

**Business Continuity Plan TEMPLATE**

**About aCOUPLEofGURUS**

aCOUPLEofGURUS is an award-winning IT services company helping world-changing organizations with Managed IT services, managed cybersecurity, cloud solutions, IT consulting, and more.

We know that you want to change the world, and we want to help. To do that, we will secure and streamline your business IT to solve today’s problems and meet tomorrow’s goals.

[acoupleofgurus.com](https://www.acoupleofgurus.com/)
612-454-4878

**Business Continuity Plan**

Version XX

Date

 Section I: Introduction

## How to Use This Plan

 In the event of a disaster which interferes with **Company Name** ability to conduct business from one of its offices, this plan is to be used by the responsible individuals to coordinate the business recovery of their respective areas and/or departments. The plan is designed to contain, or provide reference to, all of the information that might be needed at the time of a business recovery.

 This plan is not intended to cover the operations of **Company Name** separately structured Emergency Response Team.

 **Index of Acronyms:** (EMT) Emergency Management Team – (ERT) Emergency Response Team – (BCP) Business Continuity Plan – (IT) Information Technology

## Objectives

The objective of the Business Continuity Plan is to coordinate recovery of critical business functions in managing and supporting the business recovery in the event of a facilities (office building) disruption or disaster. This can include short or long-term disasters or other disruptions, such as fires, floods, earthquakes, explosions, terrorism, tornadoes, extended power interruptions, hazardous chemical spills, and other natural or man-made disasters.

 **A disaster is defined as any event that renders a business facility inoperable or unusable so that it interferes with the organization’s ability to deliver essential business services.**

 **The priorities in a disaster situation are to:**

1. Ensure the safety of employees and visitors in the office buildings. (Responsibility of the ERT)
2. Mitigate threats or limit the damage that threats can cause. (Responsibility of the ERT)
3. Have advanced preparations to ensure that critical business functions can continue.
4. Have documented plans and procedures to ensure the quick, effective execution of recovery strategies for critical business functions.

## Scope

 The Business Continuity Plan is limited in scope to recovery and business continuance from a serious disruption in activities due to non-availability of **Company Name** facilities. Unless otherwise modified, this plan does not address temporary interruptions of duration less than the time frames determined to be critical to business operations.

 The scope of this plan is focused on localized disasters such as fires, floods, and other localized natural or man-made disasters. This plan is not intended to cover major regional or national disasters such as regional earthquakes, war, or nuclear holocaust. However, it can provide some guidance in the event of such a large-scale disaster.

## Assumptions

 The viability of this Business Continuity Plan is based on the following assumptions:

1. That a viable and tested IT Recovery Plan exists and will be put into operation to restore data center service at a backup site within five to seven days.
2. That the Organization’s management has identified internet-based communication systems to allow for personnel to communicate effectively.
3. That this plan has been properly maintained and updated as required.
4. This covers all locations as a Business Continuity Plan.
5. The functions and roles referenced in this plan do not have to previously exist within an organization; they can be assigned to one or more individuals as new responsibilities or delegated to an external third party if funding for such services can be arranged and allocated.

## Changes to the Plan/Maintenance Responsibilities

 Maintenance of the **Company Name** Business Continuity Plan is the joint responsibility of **Company Name** management, the Facilities Management Department, and the Business Continuity Coordinator.

**Company Name** **management is responsible for:**

1. Periodically reviewing the adequacy and appropriateness of its Business Continuity strategy.

2. Assessing the impact on the Business Continuity Plan of additions or changes to existing business functions, procedures, equipment, and facilities requirements.

3. Keeping recovery team personnel assignments current, taking into account promotions, transfers, and terminations.

4. Communicating all plan changes to the Business Continuity Coordinator so that the organization’s IT master Recovery Plan can be updated.

 **Facilities Management Department management is responsible for:**

1. Maintaining and/or monitoring internet based meeting system critical functions and to meet the facility recovery time frames.

2. Communicating all plan changes to the Business Continuity Coordinator so that the master plan can be updated.

 **The Business Continuity Coordinator is responsible for:**

1. Keeping the organization’s IT Recovery Plan updated with changes made to facilities plans.

2. Coordinating changes among plans and communicating to management when other changes require them to update their plans.

## Plan Testing Procedures and Responsibilities

 Management is responsible for ensuring the workability of their Business Continuity Plan. This should be periodically verified by active or passive testing.

## Plan Training Procedures and Responsibilities

 Management is responsible for ensuring that the personnel who would carry out the Business Continuity Plan are sufficiently aware of the plan’s details. This may be accomplished in a number of ways including; practice exercises, participation in tests, and awareness programs conducted by the Business Continuity Coordinator.

##

## Section II: Business Continuity Strategy

## Introduction

 This section of the Business Continuity Plan describes the strategy devised to maintain business continuity in the event of a facilities disruption. **This strategy would be invoked should the Company Name** **primary facility somehow be damaged or inaccessible.**

## Business Function Recovery Priorities

 The strategy is to recover critical business functions at the alternate site location or from employee residences through internet-based communication/meeting systems. This can be possible if an offsite strategy has been put into effect by Office Services and Disaster Recovery/IT Teams to provide the recovery service. Information Systems will recover IT functions based on the critical departmental business functions and defined strategies.

## Relocation Strategy and Alternate Business Site

 In the event of a disaster or disruption to the office facilities, the strategy is to recover operations and have all employees work from home. An email or text with instructions will be sent to all employees.

 For all locations, if a long-term disruption occurs (i.e. major building destruction, etc.); the above strategies will be used in the short-term (less than two weeks). The long-term strategies will be to acquire/lease and equip new office space in another building in the same metropolitan area.

##

##  Vital Records Backup

 All vital records for **Company Name** **are stored onsite/offsite through name of company** **with redundant cloud-based servers or through company name. Employees can get access to these digital documents through the server’s secure internet access portals. All employees with access needs have credentials for server login.**

Restoration of Hardcopy Files, Forms, and Supplies

 All vital documents are digitally stored in cloud based storage and access servers. These documents are stored on the following cloud based server systems:

**List company names and websites where files can be accessed**

## On-line Access to Company Name Computer Systems

 In the event of a facilities disruption, the IT Disaster Recovery Plan strategy should be to assist in re-establishing connectivity to the **Company Name** departments and to establish remote communications to any alternate business site location. If the data center is affected by a disaster or disruption, the IT Disaster Recovery Plan should include recovering processing at a pre-determined alternate site. Services covered would include; mobile phones, communications, and all other services required for restoring limited emergency service to the organization.

# Section III: Recovery Teams

## Purpose and Objective

 This section of the plan identifies who will participate in the recovery process for the Business Continuity Plan. The participants are organized into one or more teams. Each team has a designated team leader and an alternate for that person. Other team members are assigned either to specific responsibilities or as team members to carry out tasks as needed.

 **The information in this section is organized into several subsections.**

## Recovery Team Descriptions

This section lists the team definitions for the Team and gives a short explanation of the function of each team or function.

 **Company Recovery Team:** Responsible for the overall **Company Name** Business Continuity oversite.

 **Corporate Operations Recovery Team:** Responsible for the **Company Name** Business Continuity for the following areas (Executive, IT, Finance, Marketing and Sales).

 **Consulting Services Recovery Team:** Responsible for the **Company Name** Business Continuity for the following areas (Studios).

## Recovery Team Assignments

This section identifies the team roles and the specific responsibilities that have been assigned to the team.

 **Team leader -** Overall coordination of Recovery Team

 **Backup Team Leader -** Duties to be assigned based on Recovery Team areas of responsibility.

 **Team Member -** Duties to be assigned based on Recovery Team areas of responsibility.

## Personnel Notification

This section specifies how the team members are to be notified if the plan is to be put into effect by identifying who calls whom, and in what order. Notification can also be made by using mobile and internet notification systems.

 **Reference:** **Employee Mobile Phone and Text Notification Lists is located Section V**

## Team Contacts

 This section identifies other people who might need to be contacted during the recovery process. Their names and telephone numbers are provided.

 **Reference: Reference:** **Employee Mobile Phone and Text Notification Lists is located Section V**

## Team Responsibilities

Incident Commander

HR/Facilities

Information Technology

Finance/Admin

Sales/Marketing

Business Function Leader(s)

Studio Teams

**Recovery Teams**

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Department/Position** | **Pri/Sec** | **Comments** |
|  | IT | P | Information Technology Recovery Team |
|  |  |  |  |
|  | Executive | P | Emergency Response Lead |
|  | Executive | S |  |
|  |  |  |  |
|  | Corporate Operations | P | Human Resources Lead |
|  | Corporate Operations | S |  |
|  |  |  |  |
|  | Consulting Services | P | Consulting Lead |
|  | Consulting Services | S |  |
|  |  |  |  |
|  | Communications/Marketing | P | Communications Lead |
|  | Communications/Marketing | S |  |
|  |  |  |  |
|  | Administrative | P | Administrative Lead |
|  | Administrative | S | Administrative Lead |
|  |  |  |  |
|  | Talent | P | Business Continuity Coordinator |
|  | Talent | S | Business Continuity Coordinator |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

### Business Continuity Coordinator

In the event of a disaster, the Business Continuity Coordinator is responsible for ensuring that the following activities are successfully completed:

* Works with the **Company Name** Management Team to officially declare a disaster and start the Disaster Recovery/Business Continuation process to recover **Company Name** business functions at an alternate site.
* Alert **Company Name** Senior Management that a disaster has been declared.
* Assist in the development of an official public statement concerning the disaster. The **Company Name** Communications Team Leader is the only individual authorized to make public statements about organization affairs.
* Monitor the progress of all Business Continuity and Disaster Recovery teams daily.
* Present Business Continuity Plan recovery status reports to Senior Management on a daily basis.
* Interface with appropriate work management personnel throughout the recovery process.
* Communicate directions received from **Company Name** Senior Management to the Departmental Business Continuity Team Leaders.
* Provide on-going support and guidance to the Business Continuity teams and personnel.
* Review staff availability and recommend alternate assignments, if necessary.
* Work with **Company Name** Senior Management to authorize the use of the alternate recovery site selected for re-deploying critical **Company Name** resources.
* Review and report critical processing schedules and backlog work progress, daily.
* Ensure that a record of all Business Continuity and Disaster Recovery activity and expenses incurred by **Company Name** is being maintained.

###

### Communications Lead

This team is responsible for providing information regarding the disaster and recovery efforts to:

* **Company Name** and organization offices Senior Management
* Customers
* Vendors/Contracts
* Media
* Other Stakeholders

### Talent Lead

This team is responsible for:

* Providing information regarding the disaster and recovery efforts to employees and families.
* Notifying employee’s emergency contact of employee injury or fatality.
* Ensuring the processing of all life, health, and accident insurance claims as required.
* Coordinates temporary organization employee requests.
* Coordinating, submitting, and tracking any and all claims for insurance.

### Administration Lead

This team is responsible for:

* Providing a channel for authorization of expenditures for all recovery personnel.
* Arranging travel for employees.
* Tracking all costs related to the recovery and restoration effort.
* Identifying and documenting when repairs can begin and obtaining cost estimates.
* Contacting vendors to schedule specific start dates for the repairs.
* Taking appropriate actions to safeguard equipment from further damage or deterioration.
* Supervise all salvage and cleanup activities.
* Coordinating relocation to the permanent site after repairs are made
* Establishing internal mail delivery procedures and process.

###

### Emergency Response Lead

This team is responsible for:

* The safety of all employees.
* Inspecting the physical structure and identifying areas that may have sustained damage.
* Expanding on and/or revising the findings of the Preliminary Damage Assessment.
* Providing management with damage assessment reports and recommendations.

### Information Technology Recovery Team

This team is responsible for:

* Activating the IT Technology Recovery Plan.
* Managing the IT disaster response and recovery procedures.
* Mobilizing and managing IT resources.
* Coordinating all communications related activities, as required, with telephone & data communications, PC, Internet access, and other IT related vendors.
* Ensuring that cellular telephones, and other special order equipment and supplies are delivered to teams as requested.
* Participating in testing equipment and facilities.
* Participating in the transfer of operations from the alternate site as required.
* Coordinating telephone setup at the recovery site.
* Coordinating and performing restoration or replacement of all desktop PCs, LANs, telephones, and telecommunications access at the damaged site.
* Coordinating Disaster Recovery/IT efforts between different departments in the same or remote locations.
* Training Disaster Recovery/IT Team Members.

# Section IV: Recovery Procedures

## Purpose and Objective

 This section of the plan describes the specific activities and tasks that are to be carried out in the recovery process for **Company Name**. Given the Business Continuity Strategy outlined in **Section II**, this section transforms those strategies into a very specific set of action activities and tasks according to recovery phase.

 The Recovery Procedures are organized in the following order: recovery phase, activity within the phase, and task within the activity.

 Each activity is assigned to one of the recovery teams. Each activity has a designated team member who has the primary assignment to complete the activity. Most activities also have an alternate team member assigned. The activities will only generally be performed in this sequence.

 The finest level of detail in the Recovery Procedures is the task. All plan activities are completed by performing one or more tasks. The tasks are numbered sequentially within each activity, and this is generally the order in which they would be performed.

## A. Recovery Activities and Tasks

**ACTIVITY:**  **Emergency Response**

**ACTIVITY IS PERFORMED AT LOCATION:** **Main Office**

**ACTIVITY IS THE RESPONSIBILITY OF THIS TEAM:** **All Employees**

**TASKS:**

1. After a disaster occurs, quickly assess the situation to determine whether to immediately evacuate the building or not, depending upon the nature of the disaster, the extent of damage, and the potential for additional danger.

2. Quickly assess whether any personnel in your surrounding area are injured and need medical attention. If you are able to assist them without causing further injury to them or without putting yourself in further danger, then provide what assistance you can and also call for help. If further danger is imminent, then immediately evacuate the building.

3. If appropriate, evacuate the building in accordance with your building’s emergency evacuation procedures.

4. **Outside of the building meet** **at the intersection of Lexington and Centre Pointe Dr.**. **Do not wander around or leave the area until instructed to do so.**

5. Check in with your department manager for roll call. This is important to ensure that all employees are accounted for.

## A-1 (Alternate Site). Recovery Activities and Tasks

**ACTIVITY:**  **Emergency Response**

**ACTIVITY IS PERFORMED AT LOCATION:**

**ACTIVITY IS THE RESPONSIBILITY OF THIS TEAM:** **All Employees**

**TASKS:**

1. After a disaster occurs, quickly assess the situation to determine whether to immediately evacuate the building or not, depending upon the nature of the disaster, the extent of damage, and the potential for additional danger.

2. Quickly assess whether any personnel in your surrounding area are injured and need medical attention. If you are able to assist them without causing further injury to them or without putting yourself in further danger, then provide what assistance you can and also call for help. If further danger is imminent, then immediately evacuate the building.

3. If appropriate, evacuate the building in accordance with your building’s emergency evacuation procedures.

4. **Outside of the building meet** **at the far end of the parking lot at the light post.** **Do not wander around or leave the area until instructed to do so.**

5. Check in with your department manager for roll call. This is important to ensure that all employees are accounted for.

## B. Recovery Activities and Tasks

**ACTIVITY: Notification of Management**

**ACTIVITY IS PERFORMED AT LOCATION:** **Phone or by Text Messaging**

**ACTIVITY IS THE RESPONSIBILITY OF:**  **Management Team**

**TASKS:**

1. Team leader informs the members of the management team and notifies senior management if they have not been informed.
2. Personnel are notified of the disaster by phone call or text message.
3. Depending upon the time of the disaster, personnel are instructed what to do (i.e. stay at home and wait to be notified again, etc.)

## C. Damage Assessment

**ACTIVITY:**  **Preliminary Damage Assessment**

**ACTIVITY IS PERFORMED AT LOCATION**: **Main Office Location**

**ACTIVITY IS THE RESPONSIBILITY OF: Management Team**

**TASKS:**

1. Contact the Organization Emergency Response Team Leader to determine responsibilities and tasks to be performed by the Management Team or employees.
2. If the Organization Emergency Response Team requests assistance in performing the Preliminary Damage Assessment, caution all personnel to avoid safety risks as follows:
* Enter only those areas the authorities give permission to enter.
* Ensure that all electrical power supplies are cut to any area or equipment that could pose a threat to personal safety.
* Ensure that under no circumstances is power to be restored to computer equipment until the comprehensive damage assessment has been conducted, reviewed, and authority to restore power has been expressly given by the Emergency Management Team.
1. Inform all team members that no alteration of facilities or equipment can take place until the Risk Management representatives have made a thorough assessment of the damage and given their written agreement that repairs may begin.
2. Instruct the Organization Emergency Response Team Leader to deliver the preliminary damage assessment status report immediately upon completion.
3. Facilitate retrieval of items (contents of file cabinets -- petty cash box, security codes, network backup tapes, control books, etc.) needed to conduct the preliminary damage assessment.
4. Ensure that administrative support is available, as required.
5. Arrange a meeting with the Management Teams from other GROUPS/DEPARTMENTS in your facility (location) to review the disaster declaration recommendation that results from the preliminary damage assessment and to determine the course of action to be taken. With this group, determine the strategy to recommend to Senior Management (the Emergency Management Team Leader will be responsible for communicating this to Senior Management).

## D. Declare Emergency

**ACTIVITY: Declaration of a Disaster**

**ACTIVITY IS PERFORMED AT LOCATION:** **Remote Location**

**ACTIVITY IS THE RESPONSIBILITY OF: Management Team**

**TASKS:**

1. Actual declaration of a disaster is to be made by the Management Team, after consulting with senior management. The Management Team will declare that groups / departments are to start executing their Business Continuity Plans.
2. The person contacted verifies that the caller is someone who is authorized to do the notification.
3. The person contacted notifies Senior Management, if they have not yet been contacted.
4. In the event the Management Team cannot be assembled or reached, the Team Leaders from each department at the location should assemble, gather appropriate information, consult with senior management, and make the decision whether to declare the disaster.
5. Because of the significance, disruption, and cost of declaring a disaster, appropriate facts should be gathered and considered before making the decision to declare a disaster. Individual groups/department personnel should not unilaterally make a decision to declare a disaster. This is responsibility of the Management Team.

###

## E. Active Plan

**ACTIVITY: Notification and Assembly of Recovery Teams and Employees**

**ACTIVITY IS PERFORMED AT LOCATION:** **Alternate Site**

**ACTIVITY IS THE RESPONSIBILITY OF**: **Management Team**

**TASKS:**

1. The team leader calls each member of the management team, instructs them to inform employees to work from home until further notice.
2. Review the recovery strategy and action plan with the assembled team.
3. If necessary, adjust the management team assignments based on which members are available.

# Section V: Informational List Locations

**Employee Telephone Lists**