

CREATING A BUSINESS CONTINUITY PLAN

A business interruption plan prepares an organization for an unexpected interruption of services. This tool contains a detailed outline to use in preparing a business continuity plan.

I. Summary

- a) Table of Contents
- b) Purpose of Business Continuity Plan.
 - i) To plan for dealing with various interruption scenarios.
- c) Scenarios contemplated by the Plan.
 - i) Describe and label the scenarios (they'll be referred to throughout the plan).
 - ii) Some suggested scenarios: a brief interruption of power (e.g. 1-30 minutes); a medium interruption of power (e.g. 1-8 hours); a long interruption of power (e.g. 1-3 days); a catastrophic event that makes it impossible to provide services for 1-3 days.
- d) Emergency contacts for each scenario.
 - i) Show phone trees in chart form.
 - ii) Phone trees should include staff, board, vendors, media, key customers, and other constituents.
- e) Action Plans for each scenario.
 - i) Include or summarize critical Action Plans (from below).
- f) Name emergency equipment on hand (and location).
 - i) E.g. Cellular phones, batteries, UPS systems, other telecom equipment.
 - ii) Many companies create a "black box" where critical company information and equipment is stored off site.

II. Critical Services and Systems

- a) List critical services.
 - i) Detail impact of each scenario on ability to provide critical services.
 - ii) Describe action plans for dealing with each critical service.
 - iii) Include decision-making chain.
- b) List critical systems.
 - i) Describe impact of each scenario on critical systems e.g., information systems, phone systems, power systems, other systems necessary to provide critical services.
 - ii) Describe action plans.

- iii) Include decision-making chain.
- c) List critical suppliers with descriptions.
 - i) Describe impact of each scenario on vendors.
 - ii) Describe action plans.
 - iii) Include decision-making chain.

III. Employee Training

- a) Pre-disaster and post-disaster training.
- b) Describe frequency and amount of training required for each class of employees.

IV. Monitoring and Updating

- a) Describe process of monitoring and updating.

V. Appendix

- a) List all key telephone numbers.
- b) Include all action plans, phone trees.
- c) Name recipients of the plan.