

*...a better way*

**BUSINESS CONTINUITY PLAN**

This document provides planning and program guidance for implementing the company’s Business Continuity Plan. 32 Pages 20-057

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**(Company)**

**Template - BCP**

**(date)**

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**1. Mission Statement**

Add your Mission Statement here

Leader:

Leader:

Attach a File copy of your Org Chart

**2. Record of the Division’s Changes to the Plan**

|  |  |  |  |
| --- | --- | --- | --- |
| **Section** | **Date of Change** | **Individual Making Change** | **Description of Change** |
|   |   |   |   |
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|   |   |   |   |

**3. Introduction**

**3.1. Purpose, Scope, Situations, and Assumptions**

3.1.1. Purpose

This document provides planning and program guidance for implementing the Division’s Business Continuity Plan. In addition, it includes the programs to ensure that the Division is capable of conducting its essential missions and functions under the possible threats of disruptions. While prediction of the severity and consequences of an emergency is not exact, effective contingency planning can minimize the impact on the Division’s missions. Resumption of processing to maintain critical services is of the utmost importance.

3.1.2. Scope

This Business Continuity Plan applies to all of the functions, operations, and resources necessary to ensure the continuation of the Division’s critical business functions in the event of a disruption of normal operations, or the threat of a disruption. The Division’s business staff members must be familiar with continuity policies and procedures, and their respective continuity roles and responsibilities.

3.1.3. Assumptions

The basis of the development of the Business Continuity Plan involves the following requirements:

*3.1.3.1. General Requirements*

* Within 12 hours from the time of the activation of the Continuity Plan, the Recovery Teams and essential staff members will need to be able to support the continuation of the XYZ’s critical business functions via available communications and information systems. The groundwork for this support should prepare for a potential period of up to 30-days, or until the resumption of normal operations.
* The documentation of the Division’s detailed daily operational procedures does not display in this Plan. Each Division is responsible for their own documentation of any procedures that are critical to their daily operations. Upon completion of this documentation, and for any subsequent updates of the document, these procedures should be stored in a secured off-site location, or in tool provided for cloud computing.
* All critical resources should be listed in the plan and be available for viewing. These resources can derive from other business partners.
* The provision of proper facility cooperation and Chief Information Officer (CIO) resources are available and based upon the importance of the business function to support a timely recovery.
* An emergency condition may require that the Recovery Teams and essential staff members relocate to the continuity facility, or to their telecommuting sites.

 *3.1.3.2. Operating Requirements*

Upon the notification of an emergency, the following applies:

* Team Members must report to the predetermined alternate (continuity) site as directed by management.
* Management personnel must maintain their normal lines of authority, which includes the reporting structure, and at all times acting as a Team Member or Leader when appropriate.
* All personnel participating as Team Members must keep informed of the latest emergency developments and complete their responsibilities as defined in the plan.
* Team Members must keep informed of the latest emergency communications and any plan changes or improvements.
* Team Members have the responsibility to share their expertise as needed in any of the four phases of operations, which include the following:
	+ Phase I: Readiness and Preparedness
	+ Phase II: Activation and Relocation
	+ Phase III: Recovery Operations
	+ Phase IV: Reconstitution
* Record disaster expenses in a separate disaster ledger, and complete the associated report as described in each section.

For each Division’s Business Continuity Plan, the following applies:

* Perform maintenance of the plan on a continual basis.
* Test the plan periodically. NOTE: The recommendation is to test the plan yearly

**3.2. Organization and Assignment of Responsibilities**

This section identifies the key staff member positions within the Division. These positions include the following: essential staff members, continuity team members, those identified in the order of succession and delegation of authority, the Recovery Team Leader, and others who possess additional continuity responsibilities. The following delineates these key essential staff members:

3.2.1. Essential Staff

Individuals are critical to the operations of any organization. Selecting the right people for an organization’s staff members is vitally important, and this is especially true in a crisis. Leaders set priorities and keep focus. During a continuity event, the activation of emergency employees and other special categories of employees allow these individuals to perform assigned response duties. One of these categories is the essential staff members. In respect to essential staff, the Division must complete the following:

* Identify and designate essential staff as those positions and personnel that they judge to be critical to the organization’s operations in any given emergency. **NOTE**: The Business Continuity Liaison maintains a roster of continuity positions, which also exists on the Recovery Planner RPX website in the Division folder.
* Identify and document that essential staff members possess the skills necessary to perform critical business functions and supporting tasks. **NOTE**: The Business Continuity Liaison maintains a roster of essential staff members, which also exists on the Recovery Planner RPX website in the Division folder.
* Officially, inform all essential staff members of their roles or designations, to ensure that they know and accept their roles and responsibilities.
* Ensure that essential staff members participate in the organization’s continuity Test, Training, and Exercise (TT&E) program. **NOTE**: The Business Continuity Liaison maintains training records, which also exist on the Recovery Planner RPX website in the Division folder.
* Provide guidance to essential staff members concerning individual preparedness measures to ensure response to a continuity event.

Identification of the Division’s essential staff members displays in Section “*Division/Bureau Critical Information.*”

3.2.2. Teams

The organization of **essential staff members** into teams facilitates the Division’s recovery efforts. This organization includes the division of the teams into assignments for different phases of the disaster and each team has specified responsibilities. Each team member reports to their Team Leader for coordination, but independently performs certain required tasks and procedures to restore and recover their area of responsibility. Each team member may call upon the necessary appropriate personnel to assure a successful performance of their responsibilities. Employees on each team have operational duties within their own areas of responsibility. **NOTE**: The purpose of this plan is not to detail the daily use of existing standard operating procedures.

To assist the teams, the following key individuals complete their specified roles:

* The Business Continuity Plan liaison ensures that there is a plan for relocating the pre-designated essential staff members to other worksites in an emergency.
* Management Services Team, in conjunction with advisement from the reporting structure outlined in XYZ’s Emergency Response Plan (\*Please see glossary for further details) informs the agency as a whole of current safety issues and status general in regards to an incident that could impact business and personnel wellbeing. They provide location access and associated resources as well as overarching communication needs to the agency.
* The Recovery Team is responsible for maintaining the recovery procedures and coordinating the recovery of the Division’s business functions and processes.
* In addition, continuity operations may require support from other agencies and commercial vendors.

Identification of the Division’s team details, as well as external agency and vendor contact information, displays in Section “*Division/Bureau Critical Information.*”

3.2.3. All Staff

It is important for the Division to keep all staff members informed and accounted for during a continuity event. This includes the identification of non-essential staff members for recovery operations. The Division must establish procedures for contacting and accounting for these employees in the event of an emergency, including operating status and the following.

* Division employees must remain in contact with their supervisor during any facility closure or relocation situation.
* The Division must ensure that staff members are aware of, and familiar with, the XYZ Interactive Voice Response Systems (IVR) toll free number (number) and any other communication methods provided in the Emergency Response Plan, in order to communicate at an agency wide level during an emergency. **NOTE**: Management Services updates the XYZ Interactive Voice Response Systems (IVR) tolls free number (number) to declare when the alternate facility is available for use.

**3.3. Security and Privacy Statement**

This Plan is “For Official XYZ Use Only.” This official use is due to the following reasons:

* Portions of the Plan contain information that raises personal privacy concerns, which may affect the security of equipment, services, or other entities.
* These portions may be exempt from mandatory disclosure under the Freedom of Information Act (see 5 United States Code §552, 41 Code of Federal Regulations Part 105-60).

The following applies to the handling of the Plan:

* The Plan must be controlled, stored, handled, transmitted, distributed, and disposed of in accordance to guidelines.
* The Recovery Team Leader must provide prior approval for any release of the Plan to the public or to any other personnel who do not have a valid “need to know.”
* Distribution of copies of the Plan will take place to other organizations as deemed necessary to promote information sharing and to facilitate a coordinated inter-organization continuity effort. The Recovery Team Leader must provide approval for further distribution of the plan.

**The Team Concept of the Plan**

The sections below describe how the Business Continuity Plan utilizes a “team concept” for recovery methodology to carry out each of the Plan phases.

Each phase of the disaster has a “team” of employees assigned to it, to oversee the responsibilities of the specified phase. All required recovery actions are the responsibility of designated team members. Each team member reports to their Team Leader for coordination, but independently performs certain tasks and procedures that are required to restore and recover their area of responsibility. Each team member may call upon the appropriate personnel necessary to perform their responsibilities successfully. Employees on each team have operational duties within their own areas of responsibility. **NOTE**: The purpose of this plan is not to detail the daily use of existing standard operating procedures.

The two defining characteristics of the team concept approach are accountability and flexibility. During a disaster, some members may not be available at certain times, or others may not be aware of all necessary procedures to accomplish their mission. The team approach allows for the innovation of implementation, while keeping accountability as to required function. The same is true for the team providing the needed flexibility in a disaster, to complement available skills to handle the actual disaster situation.

The Recovery Planner RPX online tool is the source of creation and storage of the Plan. This tool is database driven and allows for the entry of data in a standard format for all Divisions and Bureaus. It provides a “cloud based” service, with high availability that is accessible from anywhere via the use of a laptop, tablet, or mobile phone. It includes a notification service that can send messages to staff members, vendors, and partners in an email, text, or voice. Automated notifications remind XYZ staff members to update their plans on a periodic basis.

**3.4. Phase I: Readiness and Preparedness**

The Division must participate in the full spectrum of readiness and preparedness activities to ensure that personnel can continue critical business functions in an all-hazard/threat environment. The Division’s readiness activities apply to the following two (2) key areas:

1. Organization readiness and preparedness
2. Staff readiness and preparedness

3.4.1. Organization Readiness and Preparedness

XYZ agency wide preparedness includes XYZ Interactive Voice Response Systems (XYZ Interactive Voice Response Systems (IVR) toll free number (number)) and XYZ’s internal and/or external websites.

3.4.2. Staff Readiness and Preparedness

The Division’s essential staff members must create and maintain staging kits. Essential staff members are responsible for carrying the staging kits to the continuity facility, or for prepositioning, the staging sits at the continuity facility. The Division’s Business Continuity Liaison should review each staging kit at least annually, if not quarterly, to maintain and keep the staging kits current.

3.4.3. Vital Records Management

The Division’s Business Continuity Liaison, with assistance from essential staff members, must create and maintain their staging kits. Vital records are an important part of a Division’s business continuity resources and a copy must be part the staging kits. Vital records refer to the Division’s information systems, applications, electronic and hard copy documents, references and records. They include the classified or sensitive data needed to support Division Critical Business Functions (DCBFs) during a continuity event. The Division must incorporate its vital records program into the overall continuity program, plans, and procedures.

*3.4.3.1. Identifying Vital Records*

The Division must maintain a complete inventory of vital records. It is recommended that this inventory be maintained with the staging kit at a back-up/offsite location, to ensure continuity if the primary operating facility is damaged, destroyed, or unavailable.

Storage of the vital records in a packet, or collection, should include the following:

* A paper copy or electronic list of the Division’s key organization personnel and essential staff members with up-to-date telephone numbers
* A vital records inventory with the precise locations of vital records
* Updates to the vital records
* Necessary keys or access codes
* Listing of the access requirements and sources of equipment necessary to access the records
* The Division’s continuity facility locations
* Lists of records of recovery experts and vendors
* A copy of the Division’s Business Continuity Plans

The Division’s Business Continuity Liaison should review the vital records packet annually to ensure that the information is current. Documentation of the review should be in a written form with the date and names of the senior management personnel approving the review. Then, securely maintain the copy of the review in the staging kits at the alternative continuity facility and an electronic copy staged on the agency’s cloud based business continuity solution to ensure that it is easily accessible to the appropriate personnel when needed.

**NOTE**: Even though the use of the Recovery Planner RPX online tool will contain most of these vital record items, a staging kit is required in the event that there is a need to have forms, checks, recording templates, or other financial instruments.

*3.4.3.2. Protecting Vital Records*

The protection of vital records is essential to guarantee their availability to the Division during a continuity event, which allows for the performance of Division Critical Business Functions (DCBFs). Assess the vital records and database risks to complete the following:

* Identify the risks involved of retaining the vital records in their current locations and media in terms of their possible destruction, and then identify the amount of difficulty that would be involved to reconstitute these records.
* Identify offsite storage locations and requirements.
* Determine if alternative storage/media are available.
* Determine the requirements to duplicate these records and provide alternate storage to provide easy access to the vital records under all conditions.
* Identify the specific protections needed by different kinds of storage media, such as the following: Microforms, paper photographs, computer disks, tapes, and drives. Keep in mind that each requires different methods of protection, and some of these media may require equipment to facilitate access.

Identification of the Division’s vital records displays in Section “*Division/Bureau Critical Information.*”

3.4.4. Staging Kits

**3.5. Phase II: Activation and Relocation**

3.5.1. Evaluation

For agency wide guidance on the overarching decision making process and alert/notification procedures, reference the published Emergency Response Plan. It addresses agency wide protocols and procedures as well as overarching methods of communication.

The first step of this phase is to assess the damage to the operations and come to a decision with regard to the need to utilize an alternate site. The notification for this extremely important decision will come from the Division’s deputy comptroller or designee. Upon notification of a disaster situation, there is an activation of the Recovery Teams, the Division notification procedures commence, and the business team(s) will report to the alternate location.

If a disaster is declared, the business Recovery Team completes the following:

* Retrieve the calling tree information from the Business Continuity Plan (BCP), and call staff members to inform them of the event and next steps. Call external contacts to inform them of the event and known status of the event.
* Contact the Division of Human Resources and Administration regarding any issues related to the following:
	+ Relocating to the recovery site
	+ Arranging for security clearance to enter the recovery site
	+ Emergency procurement
	+ Coordination of health benefits
	+ Use of leave ( HR&A and Diversity support)
	+ Workers’ Compensation
	+ Compensation for injuries
	+ Overtime pay
* Notify the Division of Diversity Programs whenever an event or disaster may affect staff members with special needs.
* Document the completion of these bulleted items noted above for use during and after an event has occurred.

3.5.2. Asset Recovery and Salvage

After Management Services and building facilities staff confirm that it is safe to enter the buildings, the divisions can send in their own staff members; considered Division Salvage Teams, who will identify which items (i.e., equipment, documents, etc.) are salvageable, estimate the “down” or “outage” time, and institute the necessary immediate actions. If items are salvageable, they will complete the following:

* Organize the working party of available staff members.
* Collect items and place them in boxes/containers, while labeling the contents.
* Move boxes to recovery site.
* Take an inventory of the contents of each box.
* Prepare a list of items recovered.

The Division Salvage Team should refer to the Vital Records table in Section “Division/Bureau Critical Information.” during their assessment.

3.5.3. Setting up a Command Center

With the declaration of an evacuation of the primary site, and/or the declaration of a disaster, advisement of the chosen command center to the Division team leaders and management personnel is required as outlined in the published Emergency Response Plan.

3.5.4. Relocation Process

Upon the activation of the Business Continuity Plan, notification advises personnel of this activation is and the Division’s essential staff members will relocate to the designated continuity facilities or to the telecommuting sites to perform the Division’s critical business functions and other continuity-related tasks.

The implementation of Emergency procedures during work hours (with or without a warning), require the following:

* Essential staff members (including Recovery Team personnel, if applicable) depart to the designated continuity facility, or to the telecommuting sites, from the primary operating facility or from their current location.
* Non-essential personnel, who are present at the primary operating facility, or another location, will receive instructions. In most scenarios, directions will include for these individuals to proceed to their homes or other facilities and to wait for further guidance. Obtain further information by contacting the XYZ Interactive Voice Response Systems (IVR) toll free number (number) system or contacting your appropriate chain of command for instructions.

The implementation of Emergency procedures during non-work hours (with or without a warning), require the following:

* Essential staff members (including Recovery Team personnel, if applicable) will deploy to the designated continuity facility from their current location.
* Non-essential personnel will remain at their residence, or other designated facility, to wait for further instructions.

Non-essential personnel may be required to replace or augment essential personnel during activation. The Recovery Team will coordinate these activities with the replacement staff members on a case-by-case basis. Non-essential personnel will remain available to replace or augment essential staff members, as required.

The Recovery Team leader may direct the Division’s non-essential personnel to return home until further notice.

**3.6. Phase III: Recovery Operations**

3.6.1. Division Relocation Logistics

The Recovery Team will be first to arrive for Division representation at the continuity facility to prepare the site for the arrival of the essential staff members and other Division teams. Upon arrival at the continuity facility, the Recovery Team will complete the following:

* Prepare check-in duty stations for the Recovery Team and essential staff members arrival
* Address telephone inquiries from the Recovery Teams, essential staff members, and from the non-essential staff members
* Retrieve the Staging kits
* Perform other tasks as described in the contingency plan appendices

As essential staff members arrive, the Recovery Team Leader will conduct an in processing checklist to ensure accountability. In addition, there will be an identification of all available organization leadership at the continuity facility.

Upon arrival at the continuity facility, the essential staff members will:

* Report immediately for check in and in processing
* Receive all applicable instructions and equipment
* Report to their respective workspace as notified during the activation process
* Activate specialized systems or equipment
* Monitor the status of Division’s personnel and resources
* Continue the Division’s critical business functions
* Prepare and disseminate instructions and reports, as required
* Comply with any additional continuity reporting requirements
* Notify family members, next of kin, and emergency contacts of preferred contact methods and information

Recovery team members should attempt to account for all division essential staff personnel using one or both of the following processes to account for all personnel:

1. Use Responsible Caller List Telephone Trees
2. RPX Alert and Notification System to communicate with essential staff member teams

NOTE: Non-essential staff should report via the XYZ Interactive Voice Response Systems (IVR) toll free number (number) system or with their supervisor

The business has designated that essential staff members will use the location(s) designated in Section “Division/Bureau Critical Information.” for its alternate site(s) and has prepared essential staff members for the possibility of unannounced relocation to the site to continue performance of critical business functions. Specific tasks related to recovery at this continuity site are included in Section “Division/Bureau Critical Information.”

*3.6.1.1.   Recovery Site Resources*

Identification of the recovery site required resources displays in Section “Division/Bureau Critical Information.”

3.6.2. Recovery of Critical Business Functions

The completion of a Business Impact Analysis (BIA) process identifies and prioritizes the Critical Business Functions (CBF) that must continue during the time of a disaster. Business CBFs are a limited set of specific business functions that must continue throughout, or must rapidly resume after, a disruption of normal business activities. CBFs, as validated and approved by the Division’s management, display in tables in Section “Division/Bureau Critical Information.” These tables include the Maximum Tolerable Downtime (MTD) for the CBF, as well as the Recovery Point Objective (RPO) for related data, and the Recovery Time Objective (RTO) for the supporting systems.

**3.7. Phase IV: Reconstitution Operations**

After the confirmation from Management Services of an emergency relocation, the following individuals initiate and coordinate operations to salvage, restore, and recover the Division’s primary operating equipment after receiving approval from the appropriate State and local law enforcement and emergency services. This includes the following:

* The designated Division Recovery Team lead serves as the Reconstitution Manager for all phases of the reconstitution process
* Each Division subcomponent designates are constitution Point-of-Contact (POC) to work with the Recovery Team and to update office personnel on the developments regarding reconstitution, and provide names of the reconstitution POCs to the Reconstitution Manager.

Reconstitution commences when the First Deputy declares the end of the emergency. The reconstitution plans are viable, regardless of the level of disruption that originally prompted implementation of the Continuity Plan. After the appropriate authority determines the end of the emergency, which is coordinated with other State, local, and/or other applicable authorities, the implementation of one, or a combination of the following options, may occur:

* Continue to operate from the continuity facility, which could include, or be solely from, telecommuters.
* Reconstitute the Division’s primary operating facility, and begin to return to this facility in an orderly manner.
* Begin to establish a reconstituted Division in another facility or at another designated location.
* The Division management develops procedures, as necessary, to re-assign staff members, if needed.

After verifying that the required capabilities are available and operational, and that the Division is fully capable of accomplishing all critical business functions and operations at the new, restored facility, or via the use of telecommuters, the Recovery Team begins the following:

* Supervising a return of personnel, equipment, and documents to the primary operating facility
* Move to a temporary or new permanent primary operating facility

**4. Plan Maintenance and Testing**

**4.1. Maintenance**

Each Division’s Business Continuity Liaison is responsible for maintaining their Division’s Continuity Plan. As part of the maintenance of Continuity Plans and procedures, the Division management reviews and updates the Continuity Plan at least annually from the date of publication. The CIO Business Alignment Group’s Business Continuity Representative is responsible to provide guidance and facilitate the annual plan review and update. In addition, updates and modifications to the plan occur when there are significant organizational, procedural changes, or other events that affect continuity processes or procedures. Provide comments or suggestions for improving this plan to the Division Business Continuity Liaison.

**4.2. Test, Training, and Exercises (TT&E) Program**

To support the organization’s preparedness and validate the continuity capabilities, program, and ability to perform critical business functions during any emergency, the Division must establish an effective TT&E program. This testing, training, and exercising of continuity capabilities is essential to demonstrating, assessing, and improving the Division’s ability to execute the continuity program, plans, and procedures, and for the following reasons:

* Training familiarizes essential staff members with their roles and responsibilities in support of the performance of the organization’s critical business functions during a continuity event.
* Tests and exercises serve to assess, validate, or identify the needs for subsequent correction of all components of a Continuity Plan’s, policies, procedures, systems, and facilities that are used in response to a continuity event. Periodic testing also ensures that the equipment and procedures are available in a constant state of readiness.

The Division must perform TT&E events at regular intervals and provide the actual dates shown in the table below.

*\*\*\* The Federal Department of Homeland Security provides guidance on performing and evaluating security exercises as part of the Homeland Security Exercise and Evaluation Program (HSEEP). See* [*https://www.fema.gov/media-library/assets/documents/32326*](https://www.fema.gov/media-library/assets/documents/32326) *for more information.*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Continuity TT&E Requirements** | **Monthly** | **Quarterly** | **Annually** | **As Required** |
| Test alert, notification, and activation procedures for all essential staff members |   |   |  X |   |
| Test capabilities to perform critical business functions |   |     | X   |     |
| Test plans for recovering vital records, critical information systems, services, and data |   |     | X |   |
| Test internal and external interdependencies with respect to performance of critical business functions |     |   | X   |   |
| Train essential staff on roles and responsibilities |   |   | X |   |
| Report findings of all annual assessments to the Division Deputy Comptroller |     |    | X  |     |
| Conduct successor training for all organization personnel who assume the authority and responsibility of the organization’s leadership if that leadership is incapacitated or becomes otherwise unavailable during a continuity situation |     |     |     |  X   |
| Train on the identification, protection, and ready availability of electronic and hardcopy documents, references, records, information systems, and data management software and equipment needed to support critical business functions during a continuity situation for all staff members involved in the vital records program |     |     |     | X   |

**5. Authorities and References**

**5.1. XYZ Policy and Emergency Response Plan**

The General Administrative Manual of the (company), which is an internal executive agency policy is located on the XYZ Intranet, is located at the following link: Executive Policy on Emergency, Business Continuity and Contingency Planning

The (company) Emergency Response Plan is located at the following link: Click here to access the XYZ Emergency Response Plan located on the XYZ Intranet.

**NOTE:** These links are also available on the Recovery Planner RPX website.

**5.2. (name) Executive Law**

(name) Executive Law Article ## excerpt:

*§ ##. State disaster preparedness plans*

*1. The commission shall prepare a state disaster preparedness plan and submit such plan to the governor for approval no later than one year following the effective date of this act. The governor shall act upon such plan by July first of that year. The commission shall review such plans annually.*

*2. The purpose of such plans shall be to minimize the effects of disasters by: (i) identifying appropriate measures to prevent disasters, (ii) developing mechanisms to coordinate the use of resources and manpower for service during and after disaster emergencies and the delivery of services to aid citizens and reduce human suffering resulting from a disaster, and (iii) provide for recovery and redevelopment after disaster emergencies.*

**5.3. (name) Executive Order**

Executive Order #\_\_ of 19\_\_ requires state agencies to organize their response to an emergency using the [National Interagency Incident Management System (NIIMS),](http://www.fema.gov/national-incident-management-system)

XYZ intends to use the Incident Command System to organize its response to emergencies [(ICS).](http://www.fema.gov/incident-command-system) ICS is a management tool for the command, control, and coordination of resources and personnel in an emergency.

**6. Glossary**

* **Activation** – This term pertains to the implantation of a continuity of operations plan, whether in whole or in part, it becomes “activated.”
* **All-Hazards** – This term pertains to the spectrum of all types of hazards, which includes the following: accidents, technological events, natural disasters, terrorist attacks, warfare, and chemical, biological including pandemic influenza, radiological, nuclear, or explosive events.
* **Alternate Facilities** – This term pertains to the locations, other than the primary facility, used to carry out carry out critical business functions in a continuity event. “Alternate facilities” refers to not only other locations, but also to nontraditional options, such as telecommuting, and mobile-office concepts.
* **Business Continuity Liaison** - The BC liaison ensures that there is a plan for relocating the pre-designated essential staff members to other worksites in an emergency
* **Business Continuity Plan (BCP)** – For this term, refer to the definition for Continuity of Operations.
* **Business Impact Analysis (BIA)** – This term pertains to a method of identifying the effect of failing to perform a function or requirement.
* **Business Process Analysis (BPA)** – This term pertains to a method of examining, identifying, and mapping the functional processes, workflows, activities, personnel expertise, systems, data, and facilities inherent in the execution of a function or requirement.
* **Communications** – This term pertains to the voice, video, and data capabilities that enable the leadership and staff members to conduct the mission critical business functions of the organization. Robust communications help ensure that the leadership receives coordinated, integrated policy and operational advice and recommendations and will provide the ability for governments and the private sector to communicate internally and with other entities (including with Federal agencies, State, territorial, tribal, and local governments, and the private sector) as necessary to perform their Division Critical Business Functions (DCBFs).
* **Continuity** – This term pertains to an uninterrupted ability to provide services and support, while maintaining organizational viability, before, during, and after an event.
* **Continuity Event** – This term pertains to any event that causes an agency to relocate its operations to an alternate or other continuity site to assure continuance of its critical business functions.
* **Continuity Facilities** – This term pertains to the locations, other than the primary facility, used to carry out critical Division functions, particularly in a continuity situation. “Continuity facilities” refers to not only other locations, but also nontraditional options such as working at home, telecommuting, and mobile-office concepts.
* **Continuity of Operations (COOP)** – This term pertains to an effort within individual agencies to ensure they can continue to perform their Mission Critical Division functions and Primary Mission Critical Division functions during a wide range of emergencies, including localized acts of nature, accidents, and technological or attack-related emergencies.
* **Corrective Action Program** – This term pertains to an organized method to document and track improvement actions for a program. The Corrective Action Program (CAP) system is a web-based tool that enables Federal, State, and local emergency response and homeland security officials to develop, prioritize, track, and analyze corrective actions following exercises or real world incidents. Users may enter data from a finalized After Action Report/Improvement Plan, track the progress of corrective action implementation, and analyze and report on trends in improvement plans.
* **Critical Business Functions** – This term pertains to the critical activities performed by organizations, especially after a disruption of normal activities. There are three categories of critical business functions: National Critical business functions, Primary Mission Critical business functions, and Mission Critical business functions.
* **Delegation of Authority** – This term pertains to the identification, by position, of the authorities making policy determinations and decisions at headquarters, field levels, and all other organizational locations. Generally, pre-determined delegations of authority take effect after the disruption of the normal channels of direction and they lapse with the reestablishment of these channels.
* **Devolution** – This term pertains to the capability to transfer statutory authority and responsibility for critical business functions from an agency’s primary operating staff and facilities to other agency employees and facilities, and to sustain that operational capability for an extended period.
* **Emergency Management Plan** – This term pertains to a program that implements the mission, vision, strategic goals and objectives as well as the management framework of the organization. It includes three (3) main areas; an Emergency Response Plan that focuses on people’s safety; and the Business Continuity Plans, which address the performance of how the critical business functions will continue during a disruptive event; and a Disaster Recovery Plans that ensures the maintenance and recovery of the IT Infrastructure.
* **Emergency Response Plan (ERP)** – This term pertains to a guide designed to ensure the consideration of the health and safety of XYZ personnel, contractors, and visitors if an emergency occurs at work. It provides a brief overview of emergency procedures, evacuation, and key emergency contacts. It also establishes the roles, responsibilities, and command structure used during an emergency for the agency. A copy of the ERP is on the XYZ Intranet.
* **Essential staff members** – This term pertains to those personnel, both senior and core, who provide the leadership advice, recommendations, and functional support necessary to continue essential operations.
* **Facilities** – This term pertains to the locations where an organization’s leadership and staff members operate. Leadership and staff members may be co-located in one facility or dispersed across many locations and connected by communications systems. Facilities must be able to provide staff members with survivable protection and must enable continued and endurable operations.
* **Interoperable Communications** – This term pertains to the communications that provide the capability to perform critical business functions, in conjunction with other organizations/entities, under all conditions.
* **Leadership** – This term pertains to the senior decision makers who have been elected (e.g., the President, State governors) or designated to head a branch of government or other organization.
* **Management Services Team** - This team; in conjunction with advisements from the command structure outlined in the ERP, informs the agency as a whole of current safety issues and status general in regards to an incident that could impact business and personnel wellbeing. They provide location access and associated resources as well as overarching communication needs to the agency.
* **Maximum Tolerable Downtime (MTD)** - This term pertains to how long the critical business function can be unavailable or not performed. Considerations include expected customer service levels, law and regulations, and political impact.
* **Memorandum of Agreement (MOA)/Memorandum of Understanding (MOU)** – This term pertains to the written agreement between departments/agencies that require specific goods or services to be furnished or tasks to be accomplished by one organization in support of the other.
* **Mission Critical Business Functions** –This term pertains to the limited set of agency-level government functions that require continuance throughout or resumed rapidly after, a disruption of normal activities.
* **Orders of Succession** – This term pertains to the order in which there are provisions for the assumption by individuals of organization’s senior leadership positions during an emergency in the event that any of those officials are unavailable to execute their legal duties.
* **Organization Head** – This term pertains to the highest-ranking official of the primary occupant organization, or a selected successor or designee by that official.
* **Primary Operating Facility** – This term pertains to the site of an organization’s normal, day-to-day operations, which is the location where the employee usually goes to work.
* **Reconstitution** – This term pertains to the process by which surviving and/or replacement organization personnel resume normal operations from the original or replacement primary operating facility.
* **Recovery Point Objective (RPO)** - This term pertains to the point-in-time to which work (commonly in the form of data) should be restored following a business continuity event that interrupts the business, e.g. Data backed up every night indicates a 1 day Restore Point Objective.
* **Recovery Team** – This term pertains to a division specific team responsible for maintaining the recovery procedures, as well as coordinating the recovery of the division’s business functions and processes during an event.
* **Recovery Time Objective (RTO)** - This term pertains to the identifying the time by which mission critical IT dependencies must be recovered to meet the Maximum Tolerable Downtime (MTD) for the business function
* **Risk Analysis** – This term pertains to the process of identifying and evaluating risks.
* **Risk Assessment** – This term pertains to the identification and assessment of hazards.
* **Risk Management** – This term pertains to the process of identifying, controlling, and minimizing the impact of events whose consequences are or may be unknown, or events that are fraught with uncertainty.
* **Salvage Team** – This term pertains to the objective of a team that saves vital records, equipment, function specific supplies, and manuals needed for recovery from a vacated location. The enactment of this occurs after Building Services confirms that the location is safe for occupation.
* **Telecommute** – This term pertains to the ability to work at a location other than the official duty station to perform work or emergency duties. This may include, but is not limited to, using portable computers, personal computers, high-speed telecommunications links, and mobile communications devices.
* **Testing, Training, and Exercises (TT&E)** – This term pertains to the use of measures to ensure that an agency’s Continuity Plan is capable of supporting the continued execution of the agency’s critical business functions throughout the duration of a continuity situation.
* **Virtual Offices** – This term pertains to an environment where employees are not in collocation and rely exclusively on information technologies to interact and conduct their work across distance from multiple geographic locations.
* **Vital Records** – This term pertains to the electronic and hardcopy documents, references, and records that are necessary to support critical business functions during a continuity situation. The two basic categories of vital records are (1) emergency operating records and (2) rights and interests records.

**7. Acronyms**

|  |  |
| --- | --- |
| AAR | After Action Report |
| BIA | Business Impact Analysis |
| BPA | Business Process Analysis |
| CGC | Continuity Guidance Circular |
| RT & ES  | Recovery Team & Essential Staff |
| IT | Information Technology |
| MEF | Mission Essential Function |
| MOA | Memorandum of Agreement |
| MOU | Memorandum of Understanding |
| MTD | Maximum Tolerable Downtime |
| RAP | Remedial Action Program |
| RPO | Recovery Point Objective |
| RTO | Recovery Time Objective |
| STTEF | State, Territorial, and Tribal Essential Function |
| TT&E | Test, Training, and Exercise |

 **8. Directions to Remote Locations**

**8.1. Three Different Directions to (location)**

8.1.1. Directions from (location)to (location) via

8.1.2. Directions from (location)to (location) via

8.1.3. Directions from (location) to (location) via

**9. Loss of IT Scenario**

This area allows you to associate the appropriate RPX created teams to each scenario of the business continuity plan for notification and activation. This is helpful because when the plan is activated and the loss scenario is determined in the incident, it will allow the team(s) to automatically be invoked. The BCP would be linked to the incident; and thereby the associated teams in its pre-populated BCP Scenario Section via the relationship database. Multiple teams can be added based on the loss scenario and the same teams can also be associated to any other loss scenarios. As a reminder, you can also add any files necessary for the scenario in this section as well.

The IT group will follow their Disaster Recovery Plan.

9.1. Loss of IT - XYZ Crisis Management Team

Description:

This team; in conjunction with advisements from the command structure outlined in the Emergency Response Plan (ERP), informs the agency as a whole of current safety issues and status general in regards to an incident that could impact business and personnel wellbeing. They provide location access and associated resources as well as overarching communication needs to the agency.

|  |  |
| --- | --- |
| Phases:  | **Phase I: Readiness and Preparedness****Phase II: Activation and Relocation**Day 1, Days 2 - 5, Days 6 - 10, Greater than 10 Days, **Phase III: Recovery Operations**Day 1, Days 2 - 5, Days 6 - 10, Greater than 10 Days, **Phase IV: Reconstitution** |

Tasks:

Team Leader: -

Alternate Team Leader: -

Common Tasks

1. When Team determines to declare the end of the emergency:

1.1. Notify the Reconstitution Team to commence reconstitution

2. Send the notification with regard to the need to utilize an alternate site.

3. Management Services and building facilities staff will confirm that it is safe to enter the buildings.

3.1. Notify the divisions to send in their staff members for evaluation.

4. Inform the agency as a whole of current safety issues and status general in regards to an incident that could impact business and personnel well-being.

5. Provide location access and associated resources as well as overarching communication needs to the agency.

6. As a group, determine whether or not to declare an evacuation of the primary site, and/or declare a disaster.

6.1. Coordinate with other State, local, and/or other applicable authorities

7. As a group, determine to declare the end of the emergency.

7.1. Coordinate with other State, local, and/or other applicable authorities

9.2. Loss of IT - XYZ Alternate Site Recovery Team

|  |  |
| --- | --- |
| Phases:  | **Phase II: Activation and Relocation**Day 1, Days 2 - 5, Days 6 - 10, Greater than 10 Days,  |

Tasks:

Team Leader: -

Alternate Team Leader: -

Common Tasks

1. The Recovery Team will be first to arrive for Division representation at the continuity facility to prepare the site for the arrival of the essential staff members and other Division teams.

2. Upon arrival at the continuity facility, the Recovery Team will complete the following:

2.1. Prepare check-in duty stations for the Recovery Team and essential staff member’s arrival

2.2. Address telephone inquiries from the Recovery Teams, essential staff members, and from the non-essential staff members

2.3. Retrieve the Staging kits

3. As essential staff members arrive, conduct an in processing checklist to ensure accountability. In addition, there will be an identification of all available organization leadership at the continuity facility.

4. Activate specialized systems or equipment

9.3. ABC - Loss of IT Business Continuity Team

Description:

The Loss of Information Technology (IT) Business Continuity Team consists of the Division/Bureau Team Leaders, and their essential staff. The Team Leader initiates the Business Continuity Plan (BCP) for the loss of IT scenario after receiving communication from the XYZ Chair, or Co-Chair, of the Continuity Command Staff (CCS) and/or Enterprise Services Team to implement the BCP. Responsibilities include specific assigned BCP tasks to continue the Division/Bureau critical functions to maintain an acceptable level of operation during the incident. In addition, this team is also responsible for receiving communications from IT services to assess the impact of the incident, and to communicate with the Division/Bureau staff members, both essential and non-essential, and Enterprise Services Team, concerning the outage period.

|  |  |
| --- | --- |
| Phases:  | **Phase III: Recovery Operations**Day 1, Days 2 - 5, Days 6 - 10, Greater than 10 Days,  |

Tasks:

Team Leader: -

Alternate Team Leader: -

Common Tasks

1. During work hours:

1.1. Essential staff members (including Recovery Team personnel, if applicable) depart to the designated continuity facility, or to the telecommuting sites, from the primary operating facility or from their current location. [1 H]

1.2. Non-essential personnel, who are present at the primary operating facility, or another location, will receive instructions. [1 H]

1.2.1. In most scenarios, directions will include for these individuals to proceed to their homes or other facilities and to wait for further guidance.

1.2.2. Obtain further information by contacting the XYZ Interactive Voice Response Systems (IVR) toll free number (number) system or contacting your appropriate chain of command for instructions.

2. Non-work hours:

2.1. Essential staff members (including Recovery Team personnel, if applicable) will deploy to the designated continuity facility from their current location. [1 H]

2.2. Non-essential personnel will remain at their residence, or other designated facility, to wait for further instructions. [1 H]

3. Non-essential personnel may be required to replace or augment essential personnel during activation. The Recovery Team will coordinate these activities with the replacement staff members on a case-by-case basis. Non-essential personnel will remain available to replace or augment essential staff members, as required.

4. Upon arrival at the continuity facility: [30 M]

4.1. Report immediately for check in and in processing [5 M]

4.2. Receive all applicable instructions and equipment [5 M]

4.3. Report to respective workspace as notified during the activation process [5 M]

4.4. Activate specialized systems or equipment [10 M]

4.5. Continue the Division's critical business functions

4.6. Prepare and disseminate instructions and reports, as required

4.7. Comply with any additional continuity reporting requirements

5. See Agency Resources >> XYZ Agency Resources Team in the BCP. Use this to contact the following: CIO/IT, Management Services, Legal, InterTrac, Finance, Photographer, and Diversity

6. CIO IT Services

6.1. 24/7 Support

6.2. Additional laptops

6.3. Re-imaging

6.4. Shortcuts

6.5. SFS

6.6. Control D

6.7. Shared drives

7. See Agency Resources >> XYZ Agency Resources Team in the BCP. Use this to contact the following: CIO/IT, Management Services, Legal, InterTrac, Finance, Photographer, and Diversity

Position: ABC - Loss of IT - Business Continuity - Staging Kit

Members:

1. Staging Kit Retrieval & Documents [5 M]

1.1. (location)

1.2. Note directions and packing list items [5 M]

Position: ABC - Loss of IT - Business Continuity - Critical Business Function 1

Members:

1. List your critical business function here

1.1. Note what has to be done

1.2. Note what has to be done

2. List your critical business function here

2.1. Note what has to be done

2.2. Note what has to be done

Position: ABC - Loss of IT - Business Continuity - Critical Business Function 2

Members:

1. List your critical business function here

1.1. Note what has to be done

1.2. Note what has to be done

2. List your critical business function here

2.1. Note what has to be done

2.2. Note what has to be done

Position: ABC - Loss of IT - Business Continuity - Team Leader

Members:

1. If a disaster is declared:

1.1. Retrieve the calling tree information from the Business Continuity Plan (BCP), and call staff members to inform them of the event and next steps.

1.2. Call external contacts to inform them of the event and known status of the event.

1.3. Contact the Division of Human Resources and Administration regarding any issues related to the following: [1 M]

1.3.1. Relocating to the recovery site

1.3.2. Arranging for security clearance to enter the recovery site

1.3.3. Emergency procurement

1.3.4. Coordination of health benefits

1.3.5. Use of leave (HR&A and Diversity support)

1.3.6. Workers' Compensation

1.3.7. Compensation for injuries

1.3.8. Overtime pay

1.4. Notify the Division of Diversity Programs whenever an event or disaster may affect staff members with special needs.

1.5. Document the completion of these items noted above for use during and after an event has occurred.

2. Direct the Division's non-essential personnel to return home until further notice.

3. Monitor the status of Division's personnel and resources

4. Notify family members, next of kin, and emergency contacts of preferred contact methods and information

9.4. ABC - Loss of IT Recovery/Salvage Team

Description:

This team consists of the Division/Bureau Team Leaders, and their essential staff. The Team Leader initiates the return to regular business practices for the loss scenario after receiving communication from the XYZ Crisis Management Team advising that IT is available. Responsibilities include specific assigned recovery tasks to ensure the recapture of relevant information and/or documents such as any manual work completed during the outage.

|  |  |
| --- | --- |
| Phases:  | **Phase I: Readiness and Preparedness** |

Tasks:

Team Leader: -

Alternate Team Leader: -

Common Tasks

1. Once Management Services confirms the building is safe for entry, recover equipment, staging kits or supplies if the team needs to relocate.

2. Contact internal service providers as needed:

2.1. Legal - Contact for Legal counsel

2.2. Diversity - Contact them for Reasonable Accommodations requests for Essential Staff

2.3. CIO / IT Service Helpdesk - CIO IT Services 24x7 Support

2.4. Finance - Finance & Procurement

2.5. Management Services - Card Entry, Relocation, Assets, XYZ Agency wide notification

2.6. InterTrac - InterTrac Services

3. Use the attached form as a checklist to salvage listed items if recoverable.

3.1. Complete the Damaged/Salvageable column

3.2. Sign and date when completed and provided to the Recovery Team Leader.

3.2.1. This information may also be required for disbursement of funds to make replacements or legal and insurance purposes.

4. If items listed on the Damage/Loss Report (above) are salvageable and it is deemed they should be recovered based upon the extent of the incident or how long the workspace will be unavailable, then the following steps should be initiated:

4.1. Organize working party of available staff

4.2. Collect items and place in boxes/containers; list and label contents

4.3. Move boxes to recovery site

4.4. Inventory contents of each box

4.5. Prepare list of items recovered

5. XYZ Agency wide notification

5.1. Relocation

5.2. Card Entry

5.3. Assets

5.4. Additional Desks

5.5. Additional Chairs

6. CIO IT Services

6.1. 24/7 Support

6.2. Additional laptops

6.3. Re-imaging

6.4. Shortcuts

6.5. SFS

6.6. Control D

6.7. Shared drives

7. Contact them for Reasonable Accommodations requests for Essential Staff

8. Finance and Procurement

9. Legal Counsel

10. InterTrac services

11. Contact if need photos or video

12. See Agency Resources >> XYZ Agency Resources Team in the BCP. Use this to contact the following: CIO/IT, Management Services, Legal, InterTrac, Finance, Photographer, and Diversity

Position: ABC - Loss of IT - Recovery/Salvage - Team Leader

Members:

1. If a disaster is declared:

1.1. Retrieve the calling tree information from the Business Continuity Plan (BCP), and call staff members to inform them of the event and next steps.

1.2. Call external contacts to inform them of the event and known status of the event.

1.3. Contact the Division of Human Resources and Administration regarding any issues related to the following: [1 M]

1.3.1. Relocating to the recovery site

1.3.2. Arranging for security clearance to enter the recovery site

1.3.3. Emergency procurement

1.3.4. Coordination of health benefits

1.3.5. Use of leave (HR&A and Diversity support)

1.3.6. Workers' Compensation

1.3.7. Compensation for injuries

1.3.8. Overtime pay

1.4. Notify the Division of Diversity Programs whenever an event or disaster may affect staff members with special needs.

1.5. Document the completion of these items noted above for use during and after an event has occurred.

2. Direct the Division's non-essential personnel to return home until further notice.

3. Monitor the status of Division's personnel and resources

4. Notify family members, next of kin, and emergency contacts of preferred contact methods and information

Position: ABC - Loss of IT - Recovery/Salvage - Staging Kit

Members:

1. Staging Kit Retrieval

1.1. Located: at (address) at this spot, and at (location)

2. Staging Kit items

2.1. Copy and paste your Staging Kit packing list items and directions here

Position: ABC - Loss of IT - Recovery/Salvage - Team Members

Members:

1. Communicate with internal staff to advise about the estimated outage time frame and updates

Position: ABC - Loss of IT - Recovery/Salvage - IT Representative Team

Members:

1. Note your IT Databases here

1.1. List them out

1.2. List them out

2. IT Services

Position: ABC - Loss of IT - Recovery/Salvage Team

Members:

1. Note recovery and salvage steps here

1.1. List them out

1.2. List them out

2. Note more recovery and salvage steps here

2.1. List these out

2.2. List these out

**10. Loss of Location Scenario**

This area allows you to associate the appropriate RPX created teams to each scenario of the business continuity plan for notification and activation. This is helpful because when the plan is activated and the loss scenario is determined in the incident, it will allow the team(s) to automatically be invoked. The BCP would be linked to the incident; and thereby the associated teams in its pre-populated BCP Scenario Section via the relationship database. Multiple teams can be added based on the loss scenario and the same teams can also be associated to any other loss scenarios. As a reminder, you can also add any files necessary for the scenario in this section as well.

10.1. Loss of Location - XYZ Crisis Management Team

Description:

This team; in conjunction with advisements from the command structure outlined in the Emergency Response Plan (ERP), informs the agency as a whole of current safety issues and status general in regards to an incident that could impact business and personnel wellbeing. They provide location access and associated resources as well as overarching communication needs to the agency.

|  |  |
| --- | --- |
| Phases:  | **Phase I: Readiness and Preparedness****Phase II: Activation and Relocation**Day 1, Days 2 - 5, Days 6 - 10, Greater than 10 Days, **Phase III: Recovery Operations**Day 1, Days 2 - 5, Days 6 - 10, Greater than 10 Days, **Phase IV: Reconstitution** |

Tasks:

Team Leader: -

Alternate Team Leader: -

Common Tasks

1. When Team determines to declare the end of the emergency:

1.1. Notify the Reconstitution Team to commence reconstitution

2. Send the notification with regard to the need to utilize an alternate site.

3. Management Services and building facilities staff will confirm that it is safe to enter the buildings.

3.1. Notify the divisions to send in their staff members for evaluation.

4. Inform the agency as a whole of current safety issues and status general in regards to an incident that could impact business and personnel wellbeing.

5. Provide location access and associated resources as well as overarching communication needs to the agency.

6. As a group, determine whether or not to declare an evacuation of the primary site, and/or declare a disaster.

6.1. Coordinate with other State, local, and/or other applicable authorities

7. As a group, determine to declare the end of the emergency.

7.1. Coordinate with other State, local, and/or other applicable authorities

10.2. Loss of Location - XYZ Alternate Site Recovery Team

|  |  |
| --- | --- |
| Phases:  | **Phase II: Activation and Relocation**Day 1, Days 2 - 5, Days 6 - 10, Greater than 10 Days,  |

Tasks:

Team Leader: -

Alternate Team Leader: -

Common Tasks

1. The Recovery Team will be first to arrive for Division representation at the continuity facility to prepare the site for the arrival of the essential staff members and other Division teams.

2. Upon arrival at the continuity facility, the Recovery Team will complete the following:

2.1. Prepare check-in duty stations for the Recovery Team and essential staff member’s arrival

2.2. Address telephone inquiries from the Recovery Teams, essential staff members, and from the non-essential staff members

2.3. Retrieve the Staging kits

3. As essential staff members arrive, conduct an in processing checklist to ensure accountability. In addition, there will be an identification of all available organization leadership at the continuity facility.

4. Activate specialized systems or equipment

10.3. ABC - Loss of Location Business Continuity Team

Description:

The Loss of Location Business Continuity Team consists of the Division/Bureau Team Leaders, and their essential staff. The Team Leader initiates the Business Continuity Plan (BCP) for the loss of location scenario after receiving communication from the XYZ Chair, or Co-Chair, of the Continuity Command Staff (CCS) to implement the BCP. Responsibilities include specific assigned BCP tasks to continue the Division/Bureau critical functions necessary to maintain an acceptable level of operation during the incident. In addition, this team is also responsible for receiving communications from the Enterprise Services Team to assess the impact of the incident, and to communicate with the Division/Bureau staff members, both essential and non-essential, and the Chair, or Co-Chair, of the CCS, concerning the declaration of the end to the response.

|  |  |
| --- | --- |
| Phases:  | **Phase III: Recovery Operations**Day 1, Days 2 - 5, Days 6 - 10, Greater than 10 Days,  |

Tasks:

Team Leader: (name) (Information Technology Specialist 2)

Alternate Team Leader: -

Common Tasks

1. During work hours:

1.1. Essential staff members (including Recovery Team personnel, if applicable) depart to the designated continuity facility, or to the telecommuting sites, from the primary operating facility or from their current location. [1 H]

1.2. Non-essential personnel, who are present at the primary operating facility, or another location, will receive instructions. [1 H]

1.2.1. In most scenarios, directions will include for these individuals to proceed to their homes or other facilities and to wait for further guidance.

1.2.2. Obtain further information by contacting the XYZ Interactive Voice Response Systems (IVR) toll free number (number) system or contacting your appropriate chain of command for instructions.

2. Non-work hours:

2.1. Essential staff members (including Recovery Team personnel, if applicable) will deploy to the designated continuity facility from their current location. [1 H]

2.2. Non-essential personnel will remain at their residence, or other designated facility, to wait for further instructions. [1 H]

3. Non-essential personnel may be required to replace or augment essential personnel during activation. The Recovery Team will coordinate these activities with the replacement staff members on a case-by-case basis. Non-essential personnel will remain available to replace or augment essential staff members, as required.

4. Upon arrival at the continuity facility:

4.1. Report immediately for check in and in processing

4.2. Receive all applicable instructions and equipment

4.3. Report to respective workspace as notified during the activation process

4.4. Activate specialized systems or equipment

4.5. Continue the Division's critical business functions

4.6. Prepare and disseminate instructions and reports, as required

4.7. Comply with any additional continuity reporting requirements

5. See Agency Resources >> XYZ Agency Resources Team in the BCP. Use this to contact the following: CIO/IT, Management Services, Legal, InterTrac, Finance, Photographer, and Diversity

Position: ABC - Loss of Location - Business Continuity - Staging Kit

Members: (name) (Information Technology Specialist 2)

1. Staging Kit Retrieval & Documents [5 M]

1.1. (location)

1.2. Location and contents

Position: ABC - Loss of Location - Business Continuity - Critical Business Function 1

Members: (name) (Information Technology Specialist 2)

1. Relocate to designated offsite location.

2. Note a critical business function here

2.1. List steps

2.2. List steps

3. Note a critical business function here

3.1. List steps

3.2. List steps

Position: ABC - Loss of Location - Business Continuity - Critical Business Function 2

Members: (name) (Information Technology Specialist 2)

1. Note critical business function here

1.1. List steps

1.2. List steps

2. Note critical business function here

2.1. List steps

2.2. List steps

Position: ABC - Loss of Location - Business Continuity - Team Leader

Members: (name) (Information Technology Specialist 2)

1. If a disaster is declared:

1.1. Retrieve the calling tree information from the Business Continuity Plan (BCP), and call staff members to inform them of the event and next steps.

1.2. Call external contacts to inform them of the event and known status of the event.

1.3. Contact the Division of Human Resources and Administration regarding any issues related to the following:

1.3.1. Relocating to the recovery site

1.3.2. Arranging for security clearance to enter the recovery site

1.3.3. Emergency procurement

1.3.4. Coordination of health benefits

1.3.5. Use of leave (HR&A and Diversity support)

1.3.6. Workers' Compensation

1.3.7. Compensation for injuries

1.3.8. Overtime pay

1.4. Notify the Division of Diversity Programs whenever an event or disaster may affect staff members with special needs.

1.5. Document the completion of these items noted above for use during and after an event has occurred.

2. Direct the Division's non-essential personnel to return home until further notice.

3. Monitor the status of Division's personnel and resources

4. Notify family members, next of kin, and emergency contacts of preferred contact methods and information

10.4. ABC - Loss of Location Recovery/Salvage Team

Description:

The Loss of Location Recovery/Salvage Team consists of the Division/Bureau Team Leaders, and their essential staff. The Team Leader begins the return to regular business practices for the loss of location scenario after receiving communication from the XYZ Chair, or Co-Chair, of the Continuity Command Staff (CCS) advising that a facility is available. Responsibilities include entering the evacuated facility to assess the impact of the incident on business equipment and workspace, as well as documenting any loss or damage. This team is also responsible for specific assigned recovery tasks to ensure the recapture of relevant information and/or documents, such as any tasks completed outside of the facility, or any documents destroyed during the incident.

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| Phases:  | **Phase I: Readiness and Preparedness** |

Tasks:

Team Leader: -

Alternate Team Leader: -

Common Tasks

1. Once Management Services confirms the building is safe for entry, recover equipment, staging kits or supplies if the team needs to relocate.

2. Contact internal service providers as needed:

2.1. Legal - Contact for Legal counsel

2.2. Diversity - Contact them for Reasonable Accommodations requests for Essential Staff

2.3. CIO / IT Service Helpdesk - CIO IT Services 24x7 Support

2.4. Finance - Finance & Procurement

2.5. Management Services - Card Entry, Relocation, Assets, XYZ Agency wide notification

2.6. InterTrac - InterTrac Services

3. Use the attached form as a checklist to salvage listed items if recoverable.

3.1. Complete the Damaged/Salvageable column

3.2. Sign and date when completed and provided to the Recovery Team Leader.

3.2.1. This information may also be required for disbursement of funds to make replacements or legal and insurance purposes.

4. If items listed on the Damage/Loss Report (above) are salvageable and it is deemed they should be recovered based upon the extent of the incident or how long the workspace will be unavailable, then the following steps should be initiated:

4.1. Organize working party of available staff

4.2. Collect items and place in boxes/containers; list and label contents

4.3. Move boxes to recovery site

4.4. Inventory contents of each box

4.5. Prepare list of items recovered

5. See Agency Resources >> XYZ Agency Resources Team in the BCP. Use this to contact the following: CIO/IT, Management Services, Legal, InterTrac, Finance, Photographer, and Diversity

6. XYZ Agency wide notification

6.1. Relocation

6.2. Card Entry

6.3. Assets

6.4. Additional Desks

6.5. Additional Chairs

7. CIO IT Services

7.1. 24/7 Support

7.2. Additional laptops

7.3. Re-imaging

7.4. Shortcuts

7.5. SFS

7.6. Control D

7.7. Shared drives

8. Contact them for Reasonable Accommodations requests for Essential Staff

9. Finance and Procurement

10. Legal Counsel

11. InterTrac services

12. Contact if need photos or video

13. See Agency Resources >> XYZ Agency Resources Team in the BCP. Use this to contact the following: CIO/IT, Management Services, Legal, InterTrac, Finance, Photographer, and Diversity

Position: ABC - Loss of Location - Recovery/Salvage - Team Leader

Members:

1. If a disaster is declared:

1.1. Retrieve the calling tree information from the Business Continuity Plan (BCP), and call staff members to inform them of the event and next steps.

1.2. Call external contacts to inform them of the event and known status of the event.

1.3. Contact the Division of Human Resources and Administration regarding any issues related to the following: [1 M]

1.3.1. Relocating to the recovery site

1.3.2. Arranging for security clearance to enter the recovery site

1.3.3. Emergency procurement

1.3.4. Coordination of health benefits

1.3.5. Use of leave (HR&A and Diversity support)

1.3.6. Workers' Compensation

1.3.7. Compensation for injuries

1.3.8. Overtime pay

1.4. Notify the Division of Diversity Programs whenever an event or disaster may affect staff members with special needs.

1.5. Document the completion of these items noted above for use during and after an event has occurred.

2. Direct the Division's non-essential personnel to return home until further notice.

3. Monitor the status of Division's personnel and resources

4. Notify family members, next of kin, and emergency contacts of preferred contact methods and information

Position: ABC - Loss of Location - Recovery/Salvage - Staging Kit

Members:

1. Staging Kit Retrieval

1.1. Located: at (location)

2. Staging Kit items

2.1. List your packing list items and directions here

Position: ABC - Loss of Location - Recovery/Salvage - Team Members

Members:

1. Need steps here for what to recover from the Loss of Location site

2. Need steps here for how the Team Members need to complete the recovery

10.5. ABC - Reconstitution Team

Description:

The Reconstitution Team consists of the Division/Bureau Team Leaders, and their essential staff. The Team Leader initiates the Business Continuity Plan (BCP) for the reconstitution scenario after receiving declaration of the end of the emergency and the approval to resume normal operations. Responsibilities include specific assigned reconstitution tasks, such as keeping the staff members informed about each segment of the return to normal operations, the restructuring of staff (if needed), and supervising an orderly return to regular business operations, at either the continuity facility, telecommuting, a new facility, or the original primary operating facility. In addition, this team is responsible for coordinating the Division/Bureau's business needs, such as gathering information on what equipment (desks, printers, phones, computers, etc.) is necessary to return to normal operations, and working with Management Services and/or IT to obtain this equipment.

|  |  |
| --- | --- |
| Phases:  | **Phase IV: Reconstitution** |

Tasks:

Team Leader: -

Alternate Team Leader: -

Common Tasks

1. Update office personnel on the developments regarding reconstitution, and provide names of the reconstitution POCs to the Reconstitution Team Leader.

2. Continue to operate from the continuity facility, which could include, or be solely from, telecommuters.

3. Reconstitute the Division's primary operating facility, and begin to return to this facility in an orderly manner.

4. Begin to establish a reconstituted Division in another facility or at another designated location.

5. The Division management develops procedures, as necessary, to re-assign staff members, if needed.

6. Oversee all phases of the reconstitution process.

7. After verifying that the required capabilities are available and operational, and that the Division is fully capable of accomplishing all critical business functions and operations at the new, restored facility, or via the use of telecommuters, the Recovery Team begins the following:

7.1. Supervise a return of personnel, equipment, and documents to the primary operating facility

7.2. Move to a temporary or new permanent primary operating facility

8. See Agency Resources >> XYZ Agency Resources Team in the BCP. Use this to contact the following: CIO/IT, Management Services, Legal, InterTrac, Finance, Photographer, and Diversity

9. XYZ Agency wide notification

9.1. This is a test to keep this in the scenario instead of referring to the general team -- this would have (name) as the Team Member

9.2. Relocation

9.3. Card Entry

9.4. Assets

9.5. Additional Desks

9.6. Additional Chairs

10. CIO IT Services

10.1. This is a test to keep this in the scenario instead of referring to the general team -- this would have (name), (name) and (name), (name) as the Team Member

10.2. 24/7 Support

10.3. Additional laptops

10.4. Re-imaging

10.5. Shortcuts

10.6. SFS

10.7. Control D

10.8. Shared drives

11. Contact them for Reasonable Accommodations requests for Essential Staff

12. This is a test to keep this in the scenario instead of referring to the general team -- this would have (name) as the Team Member

13. Finance and Procurement

14. This is a test to keep this in the scenario instead of referring to the general team -- this would have (name) and (name) as the Team Member

15. Legal Counsel

16. This is a test to keep this in the scenario instead of referring to the general team -- this would have (name) as the Team Member

17. InterTrac services

18. This is a test to keep this in the scenario instead of referring to the general team -- this would have (name) as the Team Member

19. Contact if need photos or video

20. This is a test to keep this in the scenario instead of referring to the general team -- this would have (name) (Assistant Comptroller) ; (name) (Manager) ; (name) (Information Technology Specialist 3 (Non Prog)) ; (name) (Project Director) ; (name) (Information Technology Spec 2 (Programming)) as the Team Member

Position: ABC - Reconstitution - Recovery Team Leader

Members:

1. Receive declaration from the First Deputy of the end of the emergency

2. Receive approval (from Management Services via the appropriate State and local law enforcement and emergency services) to resume normal operations from the original office, alternate site, or a new facility

3. Prepare to initiate and coordinate the operations to salvage, restore, and recover primary operating equipment by completing the following:

3.1. Reorganize by moving to the primary operating facility (temporary or permanent) in an orderly manner (original office, alternate site, or new facility), or continue to operate from the continuity facility (or telecommute)

3.2. Verify that the required capabilities are available and operational

3.3. Establish a reconstituted Division, if needed

3.4. Supervise a return of personnel, equipment, and documents to the primary operating facility

3.5. Develop procedures to re-assign staff members, if needed

3.6. Begin to accomplish all critical business functions and operations

Position: ABC - Reconstitution - Staging Kit

Members:

1. Staging Kit Retrieval

1.1. Located: at (location)

2. Staging Kit items

2.1. List items

2.2. List items

Position: ABC - Reconstitution - Critical Business Function

Members:

1. Need steps for the Reconstitution Team Members

Position: ABC - Reconstitution - Team Members

Members:

1. As sub-component designee (Point-of-Contact (POC)) who work with the Recovery Team Leader, complete the following:

1.1. Provide the name(s) of the reconstitution POCs to the Recovery Team Leader

1.2. Update office personnel on the developments regarding reconstitution

**11. Loss of Staff Scenario**

This area allows you to associate the appropriate RPX created teams to each scenario of the business continuity plan for notification and activation. This is helpful because when the plan is activated and the loss scenario is determined in the incident, it will allow the team(s) to automatically be invoked. The BCP would be linked to the incident; and thereby the associated teams in its pre-populated BCP Scenario Section via the relationship database. Multiple teams can be added based on the loss scenario and the same teams can also be associated to any other loss scenarios. As a reminder, you can also add any files necessary for the scenario in this section as well.

11.1. ABC - Loss of Staff Business Continuity Team

Description:

The Loss of Staff Business Continuity Team consists of the Division/Bureau Team Leaders, and their essential staff. The Team Leader initiates the Business Continuity Plan (BCP) for the loss of staff scenario after receiving communication of an essential staff member’s absence or inability to complete their tasks of a critical business function. Responsibilities include ensuring reassignment and/or completion of the assigned BCP tasks of the specific staff member, to continue the Division/Bureau critical functions, and to maintain an acceptable level of operations during the incident. In addition, this team is also responsible for ensuring that non-essential staff members remain available to replace or augment essential staff during activation, if needed.

|  |  |
| --- | --- |
| Phases:  | **Phase III: Recovery Operations**Day 1, Days 2 - 5, Days 6 - 10, Greater than 10 Days,  |

Tasks:

Team Leader: -

Alternate Team Leader: -

Common Tasks

1. See Agency Resources >> XYZ Agency Resources Team in the BCP. Use this to contact the following: CIO/IT, Management Services, Legal, InterTrac, Finance, Photographer, and Diversity

Position: ABC - Loss of Staff - Business Continuity - Staging Kit

Members:

1. Staging Kit Retrieval

1.1. Located: at (location)

1.2. List items

Position: ABC - Loss of Staff - Business Continuity - Critical Business Function 1

Members:

1. I suggest that we add steps and Teams for each essential staff member in your Division, with notes of their critical tasks -- in case others had to take over their position for a day, week, or more

2. Critical Business Function

2.1. List steps

2.2. List steps

3. Critical Business Function

3.1. List steps

3.2. List steps

4. Critical Business Function

4.1. List steps

4.2. List steps

Position: ABC - Loss of Staff - Business Continuity - Critical Business Function 2

Members:

1. I suggest that we add steps and Teams for each essential staff member in your Division, with notes of their critical tasks -- in case others had to take over their position for a day, week, or more

2. Critical Business Function

2.1. List steps

2.2. List steps

3. Critical Business Function

3.1. List steps

3.2. List steps

4. Critical Business Function

4.1. List steps

4.2. List steps

Position: ABC - Loss of Staff - Business Continuity - Team Leader

Members:

1. If a disaster is declared:

1.1. Retrieve the calling tree information from the Business Continuity Plan (BCP), and call staff members to inform them of the event and next steps.

1.2. Contact the Division of Human Resources and Administration regarding any issues related to the following:

1.2.1. Emergency procurement

1.2.2. Coordination of health benefits

1.2.3. Use of leave (HR&A and Diversity support)

1.2.4. Workers' Compensation

1.2.5. Compensation for injuries

1.2.6. Overtime pay

1.3. Notify the Division of Diversity Programs whenever an event or disaster may affect staff members with special needs.

1.4. Document the completion of these items noted above for use during and after an event has occurred.

2. Monitor the status of Division's personnel and resources

11.2. ABC - Loss of Staff Recovery/Salvage Team

Description:

The Loss of Staff Recovery/Salvage Team consists of the Division/Bureau Team Leaders, and their essential staff. The Team Leader begins the return to regular business practices for the loss of staff scenario after receiving communication of the specific member’s return and availability to complete their assigned BCP tasks for the critical business function, or if the specific staff member is unable to return, the Team Leader transfers/restructures the staff member's responsibilities. Responsibilities include specific assigned recovery tasks to ensure the recapture and documentation of any tasks completed by an alternate staff member during the incident.

|  |  |
| --- | --- |
| Phases:  | **Phase I: Readiness and Preparedness** |

Tasks:

Team Leader: -

Alternate Team Leader: -

Common Tasks

1. Non-essential personnel may be required to replace or augment essential personnel during activation. The Recovery Team will coordinate these activities with the replacement staff members on a case-by-case basis. Non-essential personnel will remain available to replace or augment essential staff members, as required.

2. See Agency Resources >> XYZ Agency Resources Team in the BCP. Use this to contact the following: CIO/IT, Management Services, Legal, InterTrac, Finance, Photographer, and Diversity

3. Add step of this Critical Business Function

4. Add step of this Critical Business Function

5. Add step of this Critical Business Function

Position: ABC - Loss of Staff - Recovery/Salvage - Team Leader

Members:

1. If a disaster is declared:

1.1. Retrieve the calling tree information from the Business Continuity Plan (BCP), and call staff members to inform them of the event and next steps.

1.2. Contact the Division of Human Resources and Administration regarding any issues related to the following:

1.2.1. Emergency procurement

1.2.2. Coordination of health benefits

1.2.3. Use of leave (HR&A and Diversity support)

1.2.4. Workers' Compensation

1.2.5. Compensation for injuries

1.2.6. Overtime pay

1.3. Notify the Division of Diversity Programs whenever an event or disaster may affect staff members with special needs.

1.4. Document the completion of these items noted above for use during and after an event has occurred.

2. Monitor the status of Division's personnel and resources

Position: ABC - Loss of Staff - Recovery/Salvage - Staging Kit

Members:

1. Staging Kit Retrieval

1.1. Located: at (location)

1.2. List items

1.3. List items

Position: ABC - Loss of Staff - Recovery/Salvage - Critical Function 1

Members:

1. I suggest that we add steps and Teams for the recovery of each essential staff member in your Division, with notes of their critical tasks -- in case others had to take over their position for a day, week, or more, and now you are recovering from that period

2. Add step of this Critical Business Function

3. Add step of this Critical Business Function

Position: ABC - Loss of Staff - Recovery/Salvage - Critical Function 2

Members:

1. I suggest that we add steps and Teams for the recovery of each essential staff member in your Division, with notes of their critical tasks -- in case others had to take over their position for a day, week, or more, and now you are recovering from that period

2. Add step of this Critical Business Function

3. Add step of this Critical Business Function

**12. Agency Resources**

12.1. XYZ Agency Resources Team

Description:

This area provides contact information to essential staff for each internal resource group that may be needed during a crisis.

Tasks:

Team Leader: (name) (Information Technology Specialist 2)

Alternate Team Leader: (name) (Manager Information Technology Services 1)

Common Tasks

**Please help complete the Common Tasks for your Team and confer with your Team Leaders**

Position: XYZ CIO/IT Services

Members: (name) (Assistant Director Information Technology Services 1), (name) (Manager Information Technology Services 1 (Data Communications))

1. CIO IT Services

1.1. 24/7 support

1.2. Additional laptops

1.3. Re-imaging

1.4. Shortcuts

1.5. SFS

1.6. Control D

1.7. Shared drives

2. Email: ITServiceDesk@XYZ.com

3. Call: (number)

Position: XYZ Diversity

Members: (name) (Deputy Comptroller)

1. Reasonable Accommodation requests

Position: XYZ Finance

Members: (name) (Supervising Administrative Analysis), (name) (Contract Management Specialist 2)

1. Finance and Procurement

Position: XYZ InterTrac

Members: (name) (Administrator), (name) (Business Systems Analyst 1)

**Please help complete the Common Tasks for your Team and confer with your Team Leaders**

Position: XYZ Legal

Members: (name) (Deputy Comptroller; Counsel)

1. Legal Counsel

Position: XYZ Management Services

Members: (name) (Director; Management Services)

Alternates: (name) (Asst. Director Unclaimed Property Services)

1. Agency wide notification

1.1. Relocation

1.2. Card entry

1.3. Assets

1.4. Additional desks

1.5. Additional chairs

Position: XYZ Staging Kits

Members: (name) (Associate Administrative Analyst), (name) (Director; Management Services)

1. Obtain Staging Kit at RTP

Position: XYZ Videographer

Members: (name) (Assistant Comptroller), (name) (Manager), (name) n (Information Technology Specialist 3 (Non Prog), (name) (Project Director), (name) (Information Technology Spec 2 (Programming))

1. Photos or videos

Position: Recovery Planner (RPX)

Members: (name) (Information Technology Specialist 2)

Alternates: (name) (Manager Information Technology Services 1)

1. RPX Support:

2. RPX Vice President:

3. RPX Salesman: