



**Atlantic Business
Continuity Services**

Business Continuity Planning: Hurricanes and Other Threats

**Scott Cave
Certified Business Continuity Planner**

July 30, 2009

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Why Plan?

Without a plan your best efforts may not be enough....

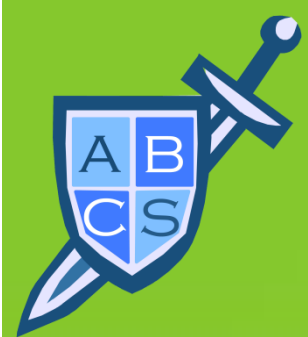




The Basics: Four "P"s

- Protect **People**
 - Employees, families, vendors, customers
- Protect **Places**
 - Office space or building, recovery location
- Protect **Property**
 - Computers, supplies, resources, intellectual
- Protect **Processes**





People First

- Request feedback from everyone
 - Employees, Vendors, Customers
- Help your employees plan at home
 - Learn their plans for evacuation
- Prepare Emergency Response Plans
 - Protect Employees during emergencies (Fire, Earthquake, Tornado, Medical, Workplace Violence, etc)

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Place - Building

- Secure your Building
 - Hurricane protection for windows
 - Flood protection
 - Security and Access Control
 - Fire Alarm and Sprinklers
 - Earthquake protection for heavy objects
 - Insurance





Place - Electricity

- Back-up Generator
 - Permanently Installed
 - Portable
- Considerations:
 - Connection to building
 - Power Requirements: Computers, Equipment, HVAC
 - Fuel source for generator
 - Automated vs. Manual start-up
 - Purchase vs. Borrow, Beg, or Deal
 - Maintenance and Testing





Place - Telephone

Landline Telephone

- Digital (electric)
- Analog (no electricity needed)

Cellular

- Voice calls
- Text Messaging

Conference Calls

Satellite

VoIP

Considerations:

- How many incoming and outgoing lines do you need to protect?
- How quickly and easily can your forward incoming calls to back-up?
- Are faxes and modems important to your critical business functions?





Place – Internet

Back-up Internet from Alternate Carrier

- Dial-up
- Wireless
- DSL
- Cable
- T1 +

Considerations:

- Average utilization of current internet connection bandwidth
- Diversity of wiring paths to your building
- Availability requirements – time to switch connections (Manual vs. Automated)
- Configuration – technical issues addressed in advance

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Property

- Physical Assets
 - Computers, Servers, Hardware, Software
 - Equipment
- Data
 - Accounting, Files, E-mail, Address Books
- Intellectual
 - Knowledge held by only one person
- Paper Files

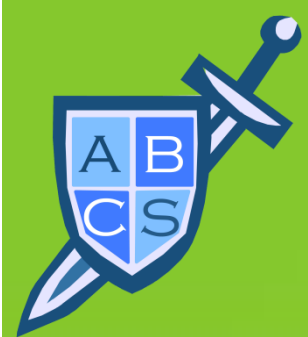




Property

- Protect Your Data
 - Back-ups: Are they really working?
 - Review logs
 - Test a restore
 - What is included?
 - Consider data on all PCs, laptops, PDAs





Property

- Insurance
 - Review annually with agent
 - Coverage amounts
 - Changes in needs
 - Changes made by insurance company
- Understand the Claims Process
 - What you'll need
 - How long it will take





Processes

- Document all critical processes
 - Keep it updated
 - Test using an “outside” person
 - Cross-train
- Know your downtime tolerance
 - How long can process be “down”?
- Prioritize processes for recovery
 - What is most important to recover first?





Stay in Contact

- Most Important Recovery Tool: Emergency Communications Plan
 - Emergency Contact List
 - Employees, key vendors and customers
 - Multiple phone numbers, e-mail
 - Keep the list updated (automate if possible)
 - Put copies on Manager laptops, and hardcopies in Manager briefcases





Contact List

KFR Services, Inc.

Employee Emergency Contact Information

<u>EmployeeID</u>	<u>First Name</u>	<u>Last Name</u>	<u>Home Phone</u>	<u>Mobile Phone</u>	<u>Home E-mail (Work Phone)</u>	<u>Relation</u>
1102	Elizabeth 211 Main Drive Summerville	Smith SC 29485	(843) 873-1234	(843) 425-1234	esmithtesting@yahoo.com	
<i>Emergency Contact(s)</i>						
	David	Smith		(843) 834-1234	(843) 851-1234	Husband
	Annie & Wade	Johnson	(843) 875-1234	(843) 697-1234		Neighbors
	Maryellen	Franklin	(718) 399-1234	(347) 683-1234		Sister (NY)
	Anna	Lestrun	(301) 570-1234	(301) 728-1234		Sister (MD)
	Aunt	Tina	(252) 879-1234	(828) 884-1234		

Liz plans to go to her Aunt's house in NC during an evacuation.
She will maintain contact with one of her sisters during a regional emergency.

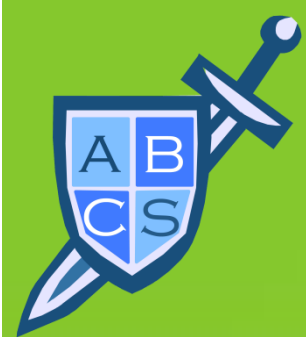
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Hurricane Preparation

- Focus on Four Items
 - Who: **People**
 - Where: **Place** to go
 - What: **Property** to bring with you
 - When: **Process** determines when to leave

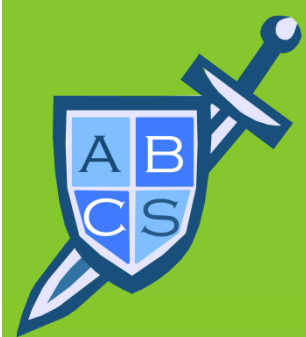




Hurricane - People

- Protecting your most valuable asset
- Train all of your employees
 - Your Plan
 - Their Role
 - Encourage them to prepare their homes & families
- Select a Core Team
 - Key individuals to run business for short time
 - Representatives from all functional areas
 - Get commitment from all team members
 - Consider providing hotel rooms for Team & families

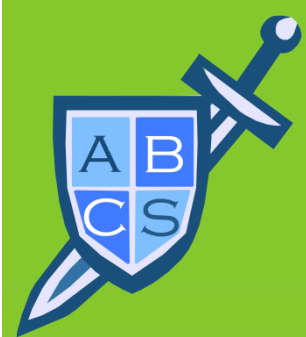




Hurricane – Place

- Recovery Office Space
 - A temporary, safe place to conduct business until your primary office location is available
 - Plan for usage from days to months
- Identify your Recovery Location(s)
 - Adequate space/configuration
 - Safe Location – out of harm's way
 - Access – evacuation route
 - Accommodations – hotels nearby for employees
 - Consider at least two sites (one distant and one local)





Hurricane – Property

- IT Inventory
 - List of all your IT assets (hardware, software)
 - Network schematic – diagram of your network
 - Identify critical items to go during evacuation
- Resources
 - Supplies, reference material, equipment
 - Consolidate critical items
- Packing
 - Use Plastic Bins
 - Mark critical items with bright colored stickers
 - Secure those things that are staying

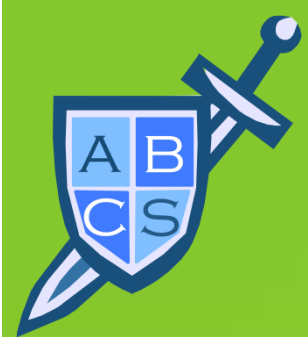




Hurricane – Process

- When Do We Leave?
- Depends on your company's needs
 - What is your tolerance for downtime?
 - How far away are you going?
 - What route are you going to take?
 - How long will it take you to set-up at the remote location?
- Options:
 - Move people in phases to minimize downtime
 - Pre-position equipment and supplies at remote location
 - Hire contractors and/or temp labor to speed recovery





Final Thoughts

- E-mail is a critical communication tool
 - Can you work "offline"?
- Text messaging vs. voice calls in emergencies
- Have an old telephone handy (no power cord)
- Laptop with modem and dial-up internet
- Conference Call number and Website for employees and others to post messages
- Flexibility...

The best plan is the one with the most options.



Questions?

Scott Cave

Atlantic Business Continuity Services

(843) 873-9200 x7119

scave@kfrservices.com

