

Sample email to Department Representative assigned to participate in the plan development interviews

Department Representative name

Thank you for agreeing to participate in our pilot business continuity project.

We are scheduling in-person interviews **Date** to conduct the first step in this process – a business impact analysis. The purpose of the interviews is to identify your department's mission critical services and processes and the key services that support them.

The in-person interviews will take approximately 60 - 90 minutes. If needed, we will follow up with you or conduct phone interviews for those who were unable to attend the session.

Our team will capture all the information from the interviews to assist in the development of your business continuity plan. During the interview we will have 3 of our team members participate to facilitate the interview as well as document the information from our meeting.

In preparation for the interview, please take a few minutes to consider the following:

1. If your primary workspace (offices, patient care area, research area, etc.) were unavailable for 5 days, what services and processes would need to be resumed at an alternate location? In 4 hours? In 24 hours?
2. What IT applications, supplies and equipment you would need to resume those services and processes at an alternative location?
3. Does your department have any pre-existing policies, procedures or other documents that should be incorporated into your plan (e.g. downtime procedures, supply par level lists, department-specific emergency procedures)

If you believe it is necessary, please feel free to invite other departmental personnel present to assist in providing the plan development information we will need.

For questions regarding our project or the interview, please contact me anytime at **phone number**

WHAT IS A BUSINESS IMPACT ANALYSIS?

A business impact analysis assists in identifying your department's mission critical services and processes and the key services that support them. As part of the analysis we assess the impacts that an interruption of these services would cause to our patients, staff and community. Examples of the impacts we are measuring include Patient Safety, Operational (Research, School of Medicine and Hospital), and Financial.

WHAT IS A MISSION CRITICAL SERVICE/PROCESS?

It is **not** your department name or title.

It includes the activities your department carries out that when non-operational would have a significant adverse impact to our organization. Consider what the three most important things that your department does each day. Think about what processes or IT software applications are needed to carry out those services and processes. Consider applications such as EPIC, or direct process dependencies (e.g. lab results, student registration or physician orders) rather than enterprise services that apply to all departments. (e.g. internet access or power)

HOW DO I PREPARE?

Please review the three considerations provided. Invite all key department staff (Manager, Admin Director, Chair) that would help round out the information needed for your plan.

HOW LONG DO I HAVE?

In order for the team to conduct the data analysis and submit our report, we will need to complete the data gathering, follow ups, and adjustments by the middle of November.

FOLLOW UPS

After the in-person interviews, we will follow up with you or conduct phone interviews for those who were unable to attend the session if needed.

There may be some research involved in answering a few of the questions. If you do not have access to that information, we ask that you provide us with the appropriate person to follow up with and attain that answer.