Business Continuity Plan Handbook

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Date	Version	Author	Change/Review
	V1.0		Initial draft

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Section I: Introduction

A. How to Use This Plan

In the event of a disaster which interferes with ORGANIZATION's ability to conduct business from their office in LOCATION1, 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 a reference to, all the information that might be needed at the time of a business recovery.

Index of Acronyms: (ORGANIZATIONLT) ORGANIZATION Leadership Team – (ORGANIZATIONMT) ORGANIZATION Management Team - (EOC) Emergency Operations Center – (BCP) Business Continuity Plan – (IT) Information Technology

Section I, Introduction, contains general statements about the organization of the plan. It also establishes responsibilities for the testing (exercising), training, and maintenance activities that are necessary to guarantee the ongoing viability of the plan.

Section II, Business Continuity Strategy, describes the strategy that the IT Department will control/implement to maintain business continuity in the event of a facility disruption. These decisions determine the content of the action plans, and if they change at any time, the plans should be changed accordingly.

Section III, Recovery Teams, lists the Recovery Team functions, those individuals who are assigned specific responsibilities, and procedures on how each of the team members is to be notified.

Section IV, Team Procedures, determines what activities and tasks are to be taken, in what order, and by whom in order to affect the recovery.

Section V, Appendices, contains all of the other information needed to carry out the plan. Other sections refer the reader to one or more Appendices to locate the information needed to carry out the Team Procedures steps.

B. Objectives

The objective of the Business Continuity Plan is to coordinate the recovery of critical business functions in managing and supporting the business recovery in the event of 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 ORGANIZATION's ability to deliver essential business services.

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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.

The Business Continuity Plan includes procedures for all phases of recovery as defined in the Business Continuity Strategy section of this document.

C. 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 ORGANIZATION's facilities. The Business Continuity Plan includes procedures for all phases of recovery as defined in the Business Continuity Strategy of this document. This plan is separate from ORGANIZATION's Disaster Recovery Plan, which focuses on the recovery of technology facilities and platforms, such as critical applications, databases, servers or other required technology infrastructure (see Assumption #1 below). 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. <u>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.</u>

D. Assumptions

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

1. That a viable and tested IT Disaster 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 ORGANIZATION's HR and Finance departments have identified available space for relocation of departments which can be occupied and normally used within two to five days of a facilities emergency.
3. That this plan has been properly maintained and updated as required.

E. Changes to the Plan/Maintenance Responsibilities

Maintenance of the Business Continuity Plan is the joint responsibility of the IT management, Finance, and HR teams.

IT management is responsible for:

1. Periodically reviewing the adequacy and appropriateness of its Business Continuity strategy.
2. Assessing the IT impact on the Business Continuity Plan of additions or changes to existing business functions, IT procedures, equipment, and facilities requirements.
3. Keeping recovery team personnel assignments current, considering promotions, transfers, and terminations.
4. Communicating all plan changes to the ORGANIZATION Leadership team so that the organization's master Disaster Recovery Plan can be updated.

Finance and HR teams are responsible for:

1. Maintaining and/or monitoring offsite office space sufficient for critical ORGANIZATION functions and to meet the facility recovery time frames.
2. Communicating changes in the "ORGANIZATION Disaster Recovery Plan" that would affect groups/departments to those groups/departments in a timely manner, so they can make any necessary changes in their plan.

F. Plan Testing Procedures and Responsibilities

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

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G. Plan Distribution List

The Business Continuity Plan will be distributed to the following individuals, and will be numbered in the following manner:

Plan ID No	Location	Person Responsible
1000	LOCATION1	NAME1
1001	<TBD>	<TBD>
1002	<TBD>	<TBD>
1003	<TBD>	<TBD>
1004	<TBD>	<TBD>
1005	<TBD>	<TBD>
1006	<TBD>	<TBD>
1007	Posted in LOCATION1	<TBD>

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Section II: Business Continuity Strategy

A. 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 ORGANIZATION primary facility somehow be damaged or inaccessible**.

B. Business Function Recovery Priorities

The strategy is to recover critical business functions at the alternate site location. This can be possible if an offsite strategy has been put into effect by ORGANIZATION IT team to provide the recovery service.

C. Relocation Strategy and Alternate Business Site

In the event of a disaster or disruption to the office facilities, the strategy is to recover operations by relocating to an alternate business site. The short-term strategies (for disruptions lasting two weeks or less), which have been selected, include:

Primary Location	Alternate Business Site
LOCATION1	<TBD>

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 (from 2 to 6 month). For less than a month, employees will be working from their homes. The long-term strategies will be to acquire/lease and equip new office space in another building in the same metropolitan area.

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D. Recovery Plan Phases

The activities necessary to recover from a ORGANIZATION facilities disaster or disruption will be divided into four phases. These phases will follow each other sequentially in time.

1. Disaster Occurrence

This phase begins with the occurrence of the disaster event and continues until a decision is made to activate the recovery plan. The major activities that take place in this phase include **emergency response measures, notification of management, damage assessment activities, and declaration of the disaster.**

2. Plan Activation

In this phase, the Business Continuity Plan is put into effect. This phase continues until the alternate facility is occupied, critical business functions re-established, and computer system service restored to ORGANIZATION's Departments. The major activities in this phase include **notification and assembly of the recovery teams, implementation of interim procedures, and relocation to the secondary facility/backup site, and re-establishment of data communications.**

3. Alternate Site Operations

This phase begins after secondary facility operations are established and continues until the primary facility is restored. **The primary recovery activities during this phase are backlog reduction and alternate facility processing procedures.**

4. Transition to Primary Site

This phase consists of any and all activities necessary to make the transition back to a primary facility location.

E. Vital Records Backup

As no IT records are stored locally, no vital IT documents would be lost in the event of facilities disruption. All vital documents are located on Microsoft Azure servers at two separate geographical locations (East Coast US – Virginia and West Coast US - Quincy WA) in a secure off-site storage facility.

F. Online Access to ORGANIZATION Computer Systems

If the Microsoft Azure data center is affected, the automatic failover would automatically follow their own Business Continuity plans.

Section III: Recovery Teams

A. Purpose and Objective

This section of the plan identifies who will participate in the recovery process for the ORGANIZATION 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.

B. 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.

C. 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 IT 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

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D. Personnel Notification / Team Contacts

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 tools such as reverse 911 or other notification systems.

ORGANIZATION uses eztexting.com where all ORGANIZATION employees phone numbers are stored and kept up to date in the event of an emergency. Notification can be sent within seconds to all employees

E. Team Responsibilities

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

- Works with the ORGANIZATION Leadership Team to officially declare a disaster, and start the Disaster Recovery/Business Continuation process to recover ORGANIZATION's business functions at an alternate site.
- Assist in the development of an official public statement concerning the disaster. The ORGANIZATION's CEO or NAME1 are the only individuals authorized to make public statements about ORGANIZATION's affairs.
- Monitor the progress of all teams daily.
- Present Business Continuity Plan recovery status reports to ORGANIZATION Leadership team on a daily basis.
- Interface with appropriate work management personnel throughout the recovery process.
- Provide on-going support and guidance to all ORGANIZATION teams and personnel.
- Review staff availability and recommend alternate assignments, if necessary.
- Work with ORGANIZATION's LT to authorize the use of the alternate recovery site selected for re-deploying critical ORGANIZATION 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 ORGANIZATION is being maintained.
- 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.

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ORGANIZATION Communications Lead: Responsible for providing information regarding the disaster and recovery efforts to:

- ORGANIZATION employees
- Customers
- Vendors/Contracts
- Media
- Regulatory Agencies
- Other Stakeholders
- Coordinating, submitting, and tracking any and all claims for insurance.

ORGANIZATION Finance Lead

- Ensuring the recovery/restoration personnel has assistance with clerical tasks, errands, and other administrative activities.
- Arranging for the availability of necessary office support services and equipment.
- Providing a channel for authorization of expenditures for all recovery personnel.
- Tracking all costs related to the recovery and restoration effort.
- Identifying and documenting when repairs can begin and obtaining cost estimates.
- Assuring that mail, and reports are redirected to the proper location as required.
- Assisting in arranging cash advances if out of area travel is required.

ORGANIZATION Administration Lead

- Arranging travel for employees.
- Determining where forms and supplies should be delivered, based on damage to the normal storage areas for the materials.
- Contacting vendors to schedule specific start dates for the repairs.
- Taking appropriate actions to safeguard equipment from further damage or deterioration.
- Coordinating the removal, shipment, and safe storage of all furniture, documentation, supplies, and other materials as necessary.
- Supervise all salvage and cleanup activities.
- Coordinating required departmental relocations to the recovery sites.
- Coordinating relocation to the permanent site after repairs are made
- Assuring that arrangements are made for meals and temporary housing facilities, when required, for all recovery personnel.

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- Assuring order placement for consumable materials (forms, supplies, etc.) for processing based upon input from the other teams.
- Notifying the United States Postal Service of delivery disruption.
- Establishing internal mail delivery procedures and process.

ORGANIZATION Information Technology Recovery Lead

- 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, LAN support personnel, and other IT related vendors.
- Assisting, as required, in the acquisition and installation of equipment at the recovery site.
- Participating in testing equipment and facilities.
- Participating in the transfer of operations from the alternate site as required.
- Coordinating and performing restoration or replacement of all desktop PCs, and telecommunications access at the damaged site.
- Training Disaster Recovery/IT Team Members.
- Keeping ORGANIZATION Leadership Team appraised of recovery status.

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Section IV: Recovery Procedures

A. 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 IT. 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 the recovery phase.

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

The recovery phases are described in **Section II.D** of the Plan. In the Recovery Procedures document, the phases are listed in the order in which they will occur. The description for each recovery phase begins on a new page.

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.

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B. Recovery Activities and Tasks

PHASE I: Disaster Occurrence

ACTIVITY: Emergency Response and Emergency Operations Center Designation

ACTIVITY IS PERFORMED AT LOCATION: Main Office or Emergency Operations Center

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.

   Note: If the main office is a total loss, not accessible or suitable for occupancy, the remaining activities can be performed from the Emergency Operations Center (EOC), after ensuring that all remaining tasks in each activity have been addressed. This applies to all activities where the Main Office is the location impacted by the disaster. The location(s) of the EOC are designated in **Appendix D - Emergency Operations Center (EOC) Locations**. The EOC may be temporarily set up at any one of several optional locations, depending on the situation and accessibility of each one. Once the Alternate site is ready for occupancy, the EOC can be moved to that location.

2. Quickly assess whether any person 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. Use the nearest stairwells. Do not use elevators.

4. **Outside of the building meet *at the Building Upper Parking*. 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.

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ACTIVITY: Notification of Management

ACTIVITY IS PERFORMED AT LOCATION: At Any Available Phone

ACTIVITY IS THE RESPONSIBILITY OF IT Management Team

PRIMARY: ORGANIZATION Business Continuity Manager

ALTERNATE: ORGANIZATION Administration Lead

TASKS:

1. Team leader informs the members of the ORGANIZATION LT if they have not been informed.
2. All ORGANIZATION personnel is notified of the disaster by following procedures as included in **Section III. D. - Recovery Personnel Notification.**
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.)

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ACTIVITY: Preliminary Damage Assessment

ACTIVITY IS PERFORMED AT LOCATION: LOCATION1

ACTIVITY IS THE RESPONSIBILITY OF ORGANIZATION MT

TASKS:

1. Contact ORGANIZATION Business Continuity Manager to determine responsibilities and tasks to be performed by the ORGANIZATION Management Team or employees.
2. If <NAME> 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 posses 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 appropriate authority.
3. Inform all team members that no alteration of facilities or equipment can take place until notified by the appropriate authorities
4. Instruct <NAME> to deliver the preliminary damage assessment status report immediately upon completion.
5. Facilitate retrieval of items (contents of file cabinets -- petty cash box, security codes, control books, etc.) needed to conduct the preliminary damage assessment.
6. Ensure that administrative support is available, as required.
7. Arrange a meeting with appropriate employees in your facility to review the disaster declaration recommendation that results from the preliminary damage assessment and to determine the course of action to be taken.

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ACTIVITY: Declaration of a Disaster

ACTIVITY IS PERFORMED AT LOCATION: Main Office Location or Alternate Site/Emergency Operations Center

ACTIVITY IS THE RESPONSIBILITY OF ORGANIZATION Communications Lead

TASKS:

1. The actual declaration of a disaster is to be made by ORGANIZATION LT. The ORGANIZATION MT should wait for notification from the ORGANIZATION LT that a disaster has been declared and that groups/departments are to start executing their Business Continuity Plans and relocate to their Alternate Business Site Location.
2. The person contacted verifies that the caller is someone who is authorized to do the notification.
3. The person contacted notifies the ORGANIZATION LT, if they have not yet been contacted.
4. In the event the ORGANIZATION LT cannot be assembled or reached, the Team Leaders from each Management Team should assemble, gather appropriate information, 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 or the respective Management Teams should not unilaterally make a decision to declare a disaster. This is the responsibility of the ORGANIZATION LT.

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PHASE II: Plan Activation

ACTIVITY: Notification and Assembly of Recovery Teams and Employees

ACTIVITY IS PERFORMED AT LOCATION: Alternate Site/Emergency Operations Center

ACTIVITY IS THE RESPONSIBILITY OF ORGANIZATION MT

TASKS:

1. The team leader calls each member of the management team, instructs them of what time frame to assemble at the Emergency Operations Center (to be decided at the time), and to bring their copies of the Plan. The location(s) of the EOC are designated in **Appendix D - Emergency Operations Center (EOC) Locations**. The EOC may be temporarily set up at any one of several optional locations, depending on the situation and accessibility of each one. Once the Alternate site is ready for occupancy, the EOC can move to that location, if preferred.
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.
4. The Management Team contacts critical employees and tells them to assemble at the alternate site. If the alternate site is a long distance from the primary site (i.e. out-of-state), then individuals should make their own travel arrangements to the alternate site. Non-critical employees should be instructed to stay at home, doing what work is possible from home until notified otherwise.
5. **In the event of a disaster that affects telecommunications service regionally**, the Management Team should instruct critical employees to proceed to the alternate site even if they have not been contacted directly. Delays in waiting for direct communications can have a negative impact on ORGANIZATION's ability to recover vital services.

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ACTIVITY: Relocation to Alternate Site

ACTIVITY IS PERFORMED AT LOCATION: Alternate Site

ACTIVITY IS THE RESPONSIBILITY OF All Critical Personnel

TASKS:

1. When instructed by the ORGANIZATION Management Team, make arrangements to commute or travel to the alternate site. **Reference item #5 under Notification and Assembly Procedures for an exception to this step.**
2. The ORGANIZATION Management Team needs to consult with the ORGANIZATION LT to determine if access can be gained to the primary (damaged) site to retrieve vital records and other materials. The ORGANIZATIONLT will only allow access to the primary site if the authorities grant access.
3. If allowed access to the primary site to retrieve vital records and other materials, **perform some pre-planning to determine what is most important to retrieve**. This may be necessary since the time you may be allowed access to the primary site may be minimal.
4. Depending on a number of vital records and other materials you are able to retrieve from the primary site, make arrangements to transport this material to the alternate site. If the material is not too great, this could be accomplished by giving to employees to carry along with them. If the material is a large amount, then make arrangements for transport services and/or overnight courier services.
5. Management and critical employees travel to the alternate site.

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ACTIVITY: Implementation of Interim Procedures

ACTIVITY IS PERFORMED AT LOCATION: Alternate Site

ACTIVITY IS THE RESPONSIBILITY OF ORGANIZATION MT

TASKS:

1. After arrival at the alternate site, map out locations that can be used for workspace.
2. **Determine flexible working schedules for staff** to ensure that client and business needs are met, but also to enable effective use of space. This may require that some employee's work staggered shifts or may need to work evening or night shifts.
3. Gather vital records and other materials that were retrieved from the primary site and determine appropriate storage locations, keeping in mind the effectiveness of work groups.
4. Determine which vital records, forms, and supplies are missing. Obtain from an off-site storage location or from other sources, as needed, per Appendices E & F.
5. Developed prioritized work activities, especially if all staff members are not available.

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ACTIVITY: Establishment of Telephone & Instant Messaging Communications

ACTIVITY IS PERFORMED AT LOCATION: Alternate Site

ACTIVITY IS THE RESPONSIBILITY OF ORGANIZATION IT

TASKS:

1. Coordinate with the ORGANIZATION Communications Team regarding contacting customers to notify them of the disaster situation, how ORGANIZATION is responding, and how you can be reached. **Do not contact customers until the ORGANIZATION Communications Team has given you directions.**

   ORGANIZATION Communications will provide you with scripts and guidance on how to discuss the disaster with customers to provide assurance that their confidence in ORGANIZATION will be maintained.

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ACTIVITY: Restoring Data Processing and Data Communications with Primary or Secondary Backup Data Center

ACTIVITY IS PERFORMED AT LOCATION: Alternate Site

ACTIVITY IS THE RESPONSIBILITY OF THIS TEAM: ORGANIZATION IT

TASKS:

1. Discuss with ORGANIZATION IT Team when and how replacement PC's will be provided to you at the alternate site and when they will be connected.
2. Communicate the IT recovery status to all ORGANIZATION employees who regularly use the systems.

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PHASE III: Alternate Site Operations

ACTIVITY: Alternate Site Processing Procedures

ACTIVITY IS PERFORMED AT LOCATION: Alternate Site

ACTIVITY IS THE RESPONSIBILITY OF ORGANIZATION MT

TASKS:

1. Communicate with customers regarding the disaster and re-solicit phone contacts (in conjunction with the ORGANIZATION Communications Team)
2. Acquire needed vital documents
3. Access missing documents and files and reconstruct, if necessary
4. Set up operation

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ACTIVITY: Manage work backlog reduction.

ACTIVITY IS PERFORMED AT LOCATION: Alternate Site

ACTIVITY IS THE RESPONSIBILITY OF ORGANIZATION MT

TASKS:

1. Determine priorities for work backlogs to ensure the most important backlogged tasks are resolved first.
2. Set an overtime schedule, if required, based on staff and system availability.
3. Set backlog priorities, establish a backlog status reports if necessary, and communicate this to the ORGANIZATION Manager.
4. Report the backlog status to ORGANIZATION management on a regular basis.
5. If backlogs appear to be very large or will take a significant time to recover, determine if temporaries could be used for certain tasks to help eliminate the backlogs. If justified, arrange for temporaries to come in.

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PHASE IV: Transition to Primary Operations

ACTIVITY: Changing Telephone and Data Communications Back to Primary Site

ACTIVITY IS PERFORMED AT LOCATION: Alternate Site

ACTIVITY IS THE RESPONSIBILITY OF ORGANIZATION IT

TASKS:

1. Coordinate with ORGANIZATION IT Team to determine when IT will be relocating back to the primary site.
2. Discuss when and how PC's, terminals, and printers, projectors, card key systems, if brought to the alternate site, will be de-installed, moved back to the primary site and re-installed.

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ACTIVITY: Terminating Alternate Site Procedures

ACTIVITY IS PERFORMED AT LOCATION: Alternate Site and Primary Site

ACTIVITY IS THE RESPONSIBILITY OF ORGANIZATION MT

TASKS:

1. Determine which alternate site operating procedures will be suspended or discontinued and when.
2. Communicate the changes in procedures to all affected staff.
3. Determine if additional procedures are needed upon return to the primary site, such as to continue resolving work backlogs.

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ACTIVITY: Relocating Personnel, Records, and Equipment Back to Primary (Original) Site

ACTIVITY IS PERFORMED AT LOCATION: Alternate Site and Primary Site

ACTIVITY IS THE RESPONSIBILITY OF ORGANIZATION MT

TASKS:

1. Determine when IT will be scheduled for relocating back to the primary site.
2. Communicate this schedule to all IT personnel.
3. Inventory vital records, equipment, supplies, and other materials, which need to be transported from the alternate site to the primary site.
4. Pack, box, and identify all materials to be transported back to the primary site.
5. Make arrangement for a moving company or courier service to transport the boxes back to the primary site.

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Section V: Appendices

Appendix A - Employee Telephone Lists

Appendix B – Roles, Acronyms, and Team members

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Appendix A - Employee Telephone Lists

All ORGANIZATION Employees contact information can be found on <ENTER LOCATION AND WHO HAS ACCESS> as well as on www.eztexting.com to send emergency SMS to employees (NAME1, XX, XX have access)

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Appendix B – Roles, Acronyms, and Team members

Roles	Acronyms	Team Members
ORGANIZATION Leadership Team	ORGANIZATIONLT	<tdb>
ORGANIZATION Management Team	ORGANIZATIONMT	<tdb>
Information Technology Team	IT	<tdb>
ORGANIZATION Business Continuity Manager	ORGANIZATION BCM	<tdb>
ORGANIZATION Communications Lead	ORGANIZATION CL	<tdb>
ORGANIZATION Finance Lead	ORGANIZATION FL	<tdb>
ORGANIZATION Administration Lead	ORGANIZATION AL	<tdb>
ORGANIZATION Information Technology Lead	ORGANIZATION ITL	<tdb>
Emergency Operations Center	EOC	Location from where the team will be managing the recovery

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