

.nz Business Continuity Plan

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What Is a BCP

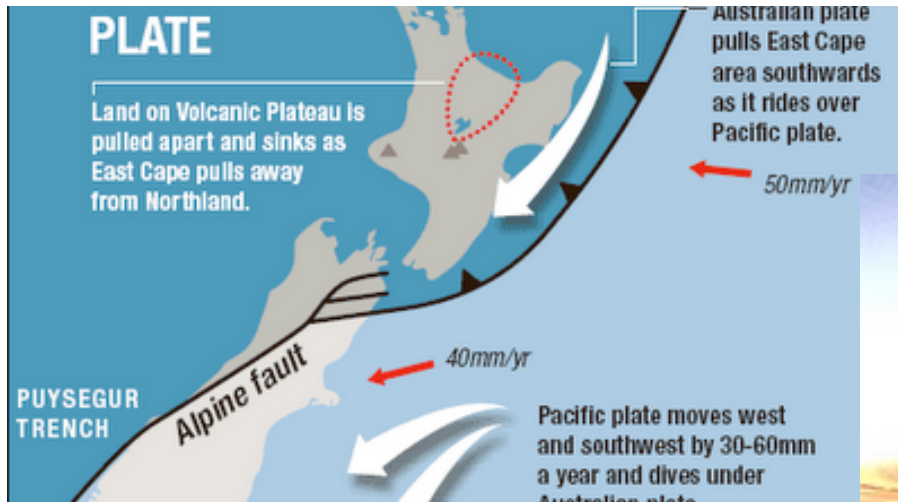
“An ongoing process supported by senior management and funded to ensure that the necessary steps are taken to identify the impact of potential losses, maintain viable recovery strategies and plans, and ensure the continuity of operations through personnel training, plan testing, and maintenance.”

NFPA 1600 Standard on Disaster/Emergency Management and Business Continuity Programs, 2004 Edition

Or simply - how to stay in business when a catastrophic event strikes!



Why Do We Need a BCP?



How To Implement a BCP?

You need a Business Continuity Management Framework First!

The .nz BCP is based on international good practice guidelines:

- Business Continuity Institute's BCM Good Practice Guide
- Australia/New Zealand Business Continuity Management Handbook (HB 221:2003)



General Information About Our Plan


- What's in the BCP folder?


- ✓ Emergency Handbook – first response, quick referral paper, key contacts
- ✓ BCP - CD
- ✓ BCM manual, including:
 - ✓ IT DR Plan
 - ✓ Event scenarios & Recovery strategies

- How to use

- ✓ Guide - need to tailor a plan to deal with the unique set of circumstances of the day
- ✓ Create plan - use strategies and event scenarios as a guide

 *Risk to people*

 *Something to take notice of or consider*

 *Policy or must do instruction*



Business Continuity Plan Overview

Emergency Management Phase

- Emergency Management Process
- Notification & Reporting During Emergency Phase
- Safety Issues
- People or facilities at immediate physical risk

Business Recovery Phase

- Business Recovery Process
- Notification, Invocation, & Escalation
- Communications
- Equipment Protection And Salvage
- Emergency Procurement Procedures
- Business Continuity Events
- Considered response



Emergency Management Phase

1. Assemble Emergency Management Team
2. Assess the situation & potential business impact
3. Notify key staff
4. Notify authorities / emergency services
5. Communications
6. Complete initial reports
7. Maintain event log



Applicable to situations where there is an immediate and present threat to the safety of personnel, major facilities, or the Emergency Services are involved.



Emergency Management Phase

1. Who are you going to call? (Assemble Emergency Management Team)



- Contact the team members
- Appraise them of the situation
- Assemble at a specific physical location or meet by electronic means
- Emergency activity planning



Travel in a disaster situation should only be undertaken if it is safe to do so and under the guidance of the Emergency Services.



Emergency Management Phase

2. Assess the situation & potential business impact
 - Gather facts – who, what, when, where, how
 - Use emergency checklist
 - Who has been affected
 - The extent of damage
 - The likely recovery time



In the event of a serious emergency the first priority is protecting human life and welfare, and then the minimisation of the emergency situation, the elimination of the threat or of harmful factors, and the restoration of critical services.



Emergency Management Phase

3. Notify key staff
4. Notify authorities / emergency services
 - How to contact
 - Emergency procedures
 - Emergency evacuation Procedures



See also back of Yellow Pages



Emergency Management Phase

5. Communications

- Prepare key messages
- Brief Spokespeople
- Communicate with stakeholders



Keeping people informed is one of the most important activities in an Emergency situation. It is crucial that information released is both accurate and timely.



Emergency Management Phase

6. Complete initial reports
 - List of recovery activities
 - Emergency assessment form
 - Emergency checklist

7. Maintain event log



All staff and board members should create and maintain a log of their own once they become aware of an Emergency situation pending clarification of who is in control from an organisational perspective - it could be you!



Business Recovery Phase

- Mobilise the Business Continuity Teams
- Assess Extent of Damage & Business Impact
- Prepare a Specific Recovery Plan
- Monitor Progress
- Keeping People Informed
- Transition Back to Normal Operations
- Conduct Review and Prepare Report



The Business Recovery procedures are applicable to situations where there is NO immediate or present threat to the safety of personnel, major facilities, and the civil Emergency Services are NOT involved.



Business Recovery Phase

- Appointment of BCM Manager
- Mobilise the Business Continuity Teams
 - ✓ Business Continuity Management Team
 - ✓ Facilities Team
 - ✓ Information Technology Team
 - ✓ Administrative Support Team



Taking care of our people is a very important task and should receive the highest priority immediately following the Business Continuity event.

- ✓ One person can have several roles



BCM Team

- Members
 - ✓ BCM Manager (Leader)
 - ✓ Facilities Coordinator
 - ✓ Information Technology Coordinator
 - ✓ Administrative Support Coordinator
 - ✓ IT Supplier Representative
 - ✓ NZRS Board Chair
- Overall co-ordination
- Decision making



Facilities Team

- Members
 - ✓ BCM Manager (Leader)
 - ✓ Facilities Coordinator
 - ✓ Information Technology Coordinator
- Damage Assessment
- Facility Recovery



Information Technology Team

- Members
 - ✓ Information Technology Coordinator (Leader)
 - ✓ Facilities Coordinator
 - ✓ IT Supplier Representative
- Restoration of computer systems and applications
- Technical advice and support to the Business Continuity Management Team and registrars as required.



Administrative Support Team

- Members
 - ✓ Administrative Support Coordinator
- Assisting with paperwork
- Assist with the detailed damage assessment and insurance procedures
- Determine the status of staff working at the time of the disaster
- Arrange counseling services
- Assist the individual Team Coordinators to locate potential team members
- Coordinate food and sleeping arrangements
- Provide support to track time and expenses related to the disaster
- Provide delivery and transportation services as required
- Provide public relations and communications support for the BCM Manager
- Assist in contracting with outside parties



Business Recovery Phase

Notification, Invocation, & Escalation



Business Recovery Phase

Communications

- Staff & directors
- Shareholder
- Domain Name Commissioner
- Civil Authorities
- Sources of funding
- Registrars
- Media
- Suppliers and Vendors



Communications management is essential to control rumours, maintain contact with the media, emergency services and vendors, and reassure staff, the public and other affected stakeholders.



Training, Testing & Maintenance

- Training
 - Should be ongoing and part of induction process
- Regular Testing
 - BCP Plan walk through
 - Wellington DRP test
 - Auckland DRP test
 - Telephone Tree
- Maintenance
 - Plan will become obsolete unless regular maintenance is performed



Business Continuity Event Scenarios

- Description
- Likelihood/Impact
- Consequence
- Warning Signs
- Prevention Strategy
- Priorities
- Contingency Strategy
- Recovery Strategy



Any questions?

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