

Business Continuity Development Action Plan

Project Initiation and Governance

1. Scope the effort	<ul style="list-style-type: none"> • Determine who owns responsibility for developing and managing plans • Determine current level of executive buy-in/support for business continuity • Determine level of continuity awareness within the organization • Identify total number of operational departments that need to be developed
2. Plan the effort	<ul style="list-style-type: none"> • Establish plan development goals and time frames • Schedule and conduct executive briefing(s) to get buy-in/support to proceed • Identify the operational departments and unit representatives to be assigned to participate in plan development efforts
3. Establish your program policy	<ul style="list-style-type: none"> • Download the business continuity program policy template • Tailor the policy template to your organization
4. Identify your program sponsor	<ul style="list-style-type: none"> • Coordinate with your supervisor to identify a leader to serve as your executive sponsor • Work with your executive sponsor and supervisor to form your committees
5. Educate and engage leadership	<ul style="list-style-type: none"> • Download the CEO letter and SBAR • Tailor the materials to your organization. • Send executive letter with SBAR • Conduct an executive briefing / presentation and reinforce key principles in SBAR • Present the policy, organization chart and leadership briefing to your steering committee • Gain approval from steering committee on policy and organizational chart

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Data Gathering	
6. Develop interview questions	<ul style="list-style-type: none"> • Create questions - include impact categories with definitions • Create pre-populated tables for drop down menus
7. Setup interviews	<ul style="list-style-type: none"> • Review/verify operational departments identified in plan development goals • Communicate with departmental management to identify representative to participate in interviews • Communicate with departmental representatives to schedule interviews
8. Conduct interviews	<ul style="list-style-type: none"> • Ask questions to identify: <ul style="list-style-type: none"> ○ Essential functions and services ○ IT applications and services ○ Vital records, equipment and supplies ○ Interdependencies ○ Impact of service interruptions
9. Analyze the data	<ul style="list-style-type: none"> • Review all the data for completeness and integrity • Add impact scores by function and application - rank according to priority
10. Report on findings	<ul style="list-style-type: none"> • Provide a summary of findings to include rankings of functions, applications and impact ratings • Identify any gaps in capabilities and requirements for recovery
Strategies and Action Plans	
11. Review data	<ul style="list-style-type: none"> • Review BIA and Hazard Vulnerability Analysis (HVA) findings to understand what risks pose the greatest threat to essential functions • Use data to make decisions to reduce risks that will have the greatest adverse impacts
12. Examine current capabilities	<ul style="list-style-type: none"> • Examine 96-hour capabilities finalize strategies for ensuring continuity of essential services. • Meet with facilities, supply chain and IT to understand capabilities and integration points.

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13. Evaluate strategies	<ul style="list-style-type: none"> • Identify strategies for continuity of operations <ul style="list-style-type: none"> ○ Alternate locations ○ Mobile capabilities
14. Establish recovery strategies	<ul style="list-style-type: none"> • Develop cost estimates for strategies • Present strategies/costs to governance group or steering committee for approval. • Establish agreements with vendors and suppliers required to implement recovery strategies
15. Develop recovery actions	<ul style="list-style-type: none"> • Use information from interviews to identify high level actions for recovery of functions and services
16. Create departmental plan	<ul style="list-style-type: none"> • Use Departmental BCP Template to document <ul style="list-style-type: none"> ○ Essential functions ○ Essential applications ○ Vital records ○ Vital equipment and supplies • Document strategies approved for recovery of functions and services • Document recovery actions
Integration	
17. Develop integrated plan framework	<ul style="list-style-type: none"> • Conduct review meetings with all management and staff involved in your facility's emergency management program to ensure plan integration and alignment with: <ul style="list-style-type: none"> ○ IT Disaster Recovery ○ EOPs ○ HICS
Plan Testing and Maintenance	
18. Develop plan testing program	<ul style="list-style-type: none"> • Identify types of tests to be conducted • Establish annual testing goals and objectives • Establish annual testing schedule
19. Establish plan maintenance program	<ul style="list-style-type: none"> • Establish plan maintenance objectives • Develop plan review and update schedules • Monitor departments adherence to plan review and update schedules

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20. Establish monitoring and evaluation process

- Track and monitor continuity metrics (e.g. # BIA's completed, # plans, completed).
- Identify gaps that exist
- Assign gaps resolution tasks and monitor resolution progress
- Conduct periodic gaps and metrics review with governance group or steering committee