

Continuity of Operations Planning

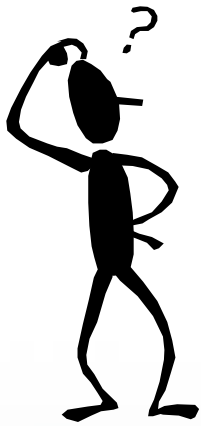
A step by step guide for business

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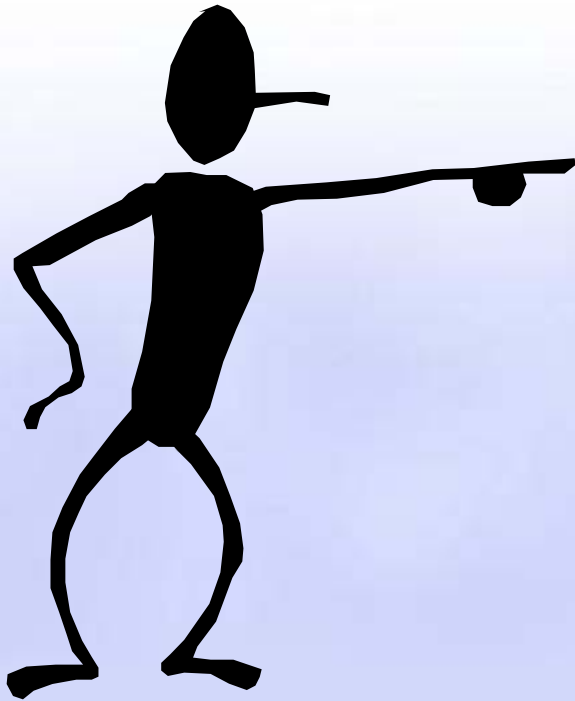


What is a COOP?

A Continuity of Operations Plan (COOP) is a set of management approved procedures and preparations to take before, during and after a disaster to ensure that an agency's essential functions are maintained.



Who Needs a COOP?



YOU DO !

WHY?

- The threats exist - 24hrs per day and are growing
- You can't prepare **AFTER** a disaster happens
- Your business cannot remain “idle”



The COOP Process

Pre-Planning

Project Initiation, Funding and Management
Risk Assessment & Control
Business Impact Analysis

Planning

Develop Business Continuation Strategies
Plan Emergency Operations Site
Develop Continuity of Operations Plan

The COOP Process

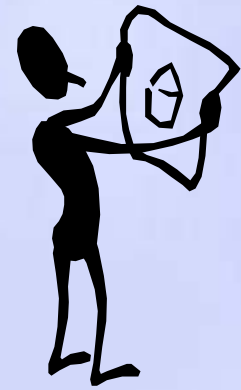
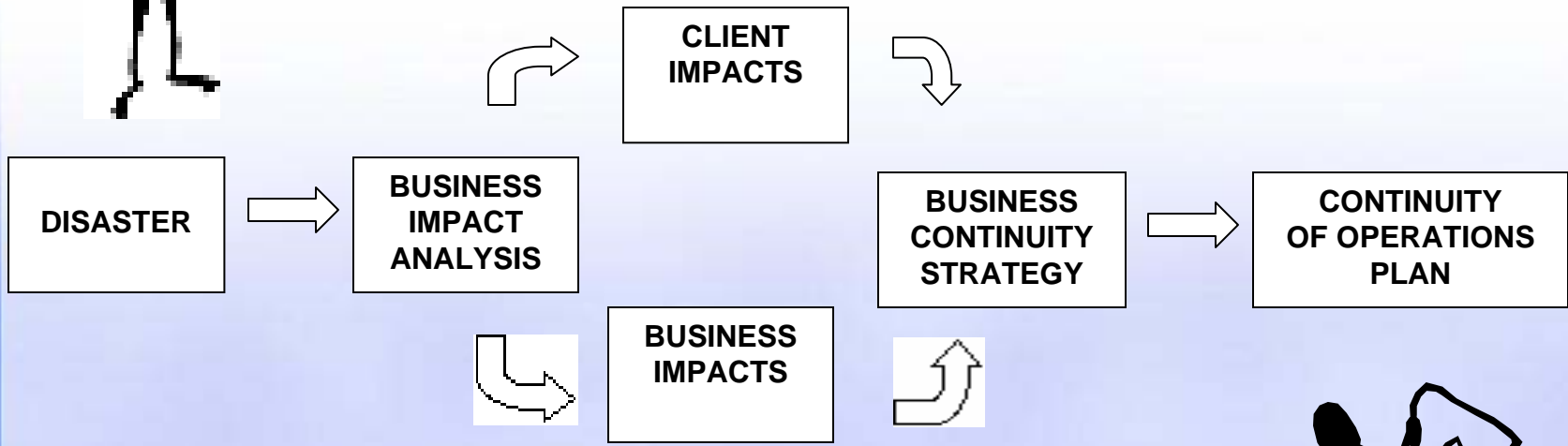
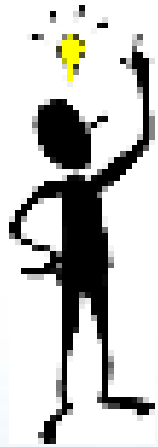
Post Planning

Training & Awareness

Exercise & Audit

Public Relations

The COOP Process



I. Pre-Planning

Step One - Initiation, Funding & Management

Appoint project leader

Identify and convene planning team

For each business unit level, establish

Scope

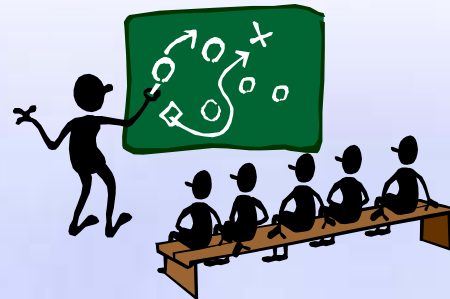
Objectives

Assumptions

Set project timetable

Draft project plan, including task responsibilities
& resource requirements

Obtain CEO's approval



Step Two – Risk Assessment & Control

Identify Vulnerabilities for your facility or business

Review **Physical** and **Information Technology Security**

For mission critical functions:

- Assess probability of **Data or Phone** system failure
- Review backup and **Power** protection systems
- Review **Data Security** and Software Backup procedures
- Prepare **Risk and Security** analysis

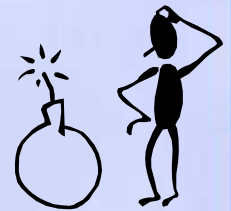


Review insurance coverage for major risk areas

Develop mitigation strategy for each major risk

Solve the problem if you can!

See the Vulnerability Analysis Chart in your package



Step Three –Business Impact Analysis

Review Business **Mission Statement**

Identify mission-critical facilities, tools, activities, functions, processes and systems

Identify personnel necessary for mission-critical tasks

Identify mission-critical vendors & suppliers

Analyze results to determine impact on **Personnel,**

Revenue or **Service Delivery**

See the Vulnerability Analysis Chart in your package

Prioritize results

See the Business Impact Priority Worksheet in your package



II. Planning

Step Four - Business Continuation Strategy

For each high-risk business area or facility:

Identify vital records and plan to secure, relocate or replace them after an emergency

- HR/Personnel – Their Plan
- Clients/Contracts – Their Plan
- Vendors and Suppliers – Their Plan



Specify the minimum requirements for each critical function during a severe disruption

Locate an alternative supply for critical inventory items

Step Four - Business Continuation Strategy

Prepare list alternate vendors/suppliers of critical items outside geographical area



Prepare a **Succession Plan** with clear lines of authority

Identify 1 Minute & 30 Minute “**grab lists**” for each office/function

Prepare a emergency checklist for all critical functions



Step Five – Emergency Operations Site

For each business unit select a “hot” location, to serve the highest priority business needs if primary facility is not able to be occupied

Determine resource requirements for alternate facility

Identify alternative facilities and establish costs

Review cost/benefit of relocation versus temporary suspension of operations

Evaluate and make recommendations



Make selection and contract with hot relocation site

Step Six – Develop COOP

Objective (from initial pre-planning)

Plan Assumptions (from initial pre-planning)

Criteria for Invoking the Plan

Type of Emergency

Expected Duration

Verification Requirements

Effect on Company Facilities or Personnel

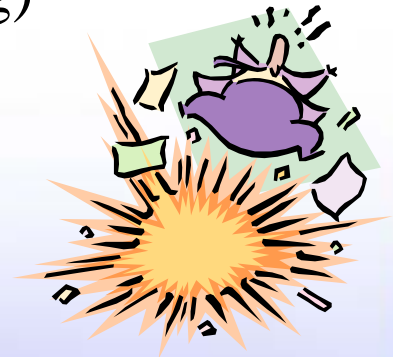
Roles Responsibilities and Authorities

Who Can Invoke the Plan ?

How are Management to be Informed ?

WHO IS IN CHARGE ?

Department/Function Activation Checklists



Step Six – Develop COOP

Relocation Plan to Hot Site

Who Needs to Go ?

What Do They Need to Take ?

How Will They Get There?

Set-up plan for Hot Site

Refer to Critical Resource Lists (Step 4)

Communication Plan

Off-site Management

Employees

Clients/Customers

Suppliers



Step Six – Develop COOP

Procedures for operating in contingency mode (if different from SOP)

Resource Plan for operating in contingency mode (use alternate vendors/suppliers if necessary)

Criteria for returning to normal operating mode

Safety & Security Evaluation

Who Makes the Decision ?

Procedures for returning to normal operating mode

Procedures for Return to SOP

Procedures for recovering lost or damaged data/material or inventory

Step Six – Develop COOP

Define a Testing and Training Regimen

Specify Interval for Formal Plan Maintenance

Probable Appendices

- Alternate Site Agreement

- Contact list for vendors/suppliers

- Contact list for staff with home and work numbers

- Contact list for customers/clients

- Contracts

- Maintenance agreements

- Equipment inventory

III. Post-Planning

Step Seven – Training & Awareness

The COOP contains a blueprint for your business and is **HIGHLY CONFIDENTIAL**

Train in detail only key personnel who need-to-know, but share checklists and public information with all

Create awareness of COOP plan elements



Step Eight – Exercise & Audit

The COOP should contain a schedule for testing and exercising the plan **DO IT – you can't tell if it works until you try it**, at least in table-top mode for managers and identified key staff

The COOP should be a **living document**, audit exercise results, monitor business changes and **UPDATE** plan regularly

Keep Public Relations in the loop to prepare for emergency rebuilding of customer/supplier confidence after a disaster



ANY QUESTIONS ?



Thank You For Attending

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