



Business Continuity Framework

A definition to the Components of Resiliency

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Business Continuity Framework

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INTRODUCTION

Business Continuity Planning (BCP) details how an organization would perform its critical functions should a disruptive event occur. BCP is an organized structure of key business units and their recovery functions should an event occur.

Plans are developed based off of organizational structure and uniquely detail risks and recovery procedures with the intention of mitigating loss to personnel, critical functioning, and financial impact.

PURPOSE

Having a Business Continuity Framework creates security and resiliency for the continuation of vital business processes, personnel safety, IT & administrative operations, and financial outlooks. It identifies the impact of potential risks/threats and details viable recovery strategies through detailed resumption planning.

Business Continuity assists individual business units in prioritizing recovery tasks during events, ranging from natural disasters to targeted attacks. It reduces liability and assists in decision making during states of vulnerability.

The Framework details and defines the key elements of the Business Continuity, Crisis Communication, and Emergency Response planning.

THE FRAMEWORK

Business Continuity Planning consists of the following key components:

1. Steering Committee
2. The Policy and Scope Statements
3. Objectives and Assumptions
4. Risk Evaluation
5. Corporate Crisis Communication Planning
6. Pandemic Planning
7. Emergency Response Planning
8. Business Unit Specific Considerations
9. Third Party Supplier/Client/Vendor Considerations
10. Records Information Management
11. Training, Exercise, and Testing
12. Interruption Tracking

STEERING COMMITTEE

Member	Role
Craig Jansen	Business Ops
Charles Forner	Program Management
Jessica Check	Legal
William Channing	Risk
Chris Tenton	IT
Tony Peterson	HR
Michael Peterson	Business Continuity

POLICY AND SCOPE

Policy Statement

MCP is dedicated to protecting its promise to its clients, business vendors, and employees through Business Continuity Planning. For this reason MCP has established an enterprise-wide crisis communication and recovery strategy that encompasses all critical services and functions. Its development is intended to mitigate or prevent direct loss of organizational assets including (but not limited to) personnel, facilities, critical functions, and financial standing due to internal or external threats. MCP has established an ongoing process to identify the impact of business disruptions and maintain viable recovery strategies. These strategies are to be continuously tested and updated throughout the year and approved by a designated Steering Committee annually.

Scope

The above policy applies to all MCP entities, facilities, business units, personnel, and functions. This policy is intended to cover all requirements for continuity of business operations. Key aspects of this policy include requirements for Critical Function recovery, Business Impact Analysis (BIA), Site Risk Assessments, Incident Response, Crisis Communication/Management, Plan Testing, and BC Reporting.

OBJECTIVES AND ASSUMPTIONS

Objectives

Business Continuity Planning:

Maintain an effective Business Continuity and Resumption plan encompassing the entire enterprise and its functions. Develop individual unit plans aimed at effectively recovering specific critical functions and their dependencies. Ensure the safety of personnel and mitigate site risks.

Individual Plans include:

- Unit Team Leaders
- Communication procedures
- Critical Function recovery procedures
- Site Recovery procedures
- Activity Tracking

Crisis Response Plan:

The primary purpose of the crisis response plan is to manage recovery operations at a company-wide level. Individuals responsible for crisis response include the BC steering committee and representatives from each business unit. This plan is exercised and maintained as needed.

Responsibilities of crisis response include:

- Disaster declaration
- Notifications
- Communications
- Management of crisis information

Assumptions

- Key Personnel will be available during an event
- Individual Business Units will maintain their own BC plans that align with the organizations defined framework
- Enterprise Technologies will maintain Disaster Recovery plans separate from the BC Framework
- Plans will mitigate risks to the best of their abilities given the resources available and the severity of the occurring events.
- Plan development is intended to follow any and all applicable legal and regulatory requirements. The program follows a defined scope, objectives, and assumptions as defined by established Steering Committee.
- Activation and deactivation of the Business Continuity Plans shall be established only by designated personnel as defined in the Crisis Communication Plan.
- Ownership of the Business Continuity plans will be held by the Program Manager of Business Continuity and maintained by the individual business units.

RISK EVALUATION

The practice of Risk Evaluation identifies potential risks/threats and vulnerabilities inherent and acquired that could adversely affect the integrity of the entity's critical functioning. Risks/threats, once identified, are evaluated and rated for likelihood of occurrence and severity of potential impact on the organization.

Once identified, these potential risks/threats will dictate the direction of the Business Continuity Program. Mitigating factors will be developed and implemented to assist in the recovery process and build organizational resiliency.

CORPORATE CRISIS COMMUNICATION PLANNING

A Crisis Communication Plan is a vital part of emergency preparedness and response to a given priority issue. A company's success is dependent, in part, upon its reputation. Having a solid Crisis Communication Plan can save a company's reputation.

A Crisis Communication Plan:

- Defines and assigns a crisis team
- Outlines roles and responsibilities
- Details resources and procedures during a crisis
- Provides a platform for training, testing, and improvement

MCP will maintain a plan for navigating effective communications in a crisis event. It will define structure for the communications and maintain the ability of effective communication among its personnel, clients/vendors, and suppliers.

PANDEMIC PLANNING

The Pandemic Plan addresses the vulnerabilities to MCP during a pandemic outbreak affecting organization personnel or operations. Pandemic planning follows strategies as they are defined by nationally recognized health organizations including the World Health Organization (WHO), Federal Emergency Management Agency (FEMA), and the Centers for Disease Control (CDC).

MCP will maintain a Pandemic Plan that defines the expectations and procedures for all personnel during a pandemic event.

EMERGENCY RESPONSE PLANNING

The Emergency Response Plans (ERP) includes all emergency instructions in direct response to an imminent or occurring danger. This includes immediate danger to health and welfare of personnel, visitors, or infrastructure.

Additionally, the ERP's will include site specific risks and considerations for all MCP facilities. The plans are meant to be a quick response tool and all personnel should become familiar with its contents prior to an event to increase effectiveness of its strategies.

MCP will maintain detailed Emergency Response plans and instructions and review them on a regular basis.

BUSINESS UNIT PLANNING

The Business Unit Plans consist of the unit specific tasks to resiliency and recovery. These plans contain detailed specifics of individual unit functions. Resiliencies and contingencies are detailed based off of a Business Impact Analysis (BIA) that is performed for each unit.

These plans consist of:

- Team Leaders and Roles
- Business Unit Descriptions and Assumptions
- Unit contact information
- Unit communications and plan triggers
- Unit Required Resource Page
- Unit Business Impact Analysis of Critical Functions
- Strategies for Critical Function resiliencies and contingencies
- General Recovery Tasks
- Unit Facility considerations
- Vendor/Client/Supplier considerations and contacts

MCP is dedicated to maintaining detailed, effective Business Unit Plans that are aimed at building resiliency to any hazard or threat to both inward and outward facing business unit functions.

SUPPLIER/VENDOR/CLIENT CONSIDERATIONS

The supplier/vendor/client considerations consist of any requirements MCP might hold, as well as any requirement's MCP might have. This includes all Service Level Agreements (SLA). These considerations are not created through the Business Continuity process but are referenced within the Framework to utilize as a guide to ensure compliance with any outstanding SLA's or other agreements.

Inclusion of these agreements is for reference use only. Availability of any agreements or contracts is subject to any regulations of the documentation, including legal or confidentiality requirements that may inhibit their use within the BC Framework.

RECORDS INFORMATION MANAGEMENT

The company's file Records Information Management program gives employees the opportunity and time to review their work areas on an annual basis to: (a) transfer inactive records from on-site to off-site storage and (b) destroy records and non-records that are eligible for destruction according to the records retention schedules and in-force records preservation orders (legal/tax holds).

File fitness benefits include:

- Free up valuable file drawer, cabinet, desk and floor space
- Organize your important business records for efficient use
- Maintain a more professional work environment
- Comply with the corporate records management program

TRAINING, EXERCISE AND TESTING

Training

Training involves the material and strategies of informing all required personnel of the Business Continuity components and their direct responsibilities in regard to any resiliency or resumption strategies.

All key personnel are to be trained and familiarized with the detailed components of the Business Continuity Framework and their expected responsibilities.

Exercise and Testing

Exercising and testing of the business unit plans ensures all key members understand their roles and responsibilities, the plans are effective and efficient, and acts as a key Gap Analysis.

Exercising and testing of the plans will be conducted through tabletop and simulations. These will be tailored to efficiently test real-life scenarios that may adversely affect the business units. A defined schedule for testing the plans will be followed by each business unit.

BUSINESS INTERRUPTION TRACKING

Business Interruption Tracking will be performed to track all events require an activation of any part of the Business Continuity Program.

Purpose of Tracking:

- Understand your past threats and events and the gaps in the BC plans discovered during the events
- Determine if certain threats are more likely to reoccur
- Compliance tracking of emergency events

REVIEW AND APPROVAL

This document is to be reviewed and approved annually by the Steering Committee Chair.

Name of Reviewer/Approver:

Signature of Reviewer/Approver:

Date Approved:
