

Business Continuity Planning



Susan Lowery

Business Continuity Manager

Boeing Employees' Credit Union

BECU

B U S I N E S S C O N T I N U I T Y

Business Continuity or Disaster Recovery

• **Disaster Recovery**

- Focus on after-the-fact event
- Emphasis on physical facilities and hardware

• **Business Continuity**

- Focus on prevention and proactive planning
- Emphasis on redundant systems and processes
(Business Continuance)

BSCU

B U S I N E S S C O N T I N U I T Y

Project vs Process



•Project

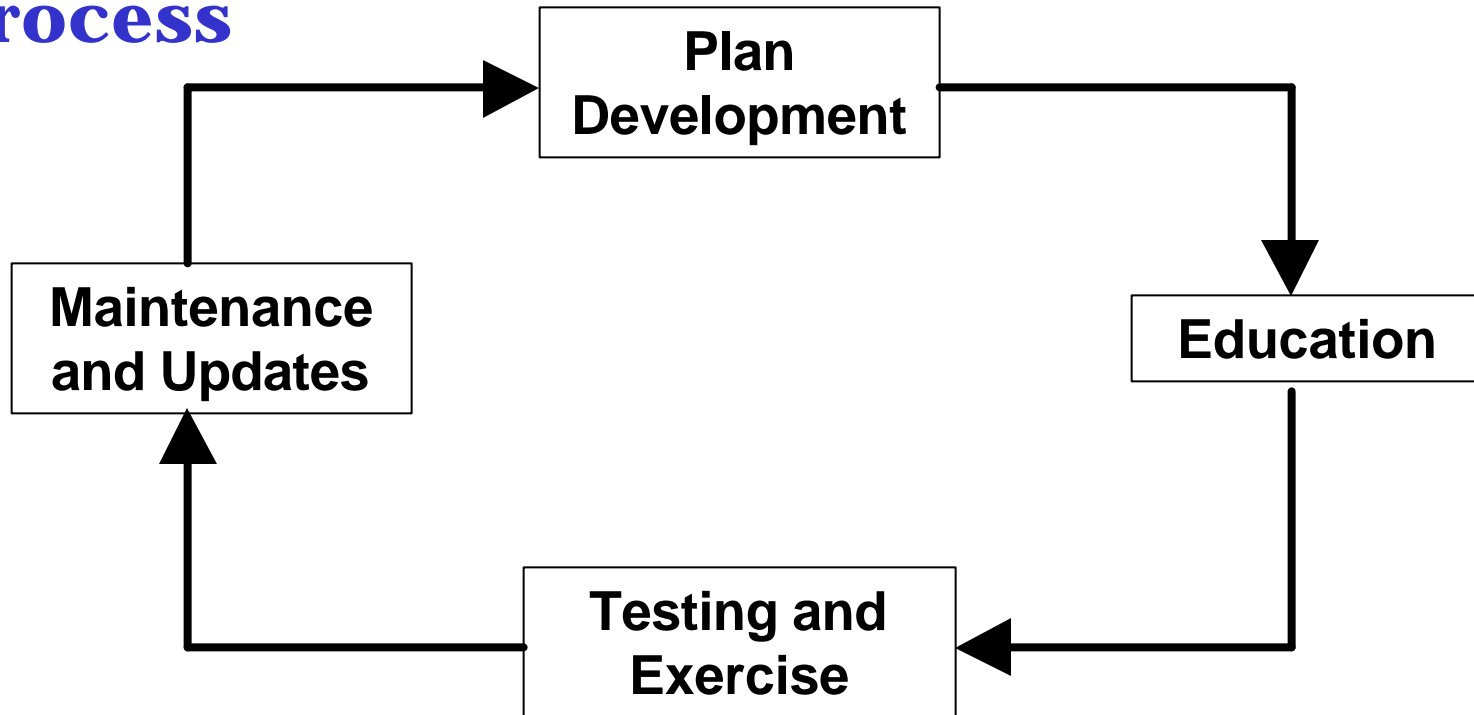
- Defining Business Continuity within your organization
- Conducting BIA
- Risk Assessment
- Defining Recovery Organization

BSCU

B U S I N E S S C O N T I N U I T Y

Project vs Process

• Process



Worse Case Scenario

- **What is the “Worse Case Scenario you are going to build your plan around.**
- **What is the probability of this Scenario happening.**
- **Threats/Risks/Probabilities**



Phases of Planning



- **Prevention/Preparedness**
- **Response**
- **Resumption**
- **Recovery**
- **Restoration**



B U S I N E S S C O N T I N U I T Y

Corporate Plans vs Business Unit Plans vs IT Plans

- **Corporate Plans**

- That information that affects the organization as a whole. This would include strategies and processes that are the same no matter what part of the organization you reside in.

- **Business Unit Plans**

- That information that is specific to one or a few business units in terms of response, resumption/recovery, and restoration of their operations.

- **IT Plans**

- That information that is specific to the recovery of IT including network, infrastructure, systems, telecommunications, etc.

BSCU

B U S I N E S S C O N T I N U I T Y

Components of a Business Unit Plan

- **Critical Processes**
- **Work Area Recovery Space**
- **Requirements -**
 - Equipment, Software, Telecom, etc.
- **Resources -**
 - Employees, Vendors, Contractors, Temps
- **Procedures and Forms**
- **Vital Records**
- **Dependencies (Flow In and Flow Out)**
- **Other - Information key to recovery**

BSCU

B U S I N E S S C O N T I N U I T Y

RTO/RPO

- **RECOVERY TIME OBJECTIVE: (RTO)** The period of time within which systems, applications, or functions must be recovered after an outage (e.g. one business day). RTO's are often used as the basis for the development of recovery strategies, and as a determinant as to whether or not to implement the recovery strategies during a disaster situation. SIMILAR TERMS: Maximum Allowable Downtime.
- **RECOVERY POINT OBJECTIVE: (RPO)** - The point in time to which systems and data must be recovered after an outage. (e.g. end of previous day's processing). RPO's are often used as the basis for the development of backup strategies, and as a determinant of the amount of data that may need to be recreated after the systems or functions have been recovered.



Lessons Learned

- Ensure everyone is on the same page
 - Terms, strategies, objectives, roles and responsibilities
- Break into manageable pieces
 - If it is overwhelming you will get nowhere.
- Create realistic scenarios
 - They can't plan for what they can't imagine.
- Make maintenance of plans a regular process
 - Don't reinvent the wheel every time.
- Make a component of your project methodology
 - Plan before you design.
- Educate, Educate, Educate
- Practice, Practice, Practice

