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| **Project Initiation and Governance** | |
| 1. Scope the effort | * 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 |
| 1. Plan the effort | * 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 |
| 1. Establish your program policy | * Download the business continuity program policy template * Tailor the policy template to your organization |
| 1. Identify your program sponsor | * 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 |
| 1. Educate and engage leadership | * 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** | |
| 1. Develop interview questions | * Create questions - include impact categories with definitions * Create pre-populated tables for drop down menus |
| 1. Setup interviews | * 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 |
| 1. Conduct interviews | * Ask questions to identify:   + Essential functions and services   + IT applications and services   + Vital records, equipment and supplies   + Interdependencies   + Impact of service interruptions |
| 1. Analyze the data | * Review all the data for completeness and integrity * Add impact scores by function and application - rank according to priority |
| 1. Report on findings | * 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** | |
| 1. Review data | * 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 |
| 1. Examine current capabilities | * 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. |
| 1. Evaluate strategies | * Identify strategies for continuity of operations   + Alternate locations   + Mobile capabilities |
| 1. Establish recovery strategies | * 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 |
| 1. Develop recovery actions | * Use information from interviews to identify high level actions for recovery of functions and services |
| 1. Create departmental plan | * Use Departmental BCP Template to document   + Essential functions   + Essential applications   + Vital records   + Vital equipment and supplies * Document strategies approved for recovery of functions and services * Document recovery actions |
| **Integration** | |
| 1. Develop integrated plan framework | * Conduct review meetings with all management and staff involved in your facility’s emergency management program to ensure plan integration and alignment with:   + IT Disaster Recovery   + EOPs   + HICS |
| **Plan Testing and Maintenance** | |
| 1. Develop plan testing program | * Identify types of tests to be conducted * Establish annual testing goals and objectives * Establish annual testing schedule |
| 1. Establish plan maintenance program | * Establish plan maintenance objectives * Develop plan review and update schedules * Monitor departments adherence to plan review and update schedules |
| 1. 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 |