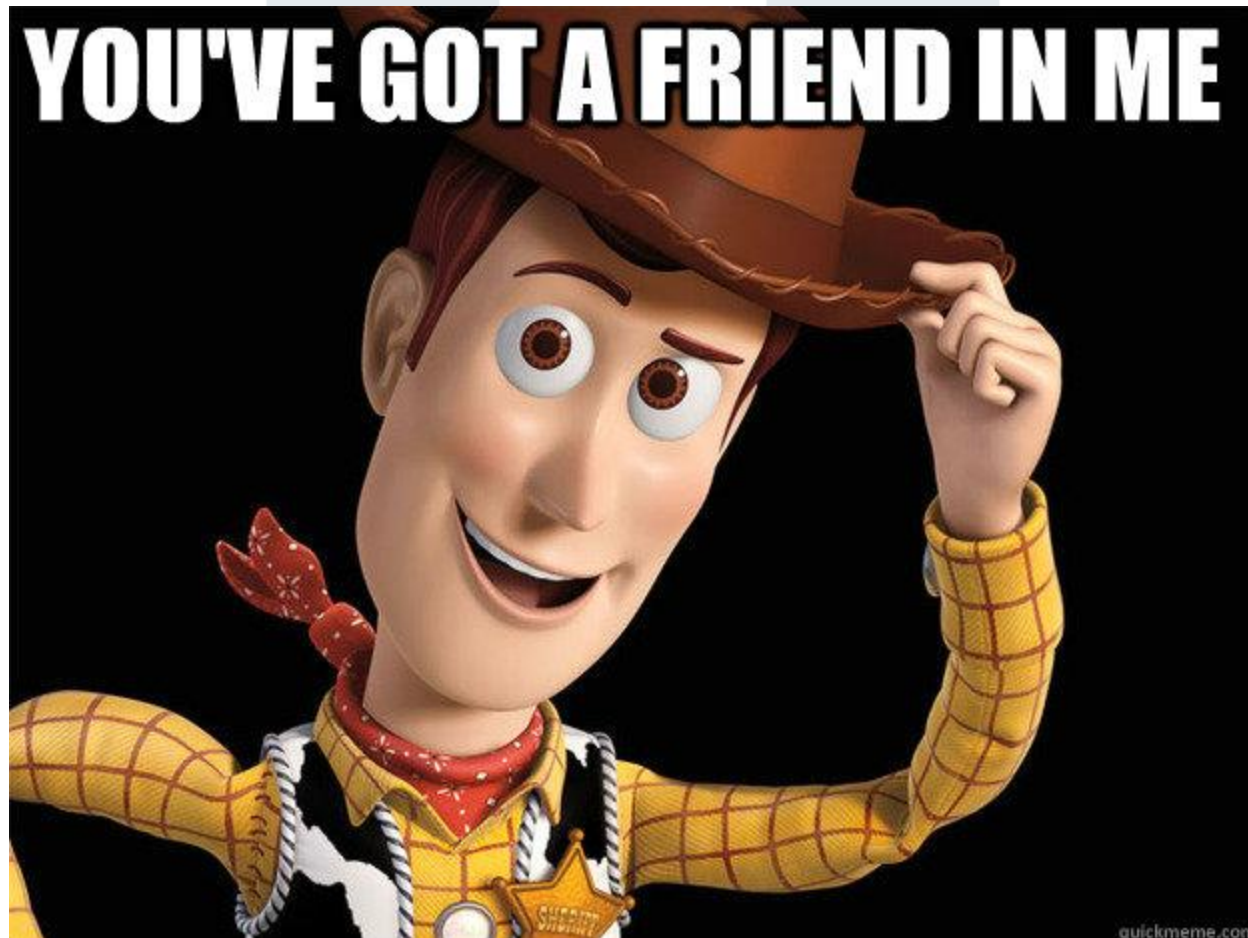
- Did you clearly define:
 - Roles
 - Functions
 - Materials
 - Communication Strategies
 - Costs
- Did you properly identify risks?

When Was Your Last Revision?

- Added an office?
- Infrastructure changes?
 - Desktops, servers, machines, vehicles, etc.
- Moved to a cloud service?
- ISP changes?
- New building maintenance?
- Employee changes? (especially key roles)
- Changes in regulatory requirements
 - Environmental

How About Your Support?

- Vendors



The Work From Home Myth



The Work From Home Myth



Is Your Plan Usable?



Did Your Plan go Beyond its Creator?



copyright © 2013-01-01 : sean dreilinger : <http://durak.org/sean/>

Are All Key Roles Involved?





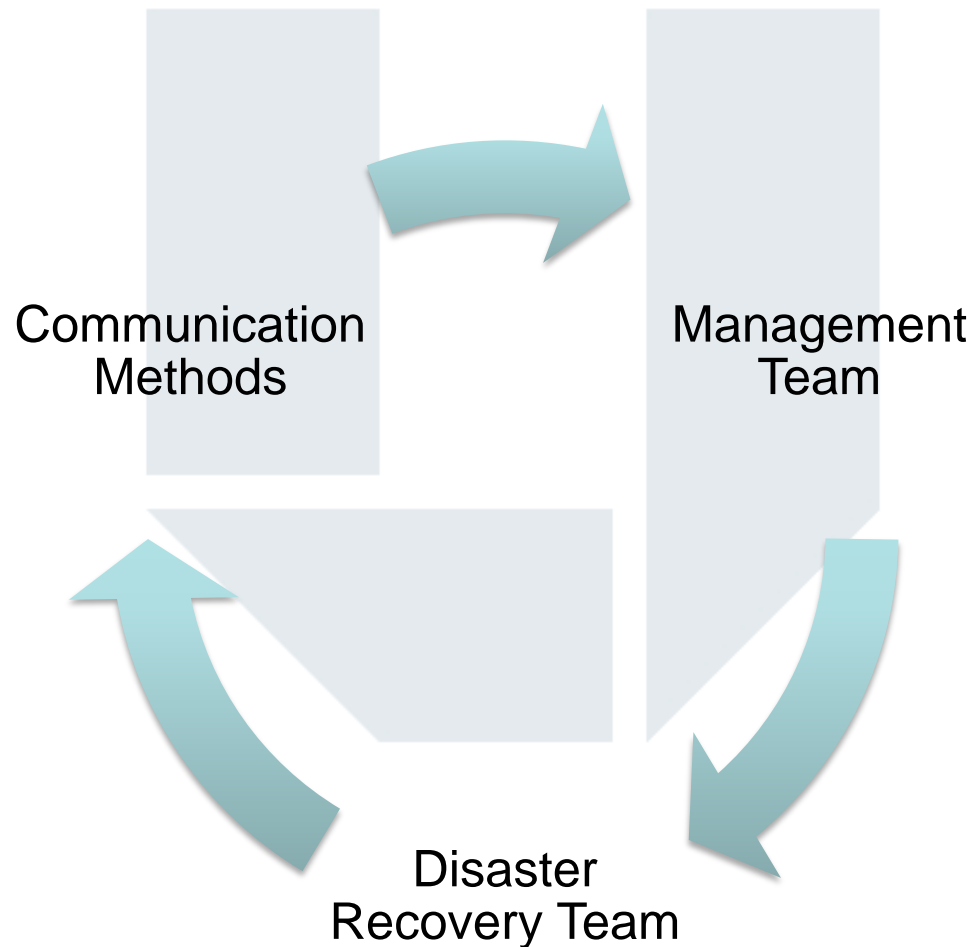
SUCCESSION PLANNING

It Takes Some Thought

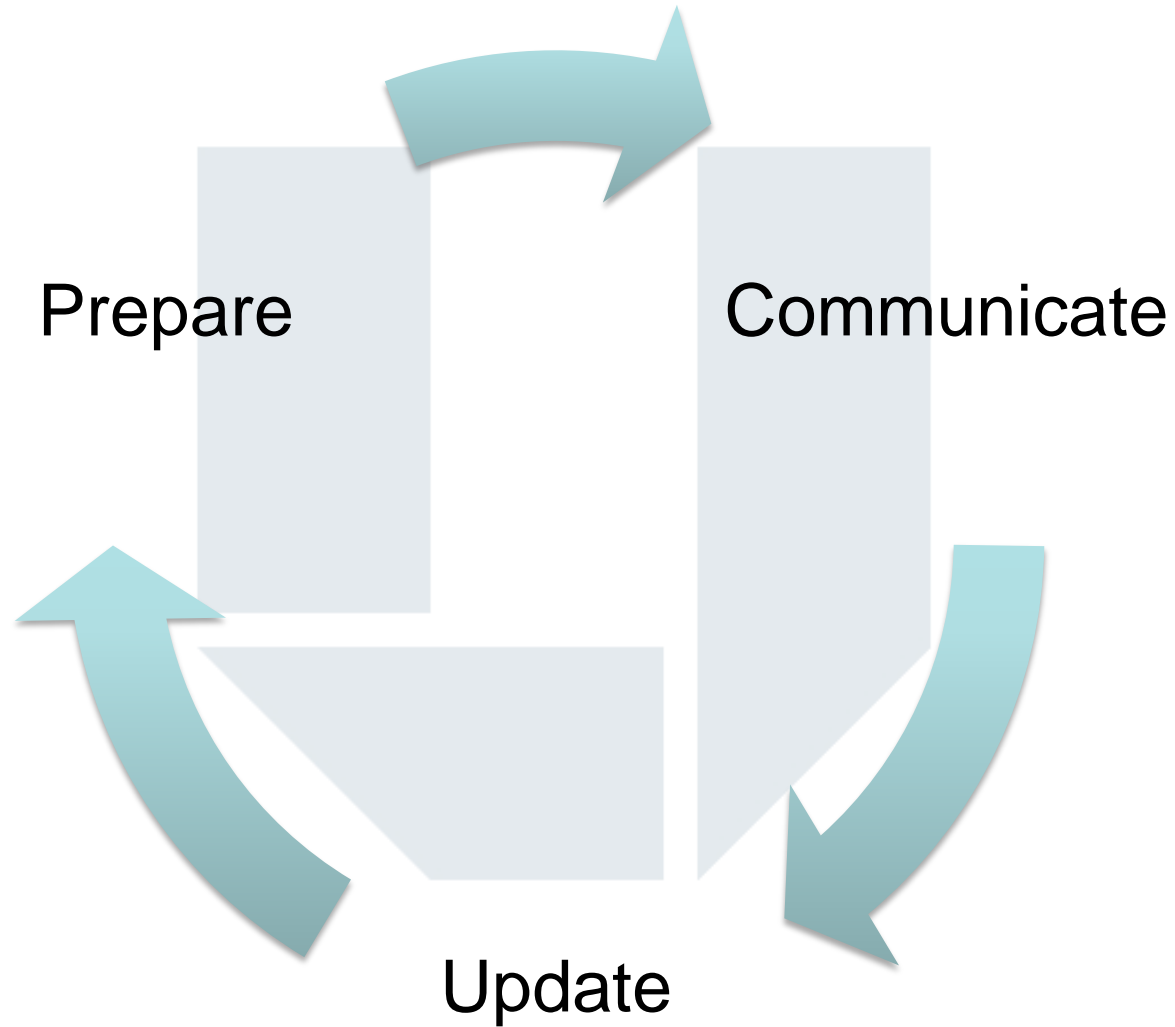
- Continual Strategic Planning
- Identify Potential Leaders
 - Provide resources needed to grow
- Value Added Assets
 - Employee will see themselves as

Roles & Responsibilities

- Continual changes in



Planning Never Ends





DURING THE EVENT

Document!

- Prevent losing things in the shuffle!
- Prevent exposure to security/safety vulnerabilities
- Prevent further issues because of break in dependency chains

Above all else . . .

- Learn from each other!



- Disaster and crisis management apps
 - Disaster Radar (Global): Free
 - Hurricane Tracker (USA): \$2.99
 - Shelter View (USA): Free
 - Emergency Radio (USA): \$0.99
 - FEMA (USA): Free
 - Outbreaks Near Me (USA): Free
 - Red Cross: First Aid, Tornado, Hurricane, Earthquake, Wildfire (USA): Free