



# Business Continuity Program Update

Finance and Insurance Committee

Item 6a

January 8, 2018

# Agenda

- MWD Business Continuity Program
  - Overview and objectives
  - Enhancements
  - Accomplishments
- Next steps

# Business Continuity Program Overview

## Disaster Phases & Inter-relationships



# Business Continuity Program Overview

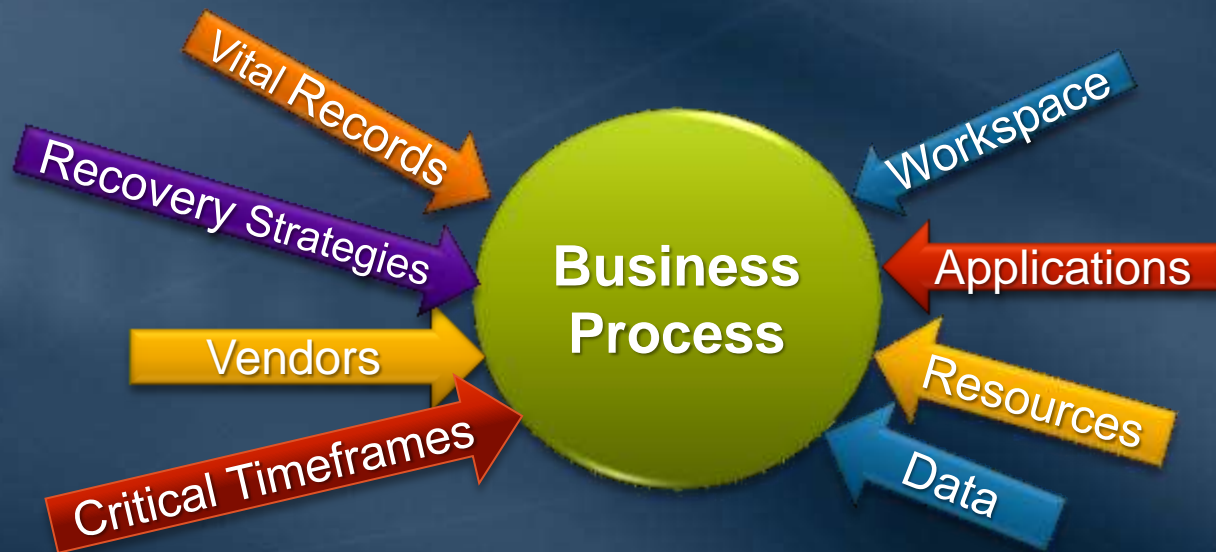
- Plans address business impacts
- Recovery strategies address:
  - Loss of facility
  - Loss of technology
  - Shortage of staff



# Business Continuity Program Overview

## Business Impact Analysis (BIA)

- Identifies critical business processes & their requirements
- Criticality based on operational & financial impacts



# Business Continuity Program Objectives

Goal: Build a culture of preparedness & resiliency

- Create awareness
- Educate
- Build relationships
- Keep it simple
- Increase collaboration

# Business Continuity Program Enhancements

- BIAs conducted for business processes
- Program aligned with industry best practices
- Recovery Time Objectives (RTO)
- Recovery Point Objectives (RPO)
- Reduced the number of plans from 81 to 31
- Simplified BC software and plan output
- Developed BC SharePoint site

# Business Continuity Program Accomplishments

- Conducted 12 tabletop exercises.
- Met with each group/unit/department to update their plans.
- Took over administration of Emergency Notification System.
  - Expanded use for employee-wide communications
  - Test conducted in October (81% response rate)
  - Steering committee formed
  - Board test scheduled on January 24, 2018



# Next Steps

- Plan updates with a special focus on communications.
- Conduct tabletop exercises using a scenario-based disaster and combine similar areas.
- Communicate with member agencies to share MWD's business continuity plan to lay the foundation for collaboration and sharing of resources.

