Business Continuity Plan (BCP) & Disaster Recovery Plan (DRP)

Board Presentation

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Definitions

Business Continuity Planning

Planned and organized effort to ensure the Authority's critical business operations, functions and processes are prepared for and capable of effectively and efficiently performing after a disruption or disaster

Disaster Recovery Planning

Identification, retrieval and restoration of critical business data as well as the hardware/equipment , software applications, networks, application host connections, voice communications, etc.

Background

- Best practice: "*Be prepared and maintain readiness*"
- Ensure Authority-wide participation, Airport Emergency Plan (AEP)/Emergency Operations Center (EOC) participation and external agency coordination
- Develop disruptive scenarios with appropriate assumptions and contingency plans
- Isolate single points of failure
- Minimize disruption downtime and impact
- Establish and incorporate prevention-based (risk management) practices

Background

- OCA Audit Report recommendation- May 2007

- Referenced in the Authority's bonding documents

- Business Planning manages the BCP and oversees the updates to the business documentation

  - Departmental business processes and procedures including information technology systems hardware and software

- Desktop exercises (at least one annually for the past 4 years) using various business disruption scenarios have strengthened the Authority's response capability

AEP vs. BCP

Airport Emergency Plan

Incident-Specific Plans

- Aircraft Accident/Incident
- Bomb Threat/Incident
- Sabotage/Hijacking
- Structural Fire (Airside)
- Fuel Farm/Storage Area Fire
- Natural Disasters
- Crowd Control
- Hazardous Materials
- Water Rescue
- Power Outage

Business Continuity Plan

Event-Sized Plans

- Level 1: (minor-local) e.g. equipment failure, network outage
- Level 2: (major-local) e.g. structural fire (Landside or Authority areas)
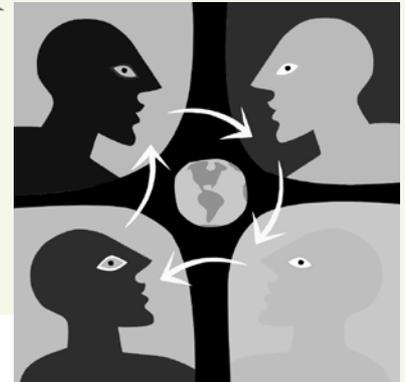- Level 3: (catastrophic-local and/or regional); e.g. earthquakes

BCP Planning:"R" We Ready?

- Recognize and review

- Respond and recover

- Resume and revisit

Recognize
Time: 0+

- Immediate decisions and actions:
  - L1- L3?
  - AEP/EOC activation in progress?
  - Executive and Board notifications?
  - Other public agency involvement and extent?
- Employees alerted via "electronic" Authority/Tenant Emergency Notification System (ENS) (text, voice)
- BCP coordinates with AEP; AEP protocols always take precedent during an incident-specific event
- First responders e.g. Fire, Police, ERT, Hazmat called into action as warranted

Review

Time: within first 3 hrs.

- Executive leader with a trained, dedicated cross-functional team (with alternates) assess the event's status including
  - Available personnel and resources
  - Current situation and business impact
  - Appropriate communication protocols
  - Event specifics- key observations, pertinent data and facts
  - Urgent matters, priorities, risks and hazards
  - Crisis management
- Departments prioritize disruption response based on their Business Impact Assessments (BIA)

Respond

Time: within the first 3 days

- The BCP team prioritizes and acts on
  - Personnel and task assignments
  - Mission critical business operations
  - Replacement equipment/supplies
  - Data, power and communications
  - Facilities and/or alternate locations
  - Internal and external communication plans
  - Human resource needs
  - Environmental issues
  - Health, life-safety issues
  - Supplier and vendor requests
  - External agencies/governmental entities

Recover

Time: during the next 30 days

- Authority recovery
  - Budget needs
  - Procurement needs
  - Personnel reassignments
  - Hardware, equipment, software functionality and testing
  - Recovery tasks and timetables
  - Regulatory reporting

Resume

Time: after 30 days

- Operations resume
  - Cost recovery, expense reimbursement
  - Regulatory and Environmental reporting

Revisit
Time: Anytime

- Summarize "lessons learned"- What went well? What did not go well? What needs to change? How can this experience be applied to other potential business disruptions?
  - Response timing
  - Documentation and/or procedures
  - Failure or weak points
  - Personnel/ resource constraints
  - Preventive and corrective actions

What's next?

- Future business continuity plans include
  - Continual refinement and updates to maintain accuracy, currency and flexibility
  - L3 event desktop exercise planned for 10/2010
  - External agency/organization participation and agreements
  - Off site BCP event planned for 2011
  - Joint AEP BCP exercise planned for 2012

QUESTIONS