

Continuity Planning

WashU *Continuity*

 Washington University in St. Louis

EMERGENCY MANAGEMENT





Goals

- Focus your planning efforts
- Adjust thinking inward rather than just externally about continuity
- Provide clarity to your roles and responsibilities in a continuity incident
- Build a culture of continuity

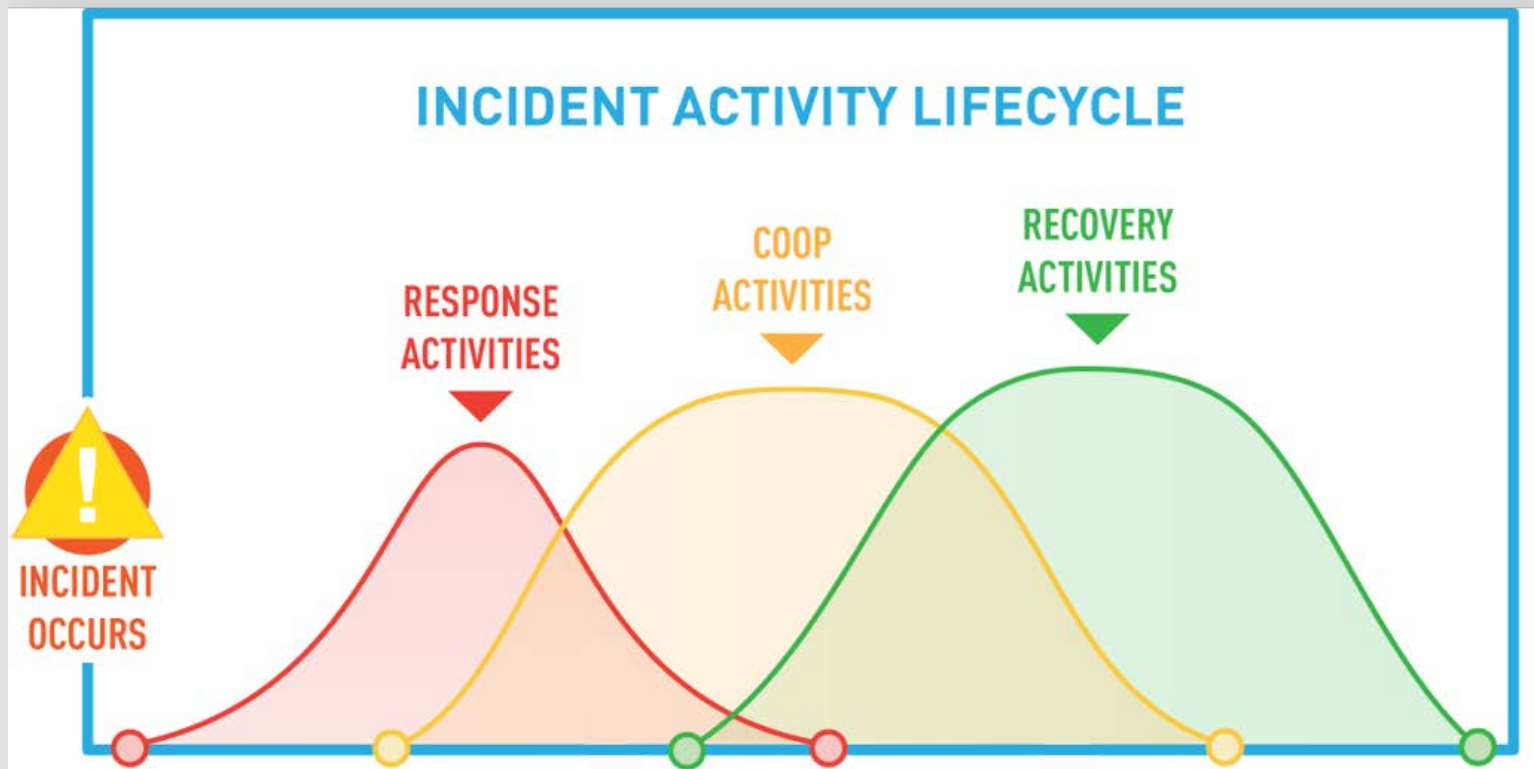
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Building Fire Scenario

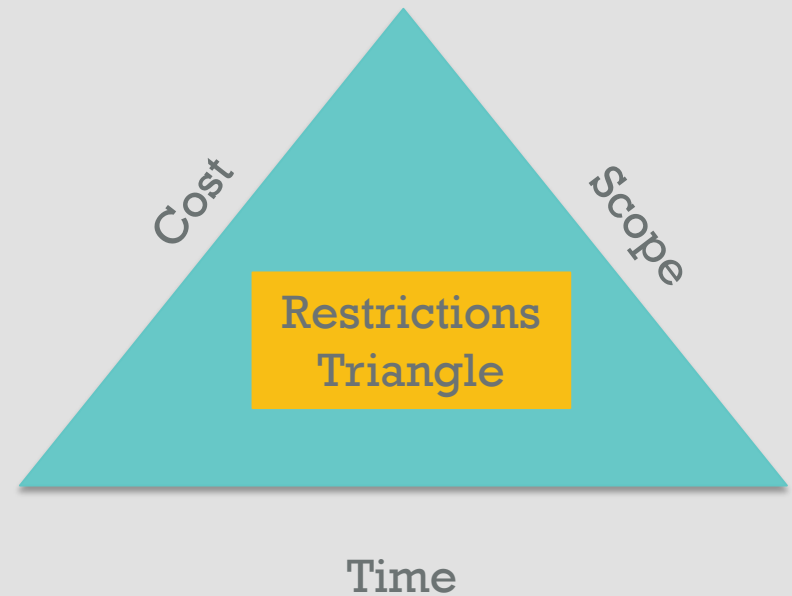
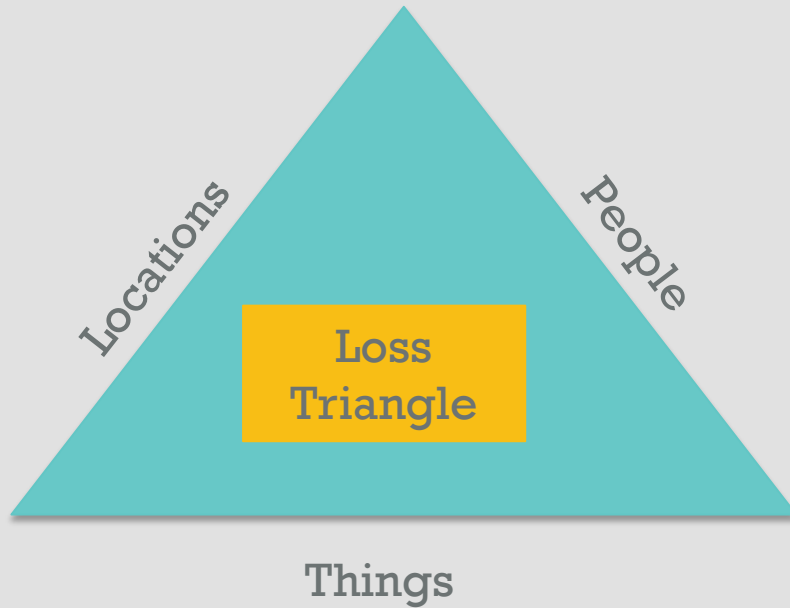
- An electrical short in the middle of your area of the building starts a fire.
- There is heavy smoke and fire damage on your floor and the floors above, and heavy water damage on the floors below.
- All workspace, PCs, supplies, documents, and equipment has been destroyed.
- About half of your employees remain near the building, the other half are unaccounted.
- The Fire Department cleared the building and has cordoned off the building and NO ONE will be allowed in or out for at least 7 days.



Phases of an Incident

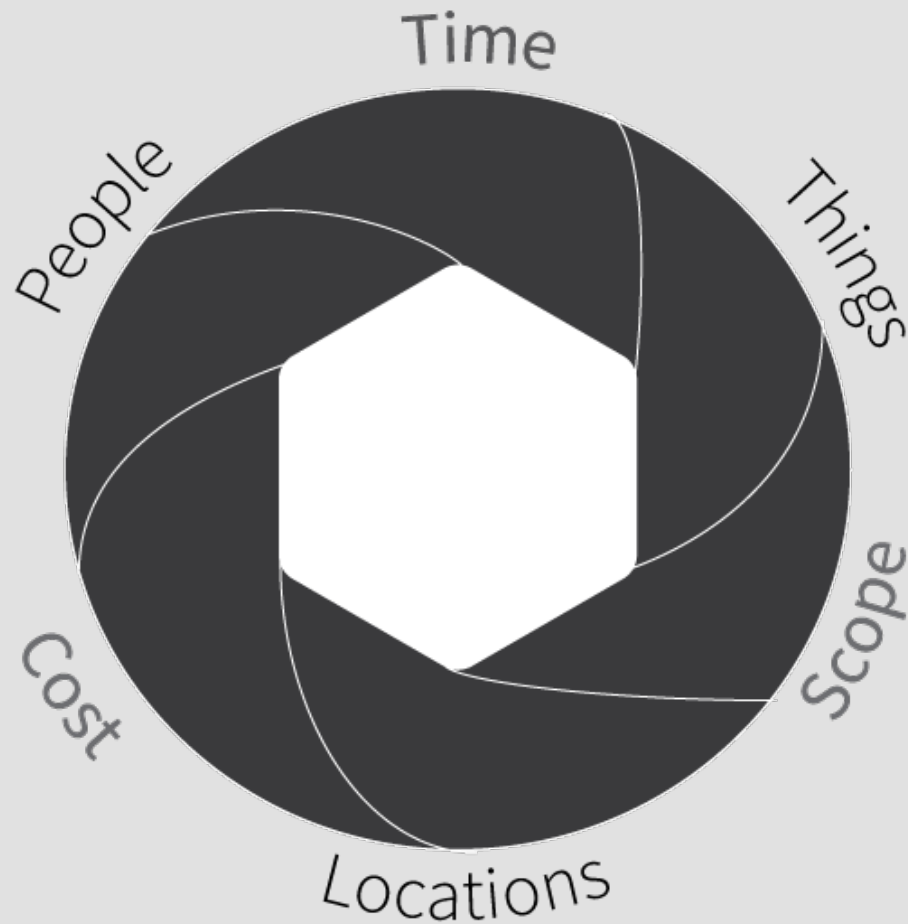


Loss & Restrictions Triangles



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Combination of Loss and Restriction Constraints

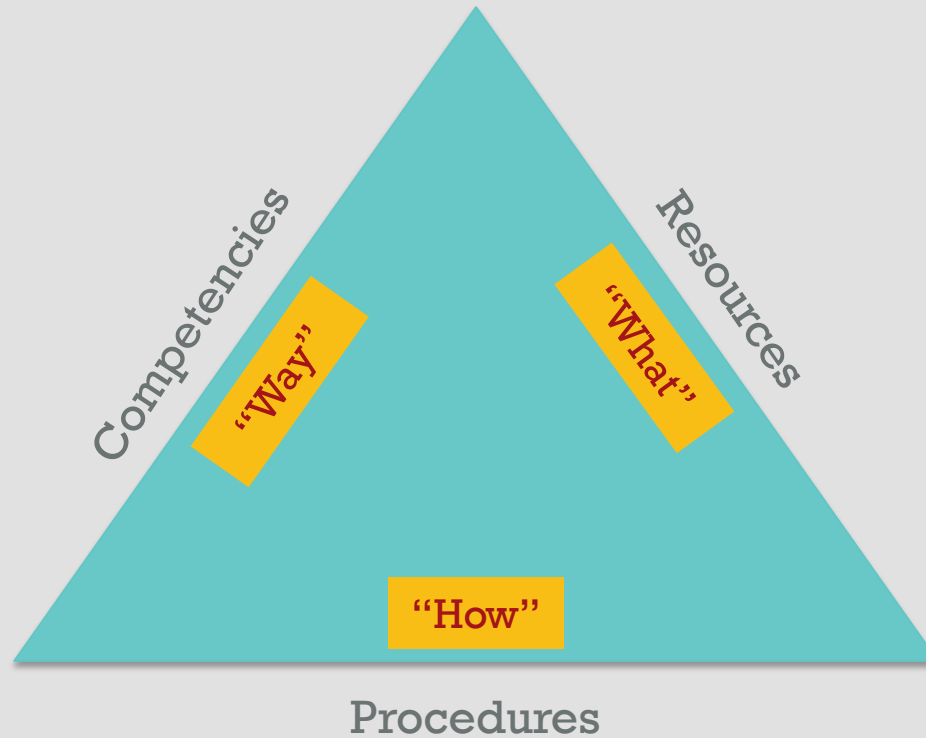


Planning Priorities



- **Scope and Cost**
 - Focus on essential functions and processes
- **Time**
 - Focus on those things that need to be continued immediately
- **Things**
 - Identify only critical things needed to support essential functions
- **People**
 - Identify essential personnel needed to support essential functions
- **Locations**
 - Identify only those locations needed to support essential functions

Capabilities Triangle



Increase Resource Capabilities



- Develop recovery strategies or workarounds
- Resources
 - IT applications
 - Staff
 - Locations
 - Vital documents
 - Equipment
 - Supplies





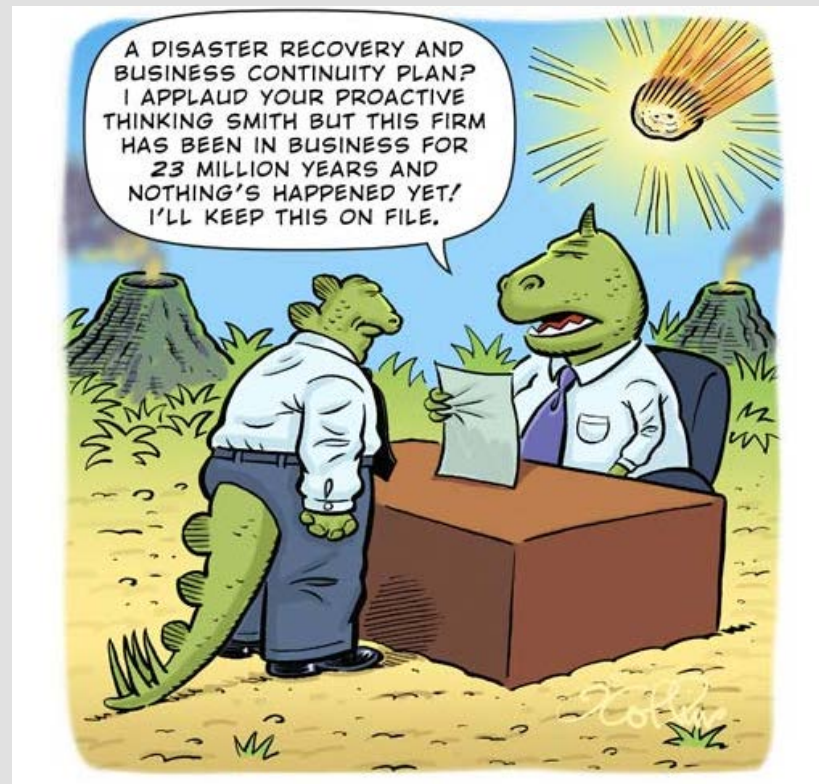
Increase Procedures Capabilities

- Communications
- Actions to implement recovery strategies
 - Loss of power
 - Loss of water
 - Loss of access to building
 - Loss of staff
 - Loss of vendors
 - Loss of critical resources
 - Loss of IT applications

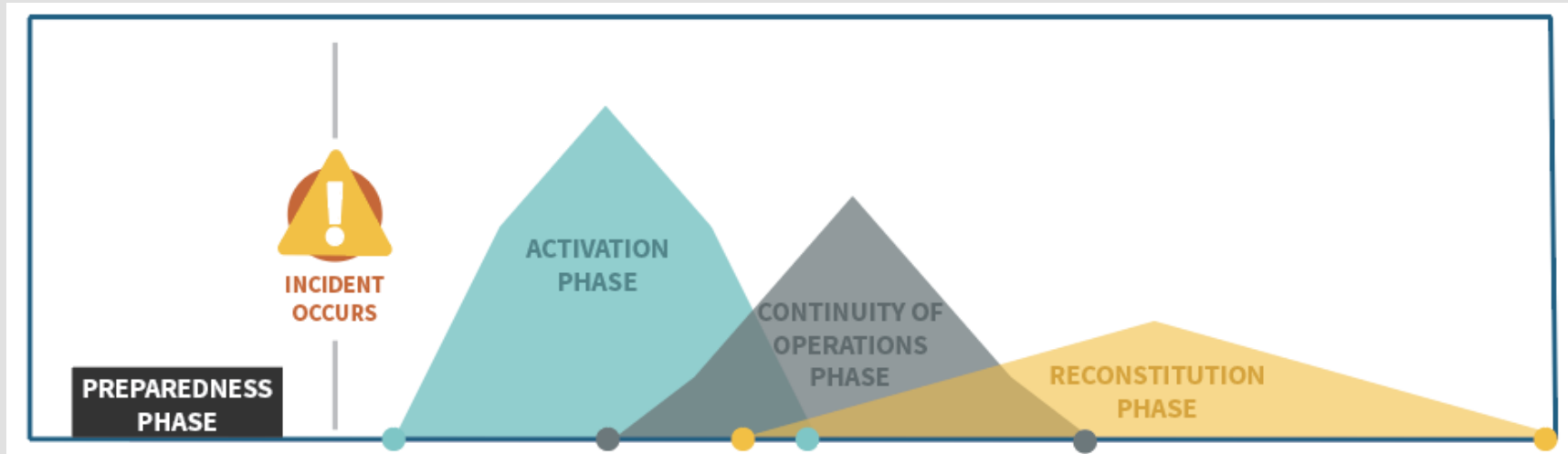
Increase Competencies Capabilities



- Crisis fortitude
- Leadership
- Performance
- Shared Vision
- Teamwork



Roles & Responsibilities



Leadership Roles and Responsibilities



Element	Phase I: Readiness and Preparedness	Phase II: Alert and Notification	Phase III: Continuity Operations	Phase IV: Reconstitution
Office Area Leadership	<ul style="list-style-type: none"> <input type="checkbox"/> Ensure all Office Area employees understand the plan. <input type="checkbox"/> Provide overall policy direction, guidance, and objectives for continuity planning. <input type="checkbox"/> Provide necessary resources to support the implementation of the Office Area Continuity Plan and supporting activities (e.g., training, exercise). <input type="checkbox"/> Ensure all Office Area components participate in continuity exercises. 	<ul style="list-style-type: none"> <input type="checkbox"/> Activate Continuity Plan. <input type="checkbox"/> Approve relocation and telework options <input type="checkbox"/> Receive updates; provide guidance on performance of essential functions. <input type="checkbox"/> Delegate authority (if required). 	<ul style="list-style-type: none"> <input type="checkbox"/> Coordinate with the Office Area Continuity Coordinator. <input type="checkbox"/> Maintain situational awareness. <input type="checkbox"/> Monitor conduct of continuity operations. <input type="checkbox"/> Provide guidance as required. <input type="checkbox"/> Ensure appropriate resources are available. 	<ul style="list-style-type: none"> <input type="checkbox"/> Provide visible leadership to reconstitution operations

Coordinator Roles and Responsibilities



Element	Phase I: Readiness and Preparedness	Phase II: Alert and Notification	Phase III: Continuity Operations	Phase IV: Reconstitution
Office Area Continuity Coordinator	<ul style="list-style-type: none"> <input type="checkbox"/> Serve as the Office Area Continuity POC with WashU Continuity Program Manager <input type="checkbox"/> Implement the Continuity Plan when necessary, or when directed by a higher authority. <input type="checkbox"/> Update and promulgate orders of succession and delegations of authority. <input type="checkbox"/> Update Continuity Plan annually. <input type="checkbox"/> Coordinate in the development of continuity training and exercises <input type="checkbox"/> Update telephone rosters. <input type="checkbox"/> Ensure Team is equipped and has access to all essential records and supporting materials. 	<ul style="list-style-type: none"> <input type="checkbox"/> Receive notice of continuity event <input type="checkbox"/> Assess situation <input type="checkbox"/> Initiate internal notification to staff of continuity incident <input type="checkbox"/> Notify/Status of alternate facility <input type="checkbox"/> Establish contact with Senior Agency leaders <input type="checkbox"/> Assist in relocating to alternate facility or Devolution to other agency(s) <input type="checkbox"/> Coordinate EHS, HR, facilities <input type="checkbox"/> Determine Telework options <input type="checkbox"/> Provide updates to senior leaders <input type="checkbox"/> Notify external partners of relocation 	<ul style="list-style-type: none"> <input type="checkbox"/> Monitor conduct of Essential Functions <input type="checkbox"/> Mitigate disruptions <input type="checkbox"/> Ensure availability of required resources <input type="checkbox"/> Monitor expenditures and documentation <input type="checkbox"/> Oversee integration of temp hires <input type="checkbox"/> Emphasize safety 	<ul style="list-style-type: none"> <input type="checkbox"/> Notify external partners of status of return to primary facility <input type="checkbox"/> Resume Phase I activities.

Building Fire Scenario (Revisited)



- What is your role in this scenario?
- What is your scope of operations?
- What do you think your internal staff will value most following this scenario?
- Who goes home?
- Who do you call for resources?



Family Continuity



- Transportation
- Communication
- Childcare



4 Key Takeaways



Focus our time and efforts on capabilities



Clarity to your roles and responsibilities within continuity



Think inward rather than just externally



Build a culture of continuity

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