

Business Continuity Plan

Components and sequencing description

This document is designed to help explain the contents of an example Business Continuity Plans, so that team members will have a better understanding of how to relate a Business Continuity Plan contents to the efforts needed to create them.

It is an evolutionary document that will be distributed to team members for their review and update. Eventually the document will contain fully vetted information and will have grown into a working document that can be used to help future team members grasp project tasks and deliverables more quickly and accurately, while reducing the amount of time needed by other team members to help bring new team members up to speed.

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Cover Page

<p><i>LOGO</i></p> <p>Business Continuity Plan</p> <p><i>For</i></p> <p>Name, Division, and Department or Location that plan is created for</p> <p>Plan ID: _____</p> <p>Last Revision Date: _____</p> <p><u>Other unit names and numbers within department:</u></p> <p>OTHERS DEPARTMENTS OR UNITS INCLUDED IN PLAN</p>

The Cover Page should include the following information:

- States the Line of Business Name
- State Business Unit Name
- Plan ID Number
- Last Creation or Revision Date
- Other Business Unit Names and Numbers within the Department

Header Information

This information is located at the top of every page. An example would be:

<i>LOGO</i>	WORK AREA RECOVERY PLAN
PLAN VERSION DATE 08-20-2008	Customer Support Services Financial Department Plan 5306

Information contained within the Header should include:

- Company Logo
- Plan Type (Work Area Recovery Plan)
- Plan Version Date:
- Business Unit Name
- Plan ID Number

Footer Information

This information is located at the bottom of every page, with page numbers advancing.

BCCM Template Rev. _____	CONFIDENTIAL & PROPRIETARY	Page - 5
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- BCCM Template Revision. 08/30/2008
- Confidential & Proprietary
- Page #

Plan Status

Business Continuity Requirements	* Frequency	Date	By Whom
BIA	Annual		
Last Test	Annual		
Plan	Annual		
Plan Quality Review	Annual		
Call Lists	Monthly		
<small>* Frequency denotes minimum requirement, however review/revisions should also occur when there are significant changes within the business that impact the content of any of these documents or information.</small>			

Business Units Covered in this Plan

This section of the BC Plan is used to describe the Business Units included in the Plan.

Business Unit Contacts

Hierarchy Point	Business Unit	Responsible Manager	Phone	* BRC	Phone
	Primary:				
	Secondary:				
<i>* BRC Business Recovery Coordinator) has responsibility for 1) ensuring plan information for their area remains current and is reviewed by the manager periodically, 2) ensuring associates within their area are kept informed of plan content, when significant plan changes occur, and where plan is located, 3) ensuring that their responsibilities related to this plan are passed on to new BRCs, when plan responsibilities change, and 4) ensures Information Security/Card Services Business Continuity representative receives revised plan documentation, as changes occur.</i>					

Business Unit Locations:

For each business unit, indicate number of associates by city & state.

Business Unit	Location (City, State)	# Associates	Comments

Revision Tracking

Log all updates made to your plan including update type and page number.

Date	Updated by	Updated Info

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1. Recovery at a Glance
 - Business Overview
 - Recovery Strategy
 - Functions to Recover
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 - Escalation Procedures
 - Business Unit Recovery Teams
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3. ALTERNATE SITE
 - Recovery Site Checklist
 - Relocation Information/Instructions
 - MAPS/DIRECTIONS/ACCESS*
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 - Requirements Matrix
 - Vital Records
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 - Retrieval of Vital Records
 - Reconstruction Procedures
 - INTERIM OPERATING PROCEDURES*
 - VALIDATING RESTORED APPLICATIONS*
 - IDENTIFYING AND RE-ENTERING LOST TRANSACTIONS*
 - PROCESSING BACKLOGGED WORK*
 - Alternate Processing Procedures
 - ACD LOGON PROCEDURES*
 - VOICE MAIL INSTRUCTIONS*
 - PRINTER SELECTION*
5. RESTORATION / MIGRATION
 - Relocation Checklist:
6. CALL LISTS
 - Applications Support
 - Associates
 - Customers
 - Other Departments
 - Vendors
 - Regional Support Teams
 - Other Contacts
7. DOCUMENTATION NEEDED AT TIME OF DISASTER
 - Request for Credit Card Increase
 - Expense Log
 - Recovery Hours Log
 - Recovery Status Report
 - Forms Requirements
 - Required Reports

Recovery at a Glance

This section of the current Business Continuity Plan is used to describe the Business Unit(s) that will be recovered by following this plan and what recovery actions will be performed in response to a business interruption.

Business Overview

Provide an overview of the Business to familiarize recovery personnel with the relative importance of the business unit and the impact its loss would have on the business.

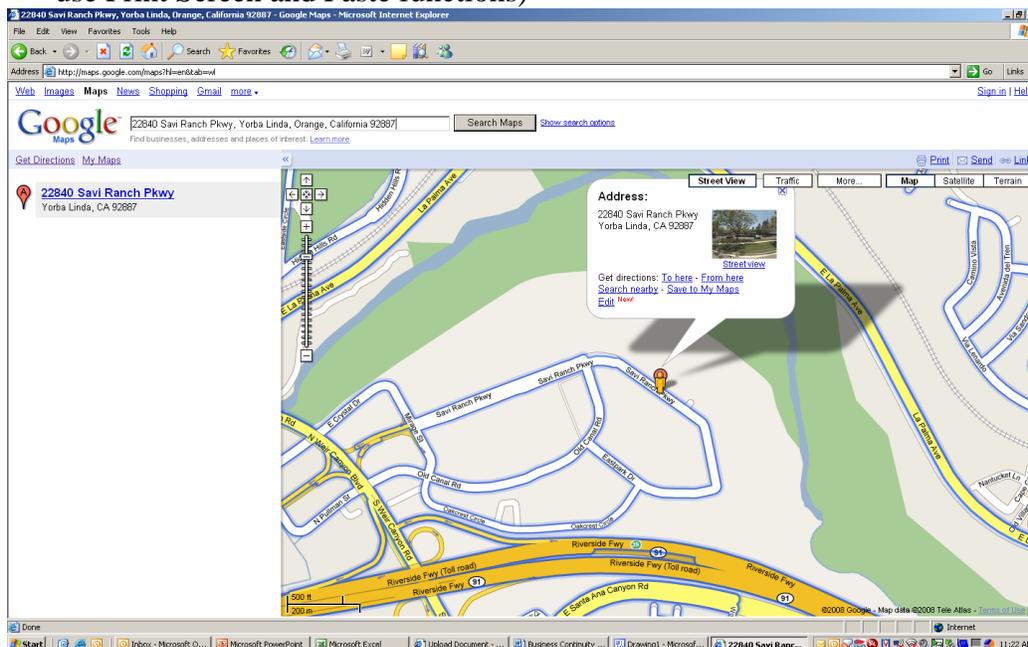
General Information	<ul style="list-style-type: none"> ● Group Name: ● Division Name: ● Business Unit Name: ● Business Unit Number: ● Business Unit Mail Code: ● Business Unit Main Phone Number: ● Business Unit Fax Number: ● Senior Division Manager Name, Phone, and Pager: ● Division Unit Manager Name, Phone, and Pager: ● Business Unit Manager(s) Name, Phone and Pager:
General Recovery Information	<ul style="list-style-type: none"> ● Evacuation Assembly Site (Include picture from Google map is Possible) ● Alternate Assembly Site ● Business Recovery Coordinator Name, Phone, Cell and Pager ● Alternate Business Recovery Coordinator Name, Phone, Cell and Pager ● Emergency Representative Name, Phone, and Pager ● Alternate Emergency Representative Name, Phone, and Pager ● Business Continuity Planner Name, Phone, Cell, and Pager ● Alternate Business Continuity Planner name, Phone, Cell, and Pager
Recovery Site Information	<ul style="list-style-type: none"> ● Address ● Contact Names, Phone, Cell, and Pager Numbers ● Include directions to site (MapQuest, Google, etc.) ● Define who can declare a disaster by Name, Title, Phone, Cell, and Pager
Critical Dependencies	<ul style="list-style-type: none"> ● Describe the critical dependencies associated with the Business Unit like time dependencies, exposure to fines or compliance violations, loss of reputation, loss of revenue, loss of customers, etc..

General Information, including:

- Group and Division Name
- Business Unit Name
- Business Unit Number
- Business Unit Address
- Business Unit Mail Code
- Business Unit Main Phone Number
- Business Unit Fax Number
- Senior Division Manager Name, Phone and Pager
- Division Unit Manager Name, Phone and Pager
- Business Unit Manager(s) Name, Phone and Pager

General Recovery Information, including:

- Evacuation Assembly Site (Include picture from Google map if Possible, then use Print Screen and Paste functions)



- Alternate Assembly Site
- Business Recovery Coordinator Name, Phone, Cell and Pager
- Alternate Business Recovery Coordinator Name, Phone, Cell and Pager
- Emergency Representative Name, Phone, and Pager
- Alternate Emergency Representative Name, Phone, and Pager
- Business Continuity Planner Name, Phone, Cell, and Pager
- Alternate Business Continuity Planner name, Phone, Cell, an Pager

Recovery Site Information, including

- Address
- Contact Names, Phone, Cell, and Pager Numbers
- Include directions to site (MapQuest, Google, etc.)
- Define who can declare a disaster by Name, Title, Phone, Cell, and Pager

Critical Dependencies

Describe the critical dependencies associated with the Business Unit

Types of Disasters to Consider

Describe the types of events that would lead to a Disaster Declaration. The personnel authorized to declare a disaster are listed in the Initial Response section of this document along with their names and phone contact information in the order that they should be called. Examples of events that could lead to a Disaster Declaration are:

Type of Disaster	Severity	Actions to be taken
Loss of Power	High	Contact Building Management, Declare Disaster
Flood		
Can not Access Building		
Fire		
Bomb Threat		
Unavailability of Personnel		

The types of disaster listed above will all have different impacts on the Business Unit's ability to continue functioning, so a guideline has been established to help you decide when, and if, to declare a disaster and move operations to the recovery facility. Disaster Time is based on Criticality and Recovery Time Option (RTO). If you have a RTO of 4 hours and the First Responders say that your site will be lost for 12 – 18 hours, then you should initiate recovery procedures right away.

Recovery Strategies will be developed to respond to any of the Disaster Types listed above. These strategies must first protect people, then company business processes, applications, and locations.

Recovery Strategies will be based on 1 Day, 3 Day, 5 Day, Weeks 1-3, and Week 4-6 disaster event durations and the tasks to be performed at that time of the event.

Recovery Strategy

Describe the recovery strategies associated with the site / business unit for a disaster event. Include descriptions of activities associated with various time periods like:

- Day 1
- Day 3
- Day 5
- Weeks 1 through 3
- Weeks 4 through 6

Functions to Recover

Describe each function that has to be recovered; their Primary Processing Site, their Recovery site, and the Recovery Time Option (RTO) associated with the business function being recovered. Columns included in this area are:

Functions to Recover	Processing Site	Recovery Site	RTO
Function 1	Local Site	Recovery Site	24 Hours
Function 2	Local Site	Recovery Site	48 Hours
Accounts Receivable	NYC Data Center	NJ Data Center	24 hours

Initial Response

Notification Checklist

This checklist will be used to guide the initial response to a disaster. Many of the tasks **may be performed concurrently, and are not necessarily taken in the order presented**. Not every task on this list may be appropriate to a particular situation. All actions should proceed from an assessment of the specific situation.

No.	Task	Responsibility	Date/Time	<input checked="" type="checkbox"/> Done
1.	Call local authorities. Call local emergency number (911, or 9-911, as appropriate.			
2.	Notify Security Call the 24-hour number 1- ----- Call ----- external or ----- internal.			
3.	Notify building management. Notify enterprise wide building maintenance at -----. Notify building management office Larry Simcoe ----- -----			
4.	Notify the business unit manager.			
5.	Initiate evacuation procedures. Evacuate the premises, if appropriate.			
6.	Account for associates. Assemble at a pre-designated assembly site for the post-evacuation head count; ensure that the business unit has updated home telephone listings for all associates.			
7.	“Alert” recovery site. “Alert” hot site of possible disaster declaration. Follow vendor procedures.			
8.	Assess severity of situation. If the situation is obviously long-term, send home associates not required for the initial recovery effort.			
9.	Notify the recovery team leaders. Use call lists.			
10.	Convene the recovery team. The recovery team leaders will meet to assess the situation, discuss options, and make decisions.			
11.	Escalate the problem. Recovery team leaders notify senior management, Business Continuity, and the Regional Support Team representative of the disaster.			
12.	Activate the recovery plan. Recovery team leaders together with their senior managers will decide if it is necessary to declare a disaster and activate the recovery plan.			
13.	Declare Disaster with Recovery. As appropriate, notify recovery site or cancel the “alert” status.			

No.	Task	Responsibility	Date/Time	☑ Done
14.	Set up command post. Recovery team leaders and designated associates set up command post to monitor activities.			
15.	Notify Corporate Travel. If travel arrangements are needed, contact Corporate Travel at 800-841-8048			
16.	Notify business unit associates. Notify business unit associates of disaster status, telephone number and location of the command post, and any action required by the associates.			
17.	Notify key departments/clients. The recovery team leaders or designated associates will notify key clients and departments of the disaster and any changes in procedures.			
	 example notification script: – <i>For Email and telephone delivery:</i> Due to <u>(name the event)</u> on <u>(date)</u> , the <u>(name the business unit)</u> will be unavailable for <u>(name period of time or date, if known)</u> . For further assistance please call <u>(contact name and phone number)</u> .			
18.	Notify critical vendors. The recovery team leaders or designated associates will notify critical vendors of the disaster and any changes in procedures that may result.			
19.	Liaison with Regional Support Team. The recovery team will contact the Regional Support Team to coordinate the recovery effort.			
20.	Notify key customers. Recovery team leaders or designated associates will notify key customers of the disaster and any changes in procedures that may result.			
21.	Mass communications with customers. Corporate communications will handle all media responses. See call list.			

Declaration Procedures

Disaster Declaration procedures are an important topic because it initiates procedures to transfer operations from a Primary Site to an Alternate Site and redirects Associates and other Personnel to perform their normal duties in a different manner. When a Disaster is declared the Alternate Site Vendor will begin charging and they will initiate Procedures to prepare to receive personnel and supplies from the Primary Site. For these reasons, and more, it is important to develop and implement Disaster Declaration Procedures as described here.

Disaster Time

A disaster declaration will be made within _____ hours of the incident that disrupted normal business operations, unless the time needed to clear the disaster event is less than the time needed to move operations to the Recovery Facility.

Disaster Time is based on Criticality and RTO. It is used as a guideline for estimating the time needed to declare a disaster, after the event has occurred and you have weighed all available information from First Responders and other Enterprise Resiliency personnel.

Declaration Statement

A disaster declaration is a formal notification to the recovery site manager that the business unit is experiencing a disaster and wants to move to the recovery facility.

Provide samples of declaration statements so that the Authorized Associate will know what best to say when declaring a disaster to the recovery site vendor representative.

- **Disaster declaration procedures will vary by recovery site. Refer to the procedures established by the internal work area recovery site, or your external hot site vendor, as appropriate.**
- **Include a written procedure for declaring a disaster under the General Recovery Activities - Recovery Procedures, section 4 of your Business Recovery Plan.**

Declaration Authorization

The following is the calling order of associates authorized to declare a disaster and activate the recovery site. If the first associate on the list is not available, call the next associate; continue calling down the list until an AUTHORIZED ASSOCIATE is contacted:

	Authorized Associate	Work Phone	Home Phone	Pager	PIN
1.					
2.					
3.					

The AUTHORIZED ASSOCIATE must then call the recovery facility and notify the site manager, or other parties as documented in the business unit's disaster declaration procedure.

In the case of declaring to the vendor for the hot site and/or RRC, there is an approved list of associates authorized to make the declaration statement and from whom the vendor will accept a declaration statement.

Roles and Responsibilities

Management Recovery Team

Management Team	
Planning Tasks	<ol style="list-style-type: none"> 1. Appoints a business recovery coordinator to oversee plan development, maintenance and testing activities. 2. Confirms the essential business functions and acceptable “downtime” for each function as identified by the business impact analysis. 3. Accepts the risk for exposures, which they elect not to address, that have been identified in business impact studies or by internal and/or external auditors. 4. Approves all alternate site decisions for the relocation of the business functions. 5. Reviews business continuity plans to ensure compliance with corporate goals and priorities. 6. Sets test objectives; reviews test plans to determine that essential requirements are met. 7. Reviews test results and audit reports, ensuring corrective measures are detailed and actions are taken.
Recovery Tasks	<ol style="list-style-type: none"> 1. Assesses the level of the disaster. 2. Activates the disaster recovery plan. 3. Monitors the recovery process; provides regular reports on recovery status to appropriate groups i.e., Senior Line Management, Regional Team Representative, etc. 4. Approves expenditures relating to recovery process.

Business Recovery Coordinator(s)

Business Recovery Coordinator(s)	
Planning Tasks	<ol style="list-style-type: none"> 1. Coordinates plan development, maintenance and testing activities. 2. Coordinates the planning activities of the business unit recovery team. 3. Ensures that business impact analysis are performed and documented to identify the maximum acceptable time frames in which essential business functions could be inoperable without jeopardizing the company's reputation or financial position. 4. Ensures that all required equipment and facilities are provided at the alternate site. 5. Determines that all records and resources required to support restoration of essential business functions, within the appropriate time frames, are available and kept offsite. 6. Coordinates tests of recovery plan; initiates corrective actions resulting from tests. 7. Updates business the recovery plans on a periodic basis, or as changes are made to business functions; distributes updates to those on plan distribution list.

Recovery Tasks	<ol style="list-style-type: none"> 1. Initiates disaster notification process; i.e., calling within business unit. 2. Serves as liaison between business unit and Senior Management Team; escalates issues to Senior Managers. 3. Acts as team leader for business unit recovery team. 4. Tracks actual progress/completion of recovery activities against the projected sequence of recovery events. 5. Submits final disaster assessment reports and actions plan to Senior Management Team.
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Business Unit Recovery Team

Business Unit Recovery Team	
Planning Tasks	<ol style="list-style-type: none"> 1. Develops procedures to recover essential business functions. (If no essential business functions are identified, ensures the minimal level of planning preparedness by ensuring notification lists and evacuation procedures are developed.) 2. Identifies the resources needed to support restoration of essential business functions, within the appropriate time frames. 3. Works with the technical support team to plan and execute disaster recovery exercises to determine whether essential business functions can be recovered within acceptable timeframes as outlined in the business recovery plan. 4. Ensures that all staff members are familiar with departmental business continuity plans, recovery procedures and their assigned responsibilities 5. Develops test plans; reviews test results and audit reports; plans and oversees corrective actions, as required.
Recovery Tasks	<ol style="list-style-type: none"> 1. Sets up alternate site. 2. Oversees recovery logistics, travel, meals, and communications. 3. Activates additional sub teams as needed depending on the circumstances

Business Unit Organization Chart

Provide a Business Unit Organization Chart with Associates names, Titles, and Responsibilities. This chart should be completed in either Visio or PowerPoint.

Insert an Organization Chart for the Business Unit Recovery Team and their functional titles.

Calling Trees

Provide a “Call List” of Business Unit Recovery Team members, the Business Unit Representative, and Alternate Business Unit Representative. Columns that should be included are:

Business Unit Associate is in

Associate Name	Title	Work Phone Number	Home Phone Number	Cell Phone Number

Alternate Site

Recovery Site Checklist

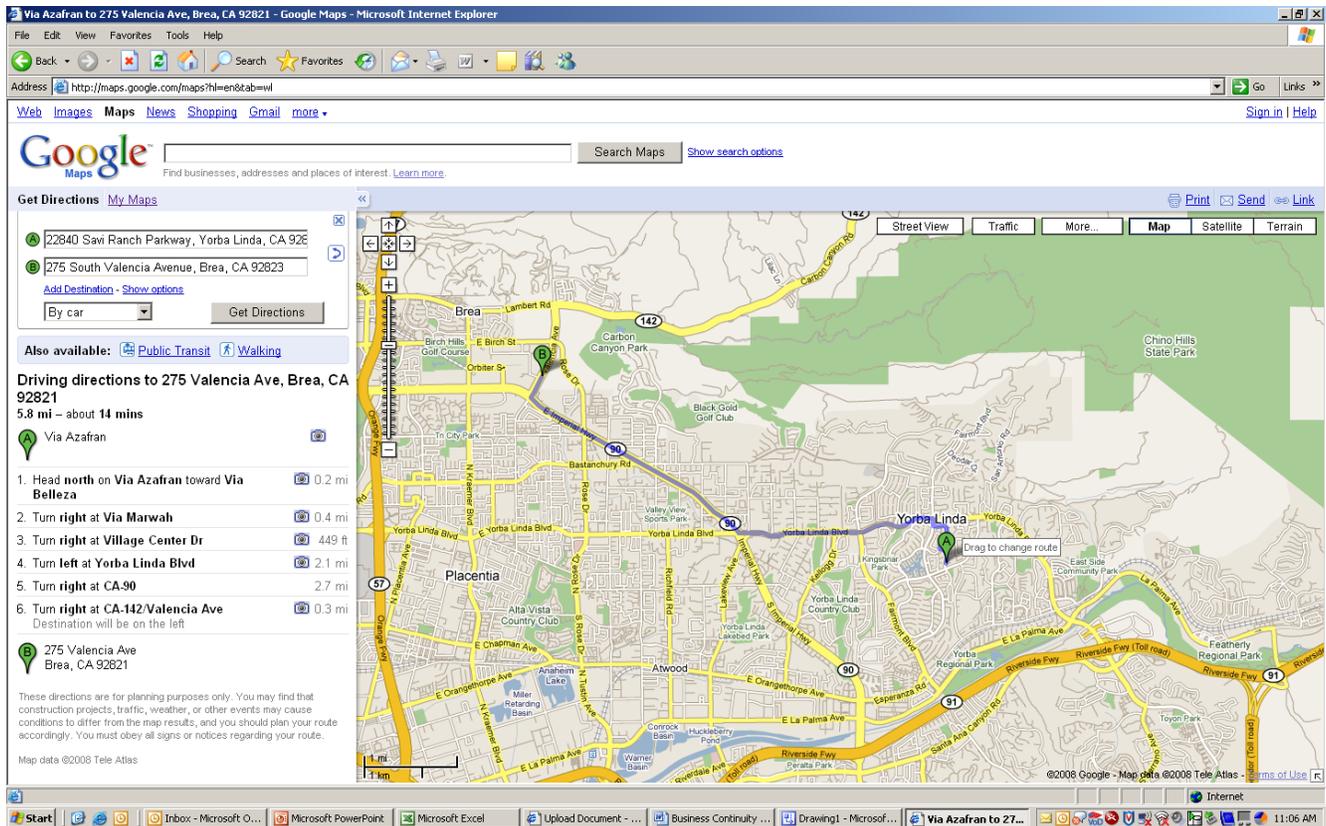
These steps should be assigned to recovery team members. In many cases, these steps are performed concurrently and not necessarily in the order given.

Task		Source/Reference	<input checked="" type="checkbox"/> Done
1.	Confirm move to recovery site		
	a) Site availability		
	b) Transportation and Lodging		
2.	Verify site requirements:		
	a) Facility (HVAC, accessibility)		_____
	b) Telecommunications	Site Agreements, Voice/Data Procedures	_____
	c) Furniture	Site Agreements, Requirements Matrix	_____
	d) Equipment	Site Agreements, Requirements Matrix	_____
	e) Security	Site Agreements, Requirements Matrix	_____
3.	Verify operating requirements:		
	a) Staffing assignments / schedules		_____
	b) Systems accessibility	Requirements Matrix, Telecom Procedures	_____
	c) Redirection of reports	Requirements Matrix, Procedures	_____
	d) Retrieval of vital records/offsite materials		_____
	e) Supplies/Forms		_____
	f) Reroute phones/data lines	Telecommunications Procedures	_____
4.	Notify:		
	a) Associates	Calling Trees, Call Lists	_____
	b) Applications Support / Technology Support	Calling Trees, Call Lists	_____
	c) Administrative areas (mail delivery, interdependent departments)	Calling Trees, Call Lists	_____
	d) Key Customers	Calling Trees, Call Lists	_____
	e) Critical Vendors	Calling Trees, Call Lists	_____
*Please note communication to any media source shall follow Corporate Communication policy guidelines.			
5.	Periodically, report status to management.		

 *Customize the checklist for your business unit. In the Source/Reference column, list any Source Documents or Contacts that will be needed to complete the task. This will expedite the recovery process.*

Relocation Information / Instructions

Provide detailed directions to the Recovery Facility via MapQuest or Google driving instructions or if distance is great compile detailed flight / car rental and local driving instructions to Recovery Facility. Include address of Recovery Facility and Contact information (Name, Phone, Cell, etc.).



The above directions are provided by Google and this screen allows you to search for specific businesses like Hotel, Diners, Restaurant, etc. So by using Google, you not only get directions, but you solve other needs as well.

Layout of Recover Facility

Provide a Floor Plan of the Recovery Facility and the Seats that have been assigned to the Recovery Team Members.

Provide a detailed description of the facilities provided at the Recovery Facility Seat, including;

- RRC
- Suite
- Seat Number
- LOB Functional Name
- Host name
- Model
- Project Type
- OS
- Set Model
- Phone Number
- Voice Features
- BC Consultant Name

Transportation

Provide information regarding the use of transportation to the recovery site including:

- List of Rental Car Companies
- Other modes of transportation that can be used (Train, Air, etc.) as needed.

Requirements Matrix

Provide a list of requirements by time period, including:

- Requirement
- Number needed at each time interval (days, weeks, etc.)
- Totals
- Specifics (Name, Make, Model, Speed, etc.)
- This information should be provided for Associates and Equipment.

This table lists the equipment, connectivity, and personnel needed at designated intervals of time in the event of a disaster. The requirements are incremental; i.e., the requirements in each interval are in addition to the requirements in earlier intervals.

REQUIREMENTS	NUMBER NEEDED AT EACH INTERVAL					Totals	SPECIFICS (Name, Make, Model, Speed, etc.)
	< 1 day	3 Days	5 Days	1 – 3 Weeks	4 – 6 Weeks		
Associates	6		3			9	Grp1 – 4, Grp2 – 2 Day 5 – Grp3, Grp4 Depend on seating may need to work swing shift
Equipment:							
PCs/Configuration	27					27	See Application list on BIA
Terminals	6		1			7	
Mainframe	6		1			7	
Other (specify)							
Telephone Handsets	6		1			7	Enable conference call feature on PBX on 6 phones after arrival on I-Order
<i>Features -</i>							
ACD							
VRU							
Voice Mail	6		1			7	
Headsets							

Modems (Make, speed)							
Printers:							
Mainframe - VPS							
LaserJet	1					1	
Other: (Specify)							
Fax Machines	1					1	
Copiers	1					1	
Software							
Network							Network Access
Internet Explorer							Internet access and Explorer NEED TO INCLUDE ALL SOFTWARE FOR ALL ASSOICATES IN BUSINESS SUPPORT
Voice Lines	6		1			7	
Data Lines							
Fax Lines	1					1	
Applications:							
Mainframe (specify)	6		1			7	
Midrange (specify)							
Standalone PC							Stand alone PC not needed

Applications needed for each business function

Provide a list of equipment and applications needed to support each business function being relocated to the recovery facility. This information should be total and complete for every business function and the associate being relocated to the recovery facility. The equipment and applications will be used to support business operation from the remote facility and everything the associate needed to perform his functional responsibilities and support the business should be provided.

Vital Records

A complete list of all Vital Records needed to support business unit operations should be provided and made available to the recovery team. Vital Records include documents, computers, fixed assets, and stationary as needed by associates and business unit managers. Information included in this section should include;

- Business Unit Name
- Business Unit Manager
- Contact(s) name, Phone, and Cell numbers
- Internal Mail Code
- Description of Item
- Priority (1, 2, 3)
- Media Type
- Specific Location (specific enough for fireman, building management, or security can locate them).

Example of Vital Records and Vital Equipment Form

<i>Business Unit Name:</i>
<i>Business Unit Manager:</i>
<i>Contact(s):</i>
<i>Internal Mail Code:</i>

Description of Item	Priority (1,2, 3)	Media Type	Specific Location
Laptops	1		Desk(s) of:
Paper, Pens, Pencils, staplers and push pins	1		Desk(s) of:
Paper work and boxes with no lids	3		Desk(s) of:

Vital Equipment

List of equipment that is vital to the operation of the business unit at a remote recovery facility, including:

- Business Unit Name
- Business Unit Manager
- Contact(s) name, Phone, and Cell numbers
- Internal Mail Code
- Description of Item
- Priority (1, 2, 3)
- Specific Location (specific enough for fireman, building management, or security can locate them).

Vital Equipment Form

<i>Business Unit Name:</i>
<i>Business Unit Manager:</i>
<i>Contact(s):</i>
<i>Internal Mail Code:</i>

Description of Item	Priority (1,2, 3)	Media Type	Specific Location

Recovery Procedures

General Recovery Activities

Provide a list of recovery activities associated with a General Recovery incident, including:

Initial Recovery

Responsibility	Action

Telecommunications

Voice Recovery tasks including

Responsibility	Action

Data Recovery tasks including:

Responsibility	Action

Vendor Connectivity tasks including

Responsibility	Action

Platform Restoration

Server Applications restoration tasks including:

Responsibility	Action

Desktop Applications / WAN Disk restoration tasks including:

Responsibility	Action

Retrieval of Vital Records tasks including:

Responsibility	Action

Reconstruction Procedures

Interim Operating Procedures tasks including:

Responsibility	Action

Validating Restored Applications tasks including:

Responsibility	Action

Processing Backlogged Work tasks including:

Responsibility	Action

Alternate Processing Procedures

ACD Logon Procedures including:

Responsibility	Action

Voice Mail Instructions including:

Responsibility	Action

Printer Selection Instructions including:

Responsibility	Action

Restoration / Migration

Relocation Checklist

These steps should be assigned to recovery team members. In many cases, these steps are performed concurrently and not necessarily in the order given. Decisions at time of a disruption should follow the dictates of common sense and should be based on sound management principles.

Move to Interim Site

No.	<i>Relocation Tasks</i>	Responsibility	Date/Time	Done <input checked="" type="checkbox"/>
Move to Interim Site/ Return to Home Site				
1	Evaluate/Select interim sites			
2	Plan the relocation.			
3	Furnish the interim Site.			
4	Install the technology infrastructure.			
5	Hire a moving company.			
6	Schedule move to interim site.			
7	Pack.			
8	Forward mail.			
9	Notify.			

Return to Primary Site

No.	<i>Relocation Tasks</i>	Responsibility	Date/Time	Done <input checked="" type="checkbox"/>
Move to Interim Site/ Return to Home Site				
1	Evaluate/Select Primary sites			
2	Plan the return / relocation.			
3	Furnish the Primary Site.			
4	Install the technology infrastructure.			
5	Hire a moving company.			
6	Schedule return move to Primary site.			
7	Pack.			
8	Forward mail.			
9	Notify.			
10	Return to Primary Site			
11	Unpack			
12	Validate everything is working			
13	Notify support and suppliers to reroute to Primary			

Call Lists

Application Support

Application	Contact	Work Phone	Address	Other Phone Pager
MS Office Suite				
MS Outlook				
Call Tree Product				
Intranet/Internet				
Novell				
Executive Software Diskeeper				
Adobe 6.0 Professional Adobe Reader 6.0				
Acrobat Distiller 6.0				
Transfer Data				
Etc....				

Please list a primary and alternate contact for each application.

Associates

Name	Dept.	Address	Work Phone Home Phone	Pager Cell Phone	Comments Logon ID

Customers

DO NOT DISCUSS DETAILS OF THE PROBLEM WITH INDIVIDUALS EXTERNAL TO THE COMPANY.

***Please note communication procedures shall follow Corporate Communication policy guidelines.**

Company	Contact	Work Phone	Address	Other Phone / Pager

Other Departments

Department	Contact Name	Work Phone Home Phone	Address	Cell Phone Pager
Chargeback Dept.				
Cash Research Dept.				
ICA Liaison				

Vendors

DO NOT DISCUSS DETAILS OF THE PROBLEM WITH INDIVIDUALS EXTERNAL TO THE CORPORATION.

***Please note communication procedures shall follow Corporate Communication policy guidelines.**

Vendor	Contact	Work Phone	Address	Other Phone / Pager	Product / Service
Vendor Management					
Security Metrics					
Iron Mountain					

Regional Support Teams

Name	Department	Work Phone	Pager	Home Phone
	Support Team Leader			
	Alternate for Regional Support Team			

Other Contacts

Name	Department	Work Phone	Pager	Home Phone

Documents needed at time of Disaster

1. Expense Log
2. Recovery Hours Log
3. Recovery Status Report
4. Forms Requirements
5. Required Reports/Applications

Request for Credit Card Increase

Manager
{Business Unit Name}
{Date}

Commercial Card Services/Customer Service
Phone: (000) 000-0000
Fax: (000) 000-0000

Increase in Credit Limit

As a result of the {disaster description} in {state}, it has become necessary to raise the credit limit on account number {card number} to \$ {amount} effective immediately. Upon completing our mission in this state, we will contact you to lower this limit to the card's assigned status.

{Printed name of approver}
{Title}
{Phone Number}

Expense Log

Business Unit Manager:	
Business Unit Location:	Internal Mail Code
G/L Company No.	G/L Cost Center No.

DATE	ITEM	VENDOR	COST	APPROVED BY	PURPOSE / COMMENTS

Recovery Hours Log

Employee Name: _____
 Payroll Company: _____
 Payroll Cost Center: _____

SSN: _____
 Telephone: _____
 Page _____ of _____

The purpose of the Hours Log is to document hours worked or missed as a direct result of a Bank disaster. The information reported on this form will be used in the filing of the insurance claim for business interruption loss. Each employee directly affected by the disaster is asked to complete the following schedule and submit it to the Business Recovery Coordinator who will forward it to the Finance Division contact.

DATE	REASON	Hours Missed (Due to Disaster)	Hours Worked (Disaster Related)	Overtime Worked (Disaster Related)	Total Hours
TOTAL HOURS					

Recovery Status Report

 Send completed report to Customer Group Business Continuity Planner

Business Unit Name:			
Business Unit Manager:			
Completed By:			Date:
Phone Number:			Time:

1 Disaster Location:

2 Associate Status:

3 Recovery Status:

- 4a Did you move associates to alternate work locations? Yes No
- 4b Are associates still in the alternate work locations? Yes No
- 4c Please list business functions moved and number of people for each.

5 Recovery Location/Alternate Site:

- 6a Did you implement other workarounds? Yes No
- 6b If yes, please list. Indicate which workarounds are still being used.

- 7a Do you still have a backlog of work related to outage disruption? Yes No
- 7b When do you expect backlog to clear?
- 7c Please list types of work and amount of backlog.

- 8a Was there direct customer impact? Yes No
- 8b Is there still direct customer impact? Yes No
- 8c Please list types of impact.

- 9a Did you experience legal / regulatory impact? Yes No
- 9b Are you still experiencing legal / regulatory impact? Yes No
- 9c Please list types of impact.

- 10a Did you experience significant financial impact? Yes No
- 10b Are you still experiencing significant financial impact? Yes No

10c Please list types of impact.

11a Are there major impacts to any highly critical projects? Yes No

11b What impact do you expect the outage to have on month-end processing and/or year-end processing?

12 Do you anticipate any issues associated with a move back to your home site? Yes No
If yes, please list.

13a Have you incurred any expenses as a result of the outage? Yes No

13b Have you documented any expenses incurred? Yes No

13c List types of expenses.

Please explain all answers in detail. Use separate sheet of paper, if necessary.

Forms Requirements

A sample of each form requested **must be attached** to any order submitted to Corporate Procurement!

Form Number	Form Name	UOM*	Quantity	Offsite (Y/N)**

* UOM (Unit of measurement, box, each, packet, etc)

** Make sure any forms stored offsite are listed in the items to be retrieved from off-site storage in the event of a disaster.

DELIVER TO:

Name

Address

Phone Number

Bank/Cost Center

Approval (BRC)
