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<Insert Project Name>

Business Continuity Plan

Project Phase:

Customer: <Insert Client Name>

Team Leader: <Insert Team Leader Name>

Champion: <Insert Champion Name>

Document ID: <Insert Document Identification Number>

Name	Position Title	Organization	Signature	Date

Business Continuity Plan

Document Purpose

This document outlines the scope, objectives and participants involved in the project. It will provide a preliminary statement regarding the project objectives and key stakeholders. It serves as a reference of authority for the future of the project.

Version History

Version	Author	Date Issued	Change Description

Project Team Members

Name	Title	Role

Contacts

	Author	Customer
Name:		
Title		
Organization:		
Address Line 1:		
Address Line 2:		
Address Line 3:		
Telephone:		
Email:		

Contents

1.   Overview

This Business Continuity Plan document identifies the strategies, functional areas, procedures and resources which will be used to respond to any short or long-term disruption to <Company Name's> essential business procedures.

1.1.   Objective

The objective of this plan is to provide management with the tools required to minimize the likelihood and impact of interruptions as well as to ensure recovery from interruptions as quickly as possible.

1.2.   Scope

The scope of this document is limited to those business processes that are critical for <Company Name> to continue operations. The departments directly involved in these operations are listed in section 4.

The following disruption scenarios are considered:

o   *Facilities not available*

A disruption that would lead to a loss of building and / or contents. *This could include any scenario that renders the building or facilities inaccessible. For example, a pandemic / health risk, electrical or water failure, or natural disaster making the building inaccessible.*

o   *Systems not available*

A disruption that would lead to a data centre being unavailable. *For example, a utility failure or natural disaster could cause a communication breakdown.*

o   *Staff not available*

A disruption that would isolate staff in a location whereby they are unable to work (even remotely).

Notes:

Combinations of above scenarios will be addressed by combining recovery strategies for each scenario identified. Any other assumptions are also included in "Plan Assumptions" section of this document. These are to be considered and included in the plan scope.

1.3.   Plan Availability

This Business Continuity Plan (BCP) is stored in <insert location of this document> *and is available for all employees. Each departmental plan will be linked to this document which is also stored at this location.*

Due to the potential situation in which the intranet / fileserver (where document is stored) is not available, each department and critical personnel identified must also manage a hard copy of the Corporate and department specific plans for reference.

Each BCP Coordinator (BCC) is to also keep a hard and / or soft copy of this plan off-site to cater for the situation whereby the intranet / fileserver is not available.

BCP Coordinator (BCC)	Role / Department	Email	Mobile Phone

1.4. Team Structure / Responsibilities

Recovery is accomplished with groups of key staff members organized into recovery teams. The two types of recovery teams, the Management Team and the Workgroup Teams are described as follows:

Management Team

The Management Team are responsible for overseeing the recovery effort. The team assists Executive Management with the decision to activate their portion of the plan and in the selection of the recovery strategy. The team coordinates internal information flow between recovery teams and support areas and makes resource allocation decisions.

Workgroup Teams

Workgroup Teams are responsible for the recovery of its own functional area and any additional requirements delegated by the Management Team. Workgroup team members are identified on each functional area's recovery strategy document.

1.5. Common Definitions

Throughout the recovery steps identified in this plan, the following terms will be referenced:

Recovery Time Objective (RTO): The maximum amount of time for a system (or function) to be recovered after a disruption in operation. This time is reflective of the period before a significant impact is incurred.

Recovery Point Objective (RPO): The maximum amount of data loss an organization can sustain during an outage or event.

1.6. Review Period

A review of the BCP should be carried out at least every twelve months. Events may however prompt an interim examination and may be made on the basis of changes in procedures, priorities and resources.

2. Plan Assumptions

To facilitate the ability to outline a strategy for recovery, this plan takes into account the following assumptions related to business processes, systems, vendors and staff.

Issue	Assumption
Internet access	*All employees who are able to work remotely will have access to the internet*
VPN Access	*All employees who are able to work remotely will have access to internal systems through the VPN (assuming the required internal systems are not affected by any outage)*
Wireless adapters available	*All laptops made available to employees will have wireless capabilities*
Hardware	*In the event that any servers need to be rebuilt, we are assuming that there is so hardware readily available and the full recovery time will need to include purchase and delivery.*
Windows Operating System and MS Office	*All company laptops will have Windows and Microsoft Office applications included and available*
Company laptops	*All employees that have company laptops are expected to take the laptop with them each night when leaving the office. Laptops should not be left in the office.*
Vendors not affected	*Vendors are assumed to be available and contractual agreement for services are still in place.*
Remote Site/ Facility	*In instances in which we want a temporary facility for a department to continue functions that cannot be done remotely (e.g. printing) a temporary structure may be provided. Temporary office space, basic office supplies, shipping services, internet access and any other required IT equipment such as dedicated printers etc.* *Note: With capability for employees to work remotely; the need for a structured, built out remote site is not likely to be necessary.*

3.   Plan Activation Procedures

3.1.   How to Use the Plan

This plan is intended as a combination of a business plan, a disaster time checklist, a reference document and a training aid. The various phases, milestones, tasks and procedures should be reviewed and followed based on the incident circumstances.

This plan should be carefully followed during periodic testing, in order to thoroughly train recovery personnel and ensure that the strategies and actions accurately reflect the current recovery requirements.

3.2.   First Alert Notification

A notification of a potentially disruptive incident may come from any of several different sources, depending on the incident nature and time of day.

The following procedure summarizes typical notification flow and initial actions to be taken. In the case of a potential incident of a facility, system or staff, the following procedure is a guide to the initial actions to be taken:

- Perform all appropriate emergency notification actions where appropriate (e.g., sound fire alarm, call emergency number (police/ambulance/fire)).

- Notify the Support / Help Desk of issue
    Email: ithelpdesk@companyname.com
    Phone: 1-800-999-999 International +1-312-999-9999

3.3.   Team Activation

The impacted (functional) BCP Coordinator is to assemble their recovery team to assess the situation.

- o   Functional Recovery Team is to assess the situation and a decision made whether (or not) to activate the BCP.

- o   If the BCP is activated, the Functional Business BCP Coordinator is to contact the Help Desk so that they can notify all BCP Management Team Members of the situation.

- o   BCP Management Team is to meet and review the impact on other business areas and determine if the incident needs to be communicated to the company, customers, and / or public. This communication is only to be done by the Corporate Communications team and must be approved by the Legal Department.

- o   Upon the BCP Management Team recommendations, the Corporate BCP Director is to engage the Executive team and continually advise them of the direction and progress.

    - The Corporate BCP Director will escalate pending issues and regularly communicate the status of activation to Executive Team.

- o The Functional Business BCP Coordinator is to contact all necessary personnel in their area of the activation.

  - Each functional area has a list of all contacts required for their area. This list is included in their respective recovery plans. Refer to Section 4, "Recovery Procedures" of this document.

  - Notify all contacts listed in functional area plan of the activation and direct them as listed in, 'Personnel Notification Procedure' (Section 3.4) of this document.

3.4. Personnel Notification Procedure

After the BCP has officially been activated, this procedure in conjunction with the functional business area BCP's contact lists (to alert personnel) is to be followed.

Note: It is important to keep track of all attempts to contact the personnel required.

- o Place calls and record contact information and response to calls on the Contact List on each Departmental Plan.

- o If contact is made to the requested individual, provide them with the following information:

  Brief description of the problem

  Actions required as noted by the BCP Management Team (e.g. work remotely or report to a specific location)

  Inform personnel to make no public statement regarding the situation

  If the person is not needed to call others on the contact list (as dictated by each function BCP contact list) inform person that no calls are to be made to other employees. This will avoid premature notification to the families of personnel working at the time of the incident.

- o If contact is not made to the requested individual, ask where the person may be contacted and gather any relevant contact details. Where possible, follow up person with the contact details supplied.
  Note: If individual is at work, indicate you will reach the individual at work. (Do not discuss situation with the person answering the phone. Notify the BCP Management Team immediately.

- o If no contact is made:

  Record the time of the attempted contact

  Periodically call again, until contact is made

- o If contact information is invalid (e.g. wrong number, person moved):

  - Attempt to get updated contact details and contact the individual

  - Notify management of the incorrect contact information

- o If telephone is answered by an answering machine:

  - Leave a message requesting the person to call you at (phone number)

  - Record the call and pertinent details on the telephone log

3.5. Monitor Team Activities

Each department BCP Coordinator is responsible to track and document all Recovery Procedures activities and be able to report them to the BCP Team (as necessary) for each BCP Activation. This Recovery Procedures documentation will also be used to update the departmental BCP as necessary with updated procedure steps, owners and timelines.

4. Recovery Procedures

Recovery procedures, owners and timelines for BCP activation are outlined in each departmental BCP Plan. These plans are referenced via links below under each scenario identified in the tables below.

The following procedure is to be adhered to:

- o BCC's of each department to implement BCP are listed in plan.

- o BCC's to document results of activation.
  Note: The testing template in section 5 is to be used and results are to be saved on BCP at the end of each business day of the activation period.

- o BCC's to communicate all issues identified during activation to the Corporate BCP Director. This includes resolution owners and timeline for resolution.

- o Corporate BCP Director will escalate pending issues and communicate status of testing to Executive Team at end of the test phase.

- o Changes required to BCP's for each department that are identified during the activation process are to be completed no later than 2 weeks following restoration. Any changes need to be approved and all staff retrained.

Departmental Recovery Plans

Department	Documentation Link	Revision Date
IT Department		
Human Resources		

Department	Documentation Link	Revision Date
Billing		
Marketing		
Customer Relations		

5.   Testing Procedures

BCP's need to be tested on an annual basis to ensure the recovery steps are effective and can be relied on during a BCP Activation. Testing will be conducted by each department and documentation of the test activities and results will be monitored and maintained internally.

5.1.   Test Procedure Steps

The Corporate BCP Director is to advise BCP Management Team of the test dates and scenarios to be tested. However, if an instance occurs during a normal work day that would require the company to activate a portion of their BCP, then this may also be utilized as a test of the BCP and should be documented as such.

- o BCC's of each department to implement BCP as listed in plan

- o BCC's to document results of each step in test on Department Test Plan (template shown below) and save in current file location (e.g. intranet)

- o Results are to be saved on BCP at the end of each business day of the test period

- o BCC's to communicate all issues identified in testing to the Corporate BCP Director including resolution owners and timeline for resolution

- o Corporate BCP Director will escalate pending issues and communicate status of testing to Executive Team at end of the test phase

5.2.   Test Plan Documentation

Each department is to document the relevant test strategies using the below template. These Test Plans will be saved in the appropriate centralised file repository.

Note: This will also be used to document and communicate test results / issues / changes required to the BCP.

BCP Test Plan

Department	
Document Owner	
Date Tested	
Incident Type	
Duration	

Logistics

Action	Responsible	Date/Time
Identify the parts of the plan(s) that are being tested		
Describe criteria for successful testing		
Management announce the test and expected completion time		
Collect test results at the end of the test period		
Evaluate test results. Was the recovery successful?		
Document issues identified with owners and resolution timelines		
Notify Corporate BCP Director of results		
Update the BCP plan document as necessary		

Recovery Issues

SYSTEMS NOT AVAILABLE

	Issue	Change Required / Comment	Responsibility
Step 1			
Step 2			

	Issue	Change Required / Comment	Responsibility
Step 3			
Step 4			

STAFF NOT AVAILABLE

	Issue	Change Required / Comment	Responsibility
Step 1			
Step 2			
Step 3			
Step 4			

FACILITIES NOT AVAILABLE

	Issue	Change Required / Comment	Responsibility
Step 1			
Step 2			
Step 3			
Step 4			

End of document