TOPICS FOR TODAY

What’s working in BCP?
What’s not working in BCP?
Why?
What can we do to change things?
Idea Exchange – after all you really have the answers

Wrap up
WHAT’S WORKING IN BCP?

- The increased severity of disasters, the increased media hype – all have created more acceptance and desire for a plan
  - Media capability nowadays, compared to 10yrs ago
  - Ever increasing trends in litigation for due diligence
- If you can get the resources and time allocated for it, the exercise is still the best learning tool
- Technology becoming more accessible and capable
- Remote and virtual capability (for the workplace)
WHAT’S NOT WORKING?

- BIA – long, labor intensive, doesn’t really get us anywhere
  - Dependent on scheduling within the organization, data becomes stale
- BIA Reports – Expensive, limited value, shelf ware
- Software – can be hard to use, too many things to do, the plans don’t get used
- Our leadership – Not involved, limited budget, never enough time or resources
- Old & New school approaches – too many distractions, too few resources, too many top priorities, not enough accountability
- No return on the investment
WHY IS IT NOT WORKING?

- We don’t present value and utility
- Too many steps, too many questions, too much work – **Frustration Abounds**!
- We have been reduced by too many workers to get everything done. No time is left, everything needs to be *quick and easy* – BCP isn’t!
- Things change too fast and we can’t keep up with “useless” documentation
- Overuse of jargon and inconsistent meaning of terms (RTO, RPO, MAO, MTPD, MTO, COOP, etc…)
- Inconsistent governance and standards
- Fee heavy, staff augmentation and consulting
  - Low hanging fruit / short engagements (programs left hanging)
HOW CAN WE CHANGE THINGS?

- Share the load – get more people involved
- Consider rotating team members
- Rethink and assess the approach currently in place
- Get visual – most of our plans are not graphically rich
- Understand the business – help create the process flows
- Use your network
PRACTICAL IDEA 1

Frustration Free BCP - If it is frustrating, we will never do it again

- Make the tasks small, simple, focused and guide the people through it all
  - Yes it adds to your upfront labor
  - It provides teams that will actually do their own refresh
- Mini exercises and examples go a long way to getting the results you want
  - Big exercises work on the group
  - Small ones work on the plan – use the small ones to speed the planning process and establish ownership
- Simplify and reduce: build what is needed, not what the system wants you to have
PRACTICAL IDEA 2

Integrate the major players: Emergency Response, Crisis Management, BCP, IT Disaster Recovery, Security, Safety and yes even Risk Management!

- We all ask for the same core data – so get it once and use it many times
- Set a rational refresh cycle – every year may be way too frequent for most of your items, way too infrequent for others
- Use the layers and in-depth approach from Security and Safety to help mitigate and reduce risk
- Stay risk focused and aware – be cautious of likelihood of realization trap
- If you have a quality program (that actually works on improvements, not just process documentation) – subvert them into the program
- Build on success, improve the failures/less than successful
- Always play to the strengths
- Communicate as a team so the message is consistent and coordinated
- Never forget that “do nothing” is a valid answer.
PRACTICAL IDEA 3

What is needed? - Work a plan, even if you don’t have one!

- Focus your plan on the people, the facility (ies), the technology and the processes we use, and our dependencies / interdependencies
- Know and understand what is needed to accomplish those critical tasks
- Focus on the management and communications – this always fails, so let’s work it!
- Use technology to simplify things.
YOUR PRACTICAL IDEAS
BONUS IDEAS

Exercise Scenarios:

Build a fire/sprinkler event scenario to use for testing departmental plans:
- Allows you to destroy the desk, the paper and the computer in the office, yet keep other things functioning
- Enables you to test the alternate work location and potential dependency issues
- Brings to light any remote access issues for those who RDP to the desktop.
- Easy to understand and accept the scenario

Have a major storm event for your location ready:
- Tornado, Thunderstorm, Hurricane, Blizzard, etc.
- Enable you to take one or more buildings off-line, built on real scenarios and results
- Great for testing the interactions between department pans and finding when we have resource duplication and priority issues
BONUS IDEAS

Exercise Scenarios:

Political Event scenario (G8 summit, National Convention, Alien / Zombie invasion)
- Scalable regional event that can impact transportation and services available for your teams.
- Your priority can be examined in light of the community priorities
- Tests the external factors, utility independence for a relatively short duration (usually 2 weeks) of effects

Shooter event
- Test with external shooter and employee shooter
- Can use death event of key personnel as result. Useful for identifying the weakness of cross training and knowledge.
WRAP UP
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