



# Business Continuity Program Update

Finance and Insurance Committee

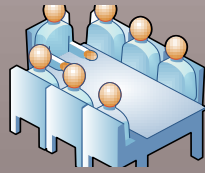
Item 6c

December 8, 2014

# Outline of Presentation

- Emergency Management Program Overview
- Business Continuity Program management
- Business Recovery Exercise program
- Business Impact Analysis
  - Scope
  - Recommendations
- Next steps

# Emergency Management Working Group



Emergency Response  
WSO

Business Continuity  
CFO

Disaster Recovery  
IT



Reporting

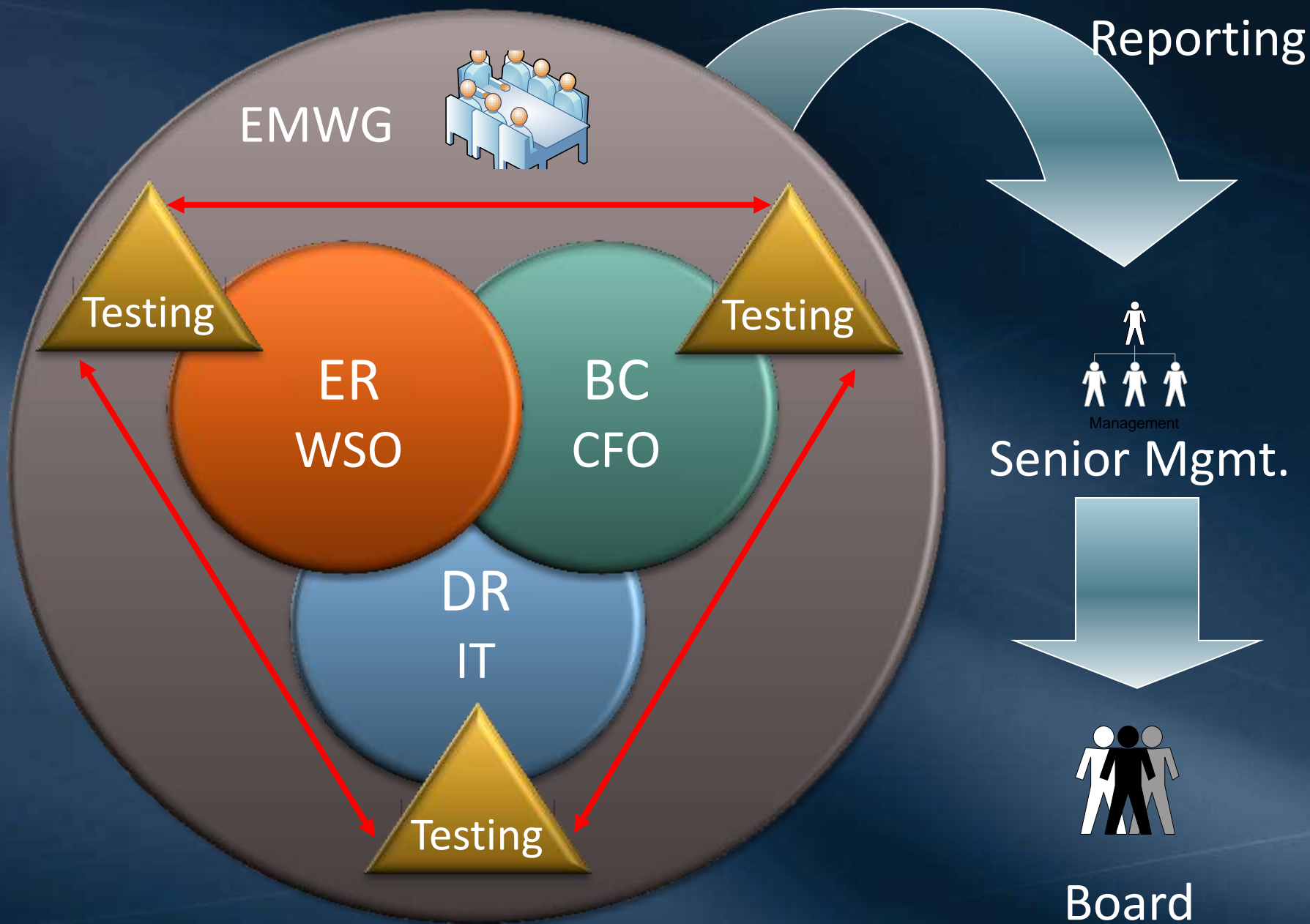


Management

Senior Mgmt.



Board



# Phases of Emergency Management

## Business Continuity Activation

### Response

- Notification
- Mobilization

- Damage Assessment
- Decision (activate, wait, or resume normal operations)

### Recovery

- Initiate Business Continuity Plan
- Recover critical business functions

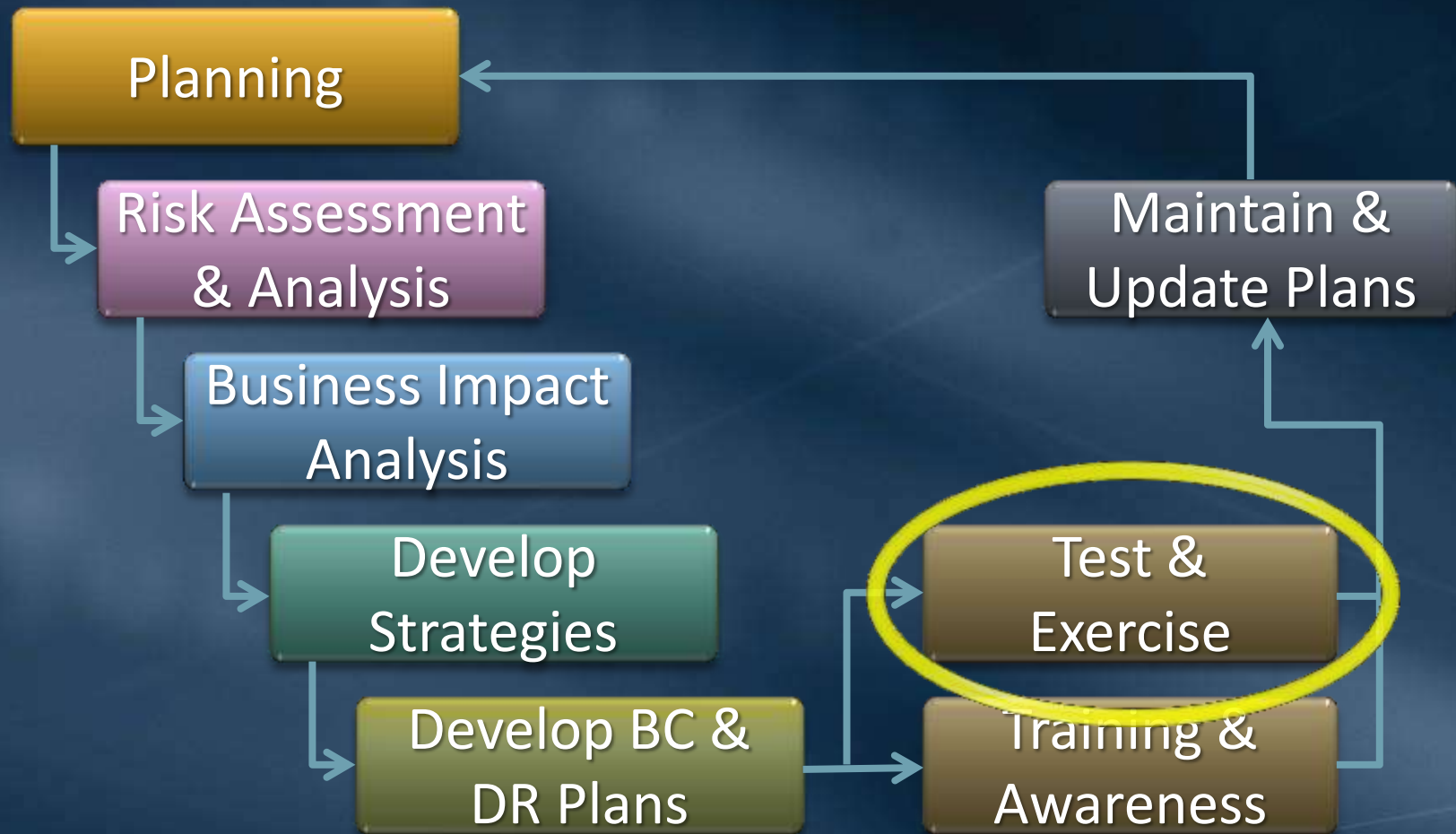
### Expansion

- Expand to meet long term recovery needs

### Return

- Return to normal operations

# Business Continuity Management



# Business Recovery Exercise

## ● Background

- Conducted annually since 2007
- Full activation of DRF in coordination with ITDR
- Focus critical applications
- Rigorous exercise scripts

## ● 2013 Results

- 300 business process transactions
  - 38 issues – 21 resolved during the exercise
  - 17 remaining issues – resolution identified
- Compare favorably with prior years

# Business Continuity Management





# Business Impact Analysis

## Purpose

- Determine impact(s) of disruption over time
  - Nine impact categories
  - Six impact ratings
- Identify and prioritize
  - Mission Essential Functions (MEFs)
  - MEF organizations / owners
  - Required resources
- Provide direction on scope
  - Business Continuity Plan
  - Disaster Recovery capabilities

# Business Impact Analysis

## Resource Requirements

The following data points were collected:

1. Staffing Ramp-up
2. Applications / systems
3. Equipment and Supplies
4. Vital Records
5. Process Dependency
6. Vendor Dependency

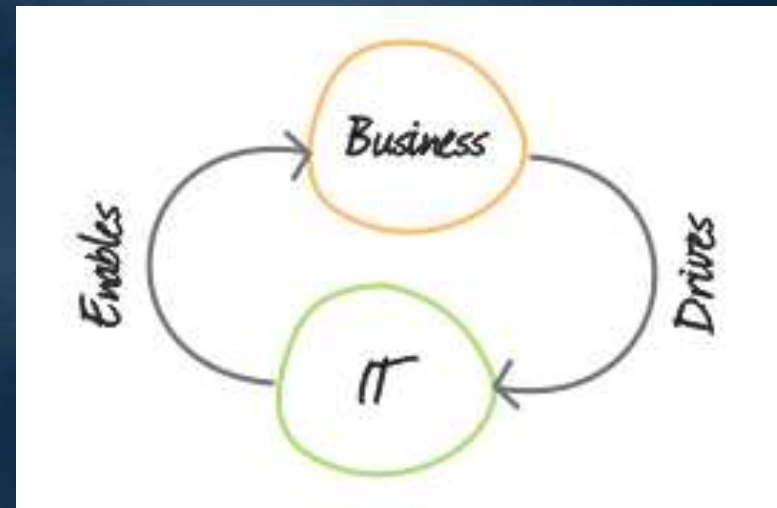


# BIA Recommendations

Align Recovery Capability with Business Requirements

Gap Analysis should be performed to align IT resources with BIA requirements

- Confirm critical applications
- Refine requirements
- Determine budget and resources for Disaster Recovery



# BIA Recommendations (cont.)

## Update Business Continuity Plans

The BIA Survey collected all key foundational elements for Business Continuity Plans for every organization within Metropolitan.



# BIA Recommendations (cont.) Formalize Business Recovery Site Strategy

The BIA provides foundation to begin understanding the work space requirements should a large location like Union Station become unavailable

- Staff required to recover business processes
- Timeframes for recovery
- Resource requirements

Compare BIA data against recovery site capabilities to develop site strategy

# BIA Recommendations (cont.)

## Business Continuity Program Exercises

Exercises should be conducted that validate how the recovery strategies are translated into the Business Continuity Plan.



# 2015 Next Steps

Develop / update BC Plan organization charts

January – March

Complete BC Plan templates for each department / group

February – June

Submit BC Plan drafts for department / group approval

March – July

Consolidate BC Plans for EMWG and executive management approval

July – August



# Questions