TOM SERIO

MTS & Associates, LLC

MONTHLY WEBINAR SERIES

ENSURING BUSINESS CONTINUITY:
Key Considerations for Effective Planning

✓ **Understanding Current Regulations**

✓ **Advantages of Using SaaS Product vs. Spreadsheets**

✓ **Conducting a Comprehensive Business Impact Analysis**

✓ **The Importance of Employee Lists vs Call Trees**

TUESDAY, JUNE 13 | 3:00-4:00 pm ET

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Private Sector Emergency
Management Association

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WHY HAVE A PLAN?

- **Real life examples**

- **Downfall of not planning**

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CURRENT REGULATIONS

- **Banking - FFIEC** (https://ithandbook.ffiec.gov/)
- **ISO Standards – ISO 22301** (https://www.iso.org/standard/75106.html)
- **Healthcare – HIPPA, PEI (personal employee info)**
- **FEMA/Fed Gov** (https://www.ready.gov/business)

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ADVANTAGES SAAS VS. SPREADSHEETS

- **Value of SaaS – standardization, updating, streamlining process**

- **Ability to integrate other data (CMDB, API)**

- **Spreadsheets/Word Docs**

- **Depends on needs, support for maintenance**

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CONDUCTING A COMPREHENSIVE BUSINESS IMPACT ANALYSIS

- **Value in the information**

- **Driver of the BCP**

- **Defines critical operations and processes**

- **Criticality vs. essential**

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EMPLOYEE LISTS VS. CALL TREES

- Utilize mass notification tools when possible

- Benefits of controlled contacts

- Early Alert, Alert Media, Everbridge, many others

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OPTIMIZING PLAN CONTENT

- No right or wrong way to plan
- Ensure regulations are followed
- Use regulations and/or standards as guideline
- Plans can be either location specific or process specific depending on scenario or incident
- Include assumptions, exclusions, scope of plan
- Include processes, task lists, checklists, executable portion of plan
- Vendor vetting to ensure they have plans
- Vendor contact info

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LEVERAGING RESOURCES

- Utilizing internal players
- Identifying external needs
- Partnering with other businesses (PPP, PSEMA)
- Networking via professional groups (ACP, professional conferences)
- The Significance of Conducting Exercises and Testing
  - Ensure plans/process are complete
  - Identify gaps in processes now, not at disaster time
  - Infuse muscle memory into those that are responsible
  - Satisfy company needs and auditor regs

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CRISIS MANAGEMENT

- **Who's in control**

- **Central point of command**

- **CM Team needs to be established**

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CRISIS COMMUNICATIONS

- Internal and external and key shareholders

- Types of messaging, and to whom

- Who owns the messages

- Establish framework prior to event

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RETURN TO BAU PLANNING

- Who determines when, time frame

- Not an easy task

- Needs to be planned well

- Notifications on cutover

- Implications of return for a data center, business people

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QUESTIONS? CONTACT US

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