Business Continuity Planning

An introduction to continuity planning
What is Business Continuity

Short answer....

The ability to maintain YOUR operations and services in the face of a disruptive event or unexpected loss of People, Locations, and/or Things.

What if you don’t respond quickly and effectively to an event?

You risk: Reputation, Funding, Research, Patient Care, Service Offerings
What to expect immediately following an incident pre-Covid

First - everyone needs to be safe, evacuate or shelter in place.

Next, Emergency Responders come to stabilize the scene.

Then, Crisis Management will communicate with stakeholders and take appropriate steps to minimize the impact of the event.

Finally, you can activate your business continuity plan and begin to recover services (Critical Functions).

Preparedness Phase

Bad Thing!

Activity

Time

Incident Timeline
In a pandemic situation, the emergency and crisis response is prolonged and overlaps with recovery efforts.

We are still in the Emergency Response phase and must try to continue to provide services with reduced resources (People, Places, Things).
So if you experience an unexpected loss of people, or you can’t get to your building, or you lose all your data...

What will you do?

Well, hopefully you have a business continuity plan you can activate.

No plan? No problem...read on to find out how to create one.

But first, let’s look at what you could lose in an event and what can get in the way of recovery...
In any given event, you will experience loss of:

**People**
Individuals who directly or indirectly support a given process, function, or department

**Things**
Physical resources, including electronic and virtual resources

**Locations**
The physical environment in which people perform their work using the things they need.

Think about your department and ask yourself, what are the things you could actually lose - Computers? Workspace? Institutional knowledge? Specialize equipment? Research?
Also, think about restrictions that could impact how quickly you can recover:

**Time**
How much time do you have to recover a service? Is it a day, a week, a month before grave consequences set in? What are those consequences?

**Cost**
How much money will a department have to recover a service? Will there be more or less money available to you to recover services?

**Scope**
Do you want to try to recover all of your services? Or are there certain things that we want to focus on (Critical Functions).
The constraints of loss & restriction set the bounds for everything we will do to plan for and recover from disaster. They come together and combine to create what looks like an aperture.
All planning takes place within the aperture of anticipated loss and restrictions.

All recovery takes place within the aperture of actual loss and restrictions.

The goal of planning is to improve the Capabilities Triangle - Improve your Resources, Procedures and Competencies so that you can recover services quickly.
A closer look at the Capabilities Triangle

After a disruption or event, you will need three things to recover:

**Resources**
- Resources are the “What” of recovery:
  - Equipment
  - Hardware
  - Software/applications
  - Space/locations
  - Staffing
  - Supplies
  - Vital records

**Procedures**
- Procedures are the “How” of recovery:
  - Assess
  - Communicate
  - Establish locations
  - Mobilize
  - Prioritize
  - Reestablish services

**Competencies**
- Competencies are the “way we will recover:
  - Crisis Fortitude
  - Leadership
  - Shared vision
  - Teamwork
So how does this all fit into creating a plan?
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- Step 1 Discovery phase - we need to set your Guiding Principles
  - What do you do
  - Why do you do it
  - What would you do if you couldn’t do it any more
  - Who are your stakeholders
  - What will be important in a post disaster situation
Step 2: Service Recovery Strategies

- Step 2 Explore Service Recovery Strategies - Once we know what you do and why you do it, we can look through the Aperture of Loss and Restrictions to create strategies to protect your services
  - Loss of Staff - what happens if you don’t have the right people
  - Loss of Applications and equipment - what if you don’t have your Stuff
  - Loss of Building - What happens if you can’t get to your building?
Step 3: Increase Capabilities

- Step 3 - Increase capabilities on Resources, Procedures, and Competencies
- Resources - Develop recovery strategies or workarounds
  - Think about the resources (things, people, places) your team will need to recover from disaster, it is important to think about them. Your people are going to need software, equipment, supplies and other resources to use at the time of disaster
- Procedures - develop actions to implement recover strategies
- Competencies - Increase Competencies
  - Crisis Fortitude
  - Leadership
  - Shared Vision
  - Teamwork
Ready to get started?

Contact us to set up an initial meeting:

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