Agenda

Business Continuity Strategy

• Key disaster scenario and planning assumptions
• Crisis management team and recovery team structure
• Recovery team activation
• High-level recovery walkthrough
• Critical application recovery time objectives
• Business recovery strategies
Key Disaster Scenario

1. Office is unavailable, but not destroyed
2. Systems are down, but not destroyed
3. Outage of at least 3 days, but not more than 30 days
4. Senior Staff work from home
5. A contingent of staff will be set up in an alternate worksite

Planning Assumptions

1. Decision makers will be available to work
2. Knowledgeable staff will be available to work
Crisis Management and Recovery Team Structure

- Executive Group or Board of Directors
- CRISIS MANAGEMENT TEAM LEADER
  - CEO/CFO/Incident Commander
- INTERNAL / EXTERNAL COMMUNICATIONS TEAM
- COMPLIANCE TEAM
  - Corporate Communications Team
    - Comms Director
  - Human Resources Team
    - HR Director/Mgr
- IT TEAM
  - CTO
  - Recovery of impacted Systems
  - Office Recovery and Salvage Team
  - Mail/Overnight
    - Facilities
    - Remote user support
    - Alternar workspace setup
    - Normal operations
    - Helpdesk
  - Office Recovery and Salvage Team
  - Call Center
  - Call Center
- FACILITIES / PROTECTIVE SERVICES TEAM
- CORPORATE COMMUNICATIONS TEAM
  - Marketing Director
  - Comms Director
  - Editorial Services
    - Records
    - Consumer
    - A/P/A/R
    - Finance
    - Editorial Services
    - Education & Tools
    - Promotional Campaign Planning
- HUMAN RESOURCES TEAM
  - HR Director/Mgr
  - Staffing
  - Benefits
  - Payroll/Time Entry
  - Staffing
  - Benefits
  - Payroll/Time Entry
- IT TEAM
  - CTO
  - Recovery of impacted Systems
  - Office Recovery and Salvage Team
  - Mail/Overnight
    - Facilities
    - Remote user support
    - Alternar workspace setup
    - Normal operations
    - Helpdesk
  - Call Center
  - Call Center
- LEGAL TEAM
  - Chief Counsel
- CORPORATE COMMUNICATIONS TEAM
  - Corporate Communications Team
    - Comms Director
  - Human Resources Team
    - HR Director/Mgr
- FINANCIAL TEAM
  - CFO
  - A/P/A/R
  - Risk Mgmt
  - Wire transfers
  - Payroll
  - Benefits
  - Payroll/Time Entry
Short-term Crisis – 1-3 Days Outage – General Recovery Steps

- CMT/Incident Commander discuss options, action plan and communications strategy
- Comms Team sends notification to all offices and Staff
- Determine timing for status updates
- Senior Exec’s work from home, staff stay home with some exceptions
- Resolve local issue with standard problem resolution
- Send final return to work date/time communication to all impacted users and Senior Exec’s in each office
- Fail systems over as needed, continue on going failover analysis based upon situation
- Support remote users
- Restore local systems
- Fail back to Primary Location
Primary Location Unavailable (longer than 3 days) – General Recovery Steps

- Assemble CMT and other recovery teams as needed
- Notify Alternate Location to prepare for influx of personnel. Exec’s work from home or go to Alternate Location
- Set up additional local workspace as needed
- Expand recovery of critical functions as needed
- Recover office, return to work

- Systems fail over to DR site
- Set up all workspace with workstations, network gear, etc
- Support remote users
- Recover primary systems when possible
- Fail back to Primary Location

- Primary Location Unavailable

- Mgmt
  - Hold daily CMT meetings, prepare status report from all teams to present to Executive team

- Exec’s
  - Hold daily meetings to discuss critical dates and timing

- IT
  - Support remote users
  - Recover primary systems when possible

- Admin
  - Other offices notified of crisis, instructed to implement recovery procedures on behalf of impacted office as needed

- Hold daily meetings to discuss critical dates and timing
  - Per agreed upon timing, update emergency website, hotline and yourcompany.com with updates and send regular communications to Company

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Regional Disaster – General Recovery Steps

- Assemble CMT and other recovery teams as needed
- Other offices notified of crisis, instructed to implement recovery procedures on behalf of impacted office as needed
- Set up alternate workspace in alternate location, notify users
- Mail redirected to alternate location if possible, then to alternate site as it is established
- Establish emergency response group to respond to Sr. Exec's/staff's requests
- Expand workspace and recovery of critical functions as needed
- Recover office, return to work

Admin

IT

Regional Disaster

Admin

IT

Mgmt

Exec's

Hold daily CMT meetings, prepare status report from all teams to present to Executive team

Per agreed upon timing, update emergency website, hotline and yourcompanyname.com with updates and send regular communications to Company

Hold daily meetings to discuss critical dates and timing

Systems fail over to DR site

Set up alternate worksite with workstations, network gear, etc

Support remote users

Recover primary systems when possible

Fail back to Primary Location

Hold daily meetings to discuss critical dates and timing