LearnIT @ Lunch
LearnIT @ Lunch

“Why am I here and what is a TTE?”
LearnIT @ Lunch TTE

While you were on the way over to the LearnIT @ Lunch all of the applications that support your business processes failed!

No network connectivity to any of your applications by any of your staff, regardless of location!

Apparently there has been an explosion in or near the Main Data Center!

What we know now is that no one was hurt!

Systems could be down for days no one is sure at this time!

What do you do?
I think panic is an option, isn’t it?
LearnIT @ Lunch **TTE**

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Systems could be down for days ... but no one is sure at this time!

What do you do?
What happens if there is a ...
Kaboom!
Agenda

1. What is an Emergency Response Plan
2. What is a Business Continuity Plan
3. What is a Disaster Recovery Plan
4. What are the differences?
5. What should you include in your Business Continuity Plan and/or your technology Disaster Recovery Plan?
6. What is CPOtracker and how will it be used?
7. What is Next?
8. Questions
What is an Emergency Response Plan?
What is an Emergency Response Plan

What do you do if there is a Fire?
What do you do if there is a Flood in a dorm room?
What do you do if there is a Physical Altercation on Campus?
What do you do if there is a Accident on Campus?

The above all require an Emergency Response

Campus Security have plans on how to respond
Maintenance have plans on how to respond
The campus will be notified about what to do in certain circumstances

All are Emergency Response Plans

They deal with the Kaboom!
What is an Emergency Response Plan

The Emergency Plans that we have in place deal with the initial response to a problem

An Emergency Response Plan could be evacuating students from a lecture hall or a dormitory complex

An Emergency Response could be call an ambulance for a student or a faculty member that is having a medical emergency

An Emergency Response could be calling the fire department while getting everyone out safely from an area

An Emergency Response involves securing the area, making sure everyone is safe
What is a Business Continuity Plan?
What is a Business Continuity Plan

1. A Business Continuity Plan also known as a BCP is the plan that lets a department or group within a department know what they need to do when normal is not available.

2. If you have been evacuated from your normal work area due to a fire or a flood, what do you do?

3. If co-workers are injured or have suffered a medical emergency how do you continue the services they provided while their situation is being taken care of?

4. If co-workers are on vacation and / or at a conference and are not available and an emergency occurs what do you do for their work area or the services that they normally provide?

5. What do you do if the computer services that are normally available suddenly become unavailable?
What is a Business Continuity Plan

1. A Business Continuity Plan is intended to provide answers to the above questions.

2. The BCP is intended to have all of the key or critical information that you will need to respond to any emergency.

3. The BCP is intended to allow others not totally familiar with your area to work through what you planned to do in the event of an emergency.

4. The BCP is intended to provide access to key information that may be needed but not necessarily immediately available due to your new location or systems being down.
What is a Disaster Recovery Plan?
**What is a Disaster Recovery Plan**

Technology is a key part of everything that we do in today’s academic and business world.

We have i-pads, i-phones, Blackberries, Androids, PCs, laptops, tablets, etc. etc. etc.

We have networks that connect all of the above, including wired and wireless networks.

We have printers, faxes, copiers that fax and create PDFs, scanners etc. etc. etc.

We have specialized equipment to print information or create name tags or security badges, bind books and presentations, etc.

Without the technology it goes from good to bad to very bad in a big hurry.
**What is a Disaster Recovery Plan**

A Disaster Recovery Plan also known as a DRP is the plan that the Information Technology Department will put together to recovery from a technology failure.

Even the IT department should have a BCP; however, they also need a DRP.

How do you rebuild 100’s of servers located throughout the campus?

How do you recover the network if it fails?

Who is responsible to support the technology failure, the staff or outside vendors?

How do you get in touch will all of the support that you are going to need?

If you cannot use the existing Data Center, what does that mean to recovery capabilities?
What is a Disaster Recovery Plan

How will all of the applications be recovered?

Who knows how the databases need to be re-built? Can they be rebuilt?

What will the users do to test the system when it comes back on line?

How will we know what data has been lost and what data we were able to recover?

Who will work the hours necessary to recover the technology infrastructure?

The technology infrastructure and the technology environment is not only complex but is integrated and the integration must be maintained at the same time the integrity of the data is protected.

A fully documented DRP will assist the IT department meet their recovery obligations.
If a Kaboom happens!
What are the differences?

When the Kaboom happens the **Emergency Response Plan** is immediately implemented
What are the differences?

After the initial emergency response has occurred and everyone is safe or at least accounted for; then the work must go on. This is when you implement your Business Continuity Plan.
What are the differences?

If the emergency is the result of a technology failure; regardless of cause, the technology **Disaster Recovery Plan** is implemented.
What are the differences?
Kaboom!

Emergency Response Plan
Emergency Response Plan

Business Continuity Plan

Fordham University BCP / DRP LearnIT @ Lunch

Kaboom!
Emergency Response Plan

Kaboom!

Business Continuity Plan

Disaster Recovery Plan
Emergency Response Plan

Kaboom!

Business Continuity Plan

Disaster Recovery Plan

New Normal
Fordham University BCP / DRP LearnIT @ Lunch

Kaboom!

Emergency Response Plan

Business Continuity Plan

Disaster Recovery Plan

New Normal

Days
Emergency Response Plan

Business Continuity Plan

Disaster Recovery Plan

New Normal

Kaboom!

Days

Weeks
Kaboom!

Emergency Response Plan

Business Continuity Plan

Disaster Recovery Plan

New Normal

Days

Weeks

Months
What should you include in your Business Continuity Plan?

A BCP contains information that is required to maintain basic services while the problem that caused the disruption is taken care of.

• Staff Contact Information
• Vendor Contact Information
• Forms / Documentation
• Schedules
• Emergency Response Steps
• Manual Procedures
• Critical Actions to be Taken by Staff
• Application verification steps to be taken / Application support contact information
• Recovery Locations
• Impact on Other Departments / Contact info for impacted departments
• Policy Manuals / Procedures
• Any other information that will assist you
• etc.
# Business Continuity Plan

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<th>#</th>
<th>BCP Section</th>
<th>Description</th>
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<td>Business Continuity Plan Introduction</td>
<td>A brief explanation of why you have built your department’s BCP</td>
</tr>
<tr>
<td>2</td>
<td>Business Process Description</td>
<td>An explanation of the business processes that will be included in the BCPs</td>
</tr>
<tr>
<td>3</td>
<td>Emergency Communication Team</td>
<td>This will be a select group of people that will take care of communication when the initial emergency occurs. These will be the people most likely on site not necessarily the most senior people for the location. Will be able to provide first-hand information</td>
</tr>
<tr>
<td>4</td>
<td>Emergency Communication Escalation Procedures</td>
<td></td>
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<tr>
<td></td>
<td>Internal Communications</td>
<td></td>
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<tr>
<td></td>
<td>External Communications</td>
<td></td>
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<tr>
<td>5</td>
<td>Business Continuity Team</td>
<td>BCP Team = all members of your staff ... all should know there is a plan and what their role is ... You could also have vendors or members of other departments ...</td>
</tr>
<tr>
<td>6</td>
<td>Organization Charts</td>
<td>Org charts help new people get orientated</td>
</tr>
<tr>
<td>7</td>
<td>Crisis Communication Chart</td>
<td>Crisis Communication charts almost like a flowchart ... what to do if this but not that ....</td>
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<tr>
<td>8</td>
<td>External Crisis Contact Information</td>
<td>External Crisis Contact Info can be very help to find out about closures, etc. BUT NOT 911</td>
</tr>
<tr>
<td>9</td>
<td>Constituents Being Served By The Business Process</td>
<td>Who are your customers ... How do you communicate with them? What is their contact information, since they may not be down the hall or over in the next building ...</td>
</tr>
<tr>
<td>10</td>
<td>Office Involved In The Business Process</td>
<td>How many offices provide similar services ... to what level ... how do you communicate with the other locations ... what do you tell the staff there ... do they close the office and come to the main location, what signage do you put up ... “This Office Is Closed” or “This Office has Temporarily Moved Services to 123 Main Street” .... Big difference ... Change the message as necessary and as the crisis changes ...</td>
</tr>
<tr>
<td>11</td>
<td>Alternate Work Location</td>
<td>Where do you go if your work location is not available? Home? Starbucks?</td>
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<td>12</td>
<td>Human Resource’s Department New Employee Introduction To The BCP</td>
<td>HR should introduce new employees to BCP ... what it is who the person in their new department is that is responsible for BCP</td>
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<td>13</td>
<td>Manual Procedures</td>
<td>Manual Procedures ... how do you do what you do on the computer without the computer and do it as efficiently? Tough job and the heart of the BCP ... takes a lot of planning ... talk to your people ...</td>
</tr>
<tr>
<td>14</td>
<td>Contact Information</td>
<td>Get every conceivable piece of contact information from people</td>
</tr>
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<td>15</td>
<td>Vendor Information</td>
<td>Vendor information ... Get as much contact information as possible ... Consider information for secondary / backup vendors?</td>
</tr>
<tr>
<td>16</td>
<td>Schedules</td>
<td>Schedules ... every department has schedules ... what are yours ...</td>
</tr>
<tr>
<td>17</td>
<td>Department Standard Operating Procedures</td>
<td>SOPs? What are they? Have copies available ... even if you think you won’t need them ... during a disaster is when you need SOPs more than at any other time.</td>
</tr>
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<td>18</td>
<td>Policies And Procedures</td>
<td>Policies / Procedures ... if you can’t look them up but need them, then you have a problem ... so put copies in your plan and keep them up to date ... talk about CPOtracker and sharing Policies and Procedures...</td>
</tr>
<tr>
<td>19</td>
<td>Forms</td>
<td>Forms will be needed to put manual procedures in plan ... either you need to design some forms or you need to take copies of forms to include in your plan... it could be screen prints, but you will need some kind of forms.</td>
</tr>
<tr>
<td>20</td>
<td>Office Requirements</td>
<td>What will you need in a basic office set up ... Can you share equipment with another department? Etc. and no you don’t get fancy stuff you get basic ....</td>
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<tr>
<td>21</td>
<td>Dependencies</td>
<td>List dependencies and work with those groups to determine how you get over the dependencies when you are in manual mode?</td>
</tr>
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<td>22</td>
<td>Application Recovery Procedures</td>
<td>Applications will need to be monitored and checked if they are recovered. How do you do that, what needs to be checked, what is it checked against, how will you call a recovered system accurate? Etc...</td>
</tr>
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<td>23</td>
<td>Salvage &amp; Restoration</td>
<td>Salvage and Restoration ... if you have damage goods / equipment will have to be recovered? Who will be in charge of that ... Who will you call to do it? Are you responsible or will Facilities have to do it?</td>
</tr>
<tr>
<td>24</td>
<td>Training</td>
<td>Training ... all staff must be aware of the plan, what their role is, etc. Who will train them, how will it be done? Etc.</td>
</tr>
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<td>Table Top Exercise</td>
<td>TTE .... What is it? When will it be conducted? Team vs. Full?</td>
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<td>26</td>
<td>Additional Information</td>
<td>Any we didn’t include in the above sections.</td>
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# Disaster Recovery Plan

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What is CPOtracker?
What is CPOtracker?
What is CPOtracker?

Login to CPOtracker

Enter your Organization Name, User Name and Password below

Organization: Fordham
User Name: mark@turnbullconsulting.com
Password: ********

Login

Remember Organization and User Name  Change Password  Forgot Password

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What is Next?
What is Next?

Business Continuity Plan Discussions  November / December

• Schedule through Silvio Balzano or Calvin Graham
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CPOtracker Training  Jan / Feb
  • A timetable will be established and you will be notified and asked to sign up for a time that best suits your schedule
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Team Table Top Exercises  Feb / March
  • A scenario will be presented to your team and we will work through your BCP / DRP to determine if you have sufficient information in your plan to respond
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**Team Table Top Exercises**  **Feb / March**
- A scenario will be presented to your team and we will work through your BCP / DRP to determine if you have sufficient information in your plan to respond

**Full Table Top Exercise**  **April**
- All teams will come together to deal with a scenario that impacts everyone at the worst possible time. Do all of your plans have what they need? Do you know how to other teams will be handling the crisis? What don’t we know?
Questions