



FEMA



Small Business Continuity Workshop

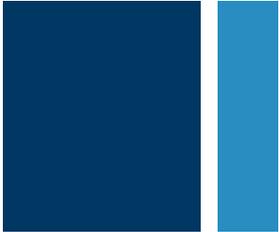
Region 1- Vermont

September 10, 2015

Housekeeping

- Emergency Procedures
- Restrooms
- Distractions





Workshop Agenda

- 9:00 AM Introductions & Objectives
- 9:15 AM Recent Vermont “Lessons Learned”
- 9:45 AM 15 Minute Break
- 10:00 AM Business Impact Analysis (BIA)
- 12:00 PM Business Continuity Plan & Working Lunch
- 1:30 PM Resources
- 1:45 PM Wrap-up

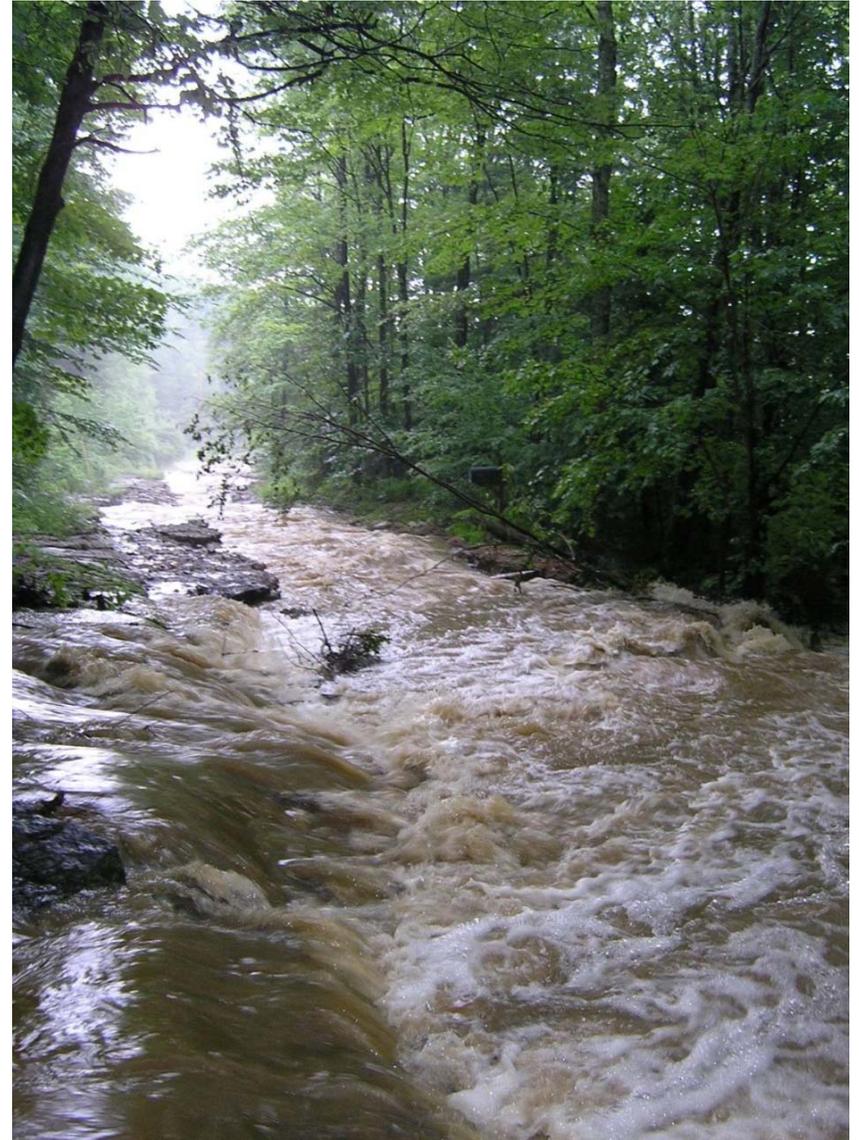
Introductions

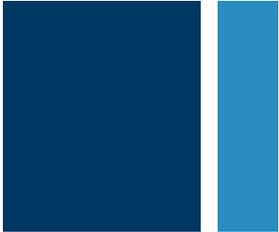
Please tell us...

- Your name
- Your business & industry

Table Discussion

- Any experience with business continuity? (please be brief)





Objectives of the Workshop

When you leave, you will...

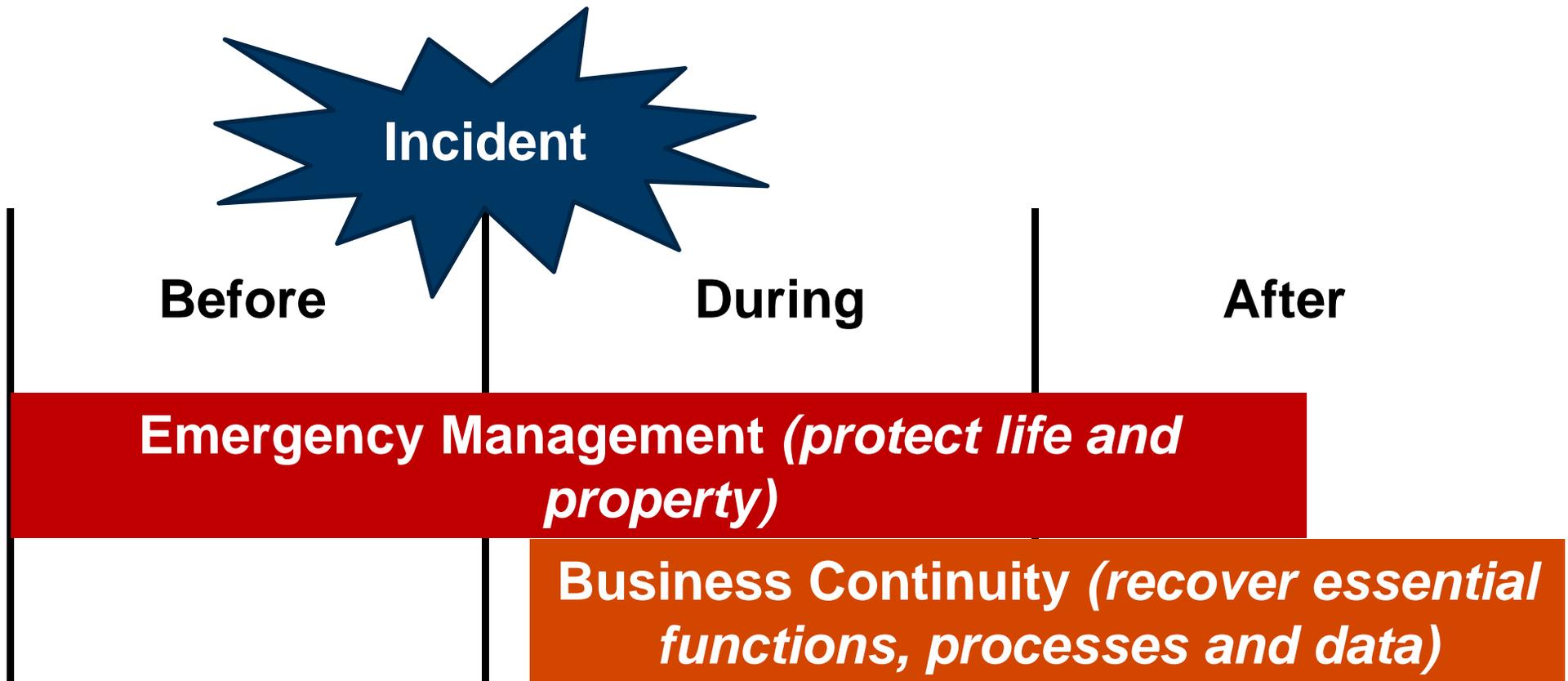
- Understand the value of business continuity planning (BCP)
- First Business Continuity Plan draft completed
- Know where to get help and assistance, including a list of resources in Vermont

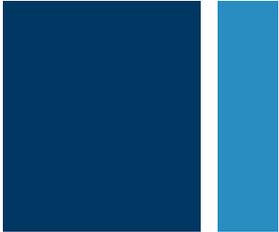
What Is an Incident?

An unplanned, event causing damage or loss, that disrupts your business



Incident Timeline





Business Continuity Plan Objectives

- Ensure continuity and survival of your business
 - Recover critical business functions quickly
 - Minimize loss of customers
 - Maintains public image and reputation
 - Meet legal and regulatory requirements, if any
- Reduce exposure to loss
- Maintain control during any disruption
 - Pre-identify recovery procedures
 - Minimize loss of data



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Recent Vermont Local Lessons Learned

Presenters: Laura D'Angelo
Patrick Ripley
Chris Company
Moderated by: Steve Paddock

Disaster and Data Loss



Sept. 2011 Irene devastates Vermont

But Is it Safe?

Where is my data actually being stored?



Facebook "Sub-Zero" server facility in Prineville, Oregon.

Benefits of Cloud Computing

- **No desktop software purchase (saves money)**
- **No need for software upgrades**
- **No PC storage (safer in face of disaster)**
- **All you need is Internet Connection**
- **Access files and docs from mobile or any location**
- **Real time collaboration**

Back up the backup

- On 27 February 2011 0.02% of all Gmail users lost their accounts.
- On March 10, 2009, Google reported that a bug in Google Docs had allowed unintended access to some private documents. It was believed that 0.05% of documents stored via the service were affected by the bug, which Google claimed had been fixed.
- April 2011 – Outage of Amazon EC2 downing some major consumer sites: Reddit, HootSuite, Foursquare and Quora.

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www.glasbergen.com



Consider your overall disaster recovery solution - do you use cloud now? If not, what recovery processes do you have in place? If so, what procedures do you need to get into place?



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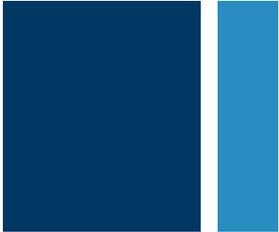
15 Minute Break



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BUSINESS IMPACT ANALYSIS (BIA)



What is a Business Impact Analysis (BIA)?

- A process that:
 - Identifies critical business functions
 - Determines the impacts of a disruption
 - Establishes and prioritizes function resumption criticality
 - Identifies resources necessary for each critical business function:
 - Personnel
 - Equipment & Supplies
 - Technology- Servers, Software, Applications
 - Documents - hard copy & electronic
 - Dependent processes

- Assumptions Used to Create the Plan:
 - An event has occurred that impacts your normal operations.
 - There is no access to the affected facility.
 - Everything in the facility is inaccessible.
 - Personnel are available to continue operations.



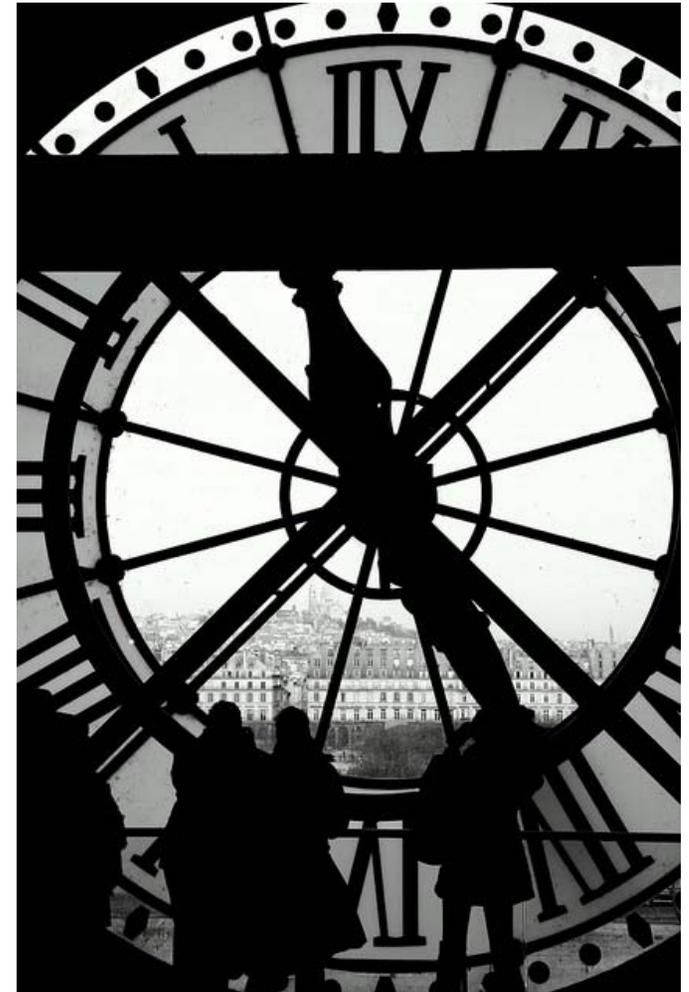
- Payroll Processing
- Other Human Resource Functions
- Purchasing & Accounts Payable
- Accounts Receivable
- Marketing & Business Development
- Sales

- Creamery or woven goods production
- Environmental disaster recovery field assessments
- Floral arrangement and design
- Snowmaking and grooming
- Groundskeeping
- Drafting of blueprints
- Beverage bottling
- Pre-trial research

- What is the impact of the loss of the function on your business?
 - High – Unable to operate without this function
 - Medium – Significant disruption to operations
 - Low – Inconvenient but minimal affect on operations

*Additional Considerations Available within the Plan
Template (page 9)*

- Amount of Time Function Could Be Down Before Causing Irreparable Harm:
 - Less Than 24 Hours
 - 1 Day to 1 Week
 - 1 to 2 Weeks
 - 2 to 4 Weeks
 - 30 Days or Greater



- List roles and/or teams who operate each function
- Identify specifics needed for function:
 - Special knowledge/training
 - Certifications
 - Licenses
 - Union position
- At least one alternate is highly recommended



■ # of Employees

- Identify number of employees critical to function

■ Equipment

- Computers, printers, etc.
- Special types of equipment necessary to operate the function
- Include number of each type of equipment needed

■ Supplies

- Unique supplies required to operate the function
- Include paper documents and forms here
- Do not list everyday items easily purchased from a store

■ Technology

- Software & Applications, such as...
 - Microsoft Office, QuickBooks, Point of Sale System, etc.
 - Safety Data Sheet (SDs), Banking, Payroll, Alarm Service, FedEx, SharePoint, Bloomberg, SCADA systems
 - Note if each is an external or desktop application
- Documents – in electronic format

■ Impacted Functions

- List other critical business functions that rely on this function to be operational
 - Example: Sales cannot happen without Purchasing

- Write a brief, high-level description of how to complete the function:
 - What it does
 - What it takes to operate
 - Identify when specific documents or systems may be needed



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COMMUNICATIONS

- Process Used to Communicate with Employees
 - Business Owner or Alternate Calls, Texts, Emails Everyone
 - Call Tree
 - Mass Notification
- Include Contact Lists in the Plan
 - Section 6: Employee
 - Section 7: Vendors, Suppliers





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RISK ASSESSMENT

- **Definition:** “A process to identify potential hazards and risks analyze what could happen if they occur.” ~ready.gov
- **Purpose:** Identify & rank hazards and risks that may affect the business in an effort to:
 - Protect the business from the hazard
 - Prevent the hazard from affecting the business
 - Mitigate the affects
 - Respond to the hazard, and
 - Recover more efficiently

- Natural or Acts of Nature: Hurricanes, Winter Storms, Epidemics/Pandemics
- Technological: Utility Loss/Outage/Leak, Hazardous Chemical/Materials Release, Cyber Attack/Data Breach, Mechanical/Equipment Failures
- Human-caused: Active Assailant, Civil Disruption, Food & Water Contamination, Sexual Assault, Theft
- Business: Reputational Issues, Supply Chain Issues

	4	3	2	1
Probability	<i>Highly Likely-Expected</i>	<i>Likely-Often</i>	<i>Possible-Seldom</i>	<i>Unlikely-Never</i>
Magnitude	<i>Catastrophic-</i> (Disastrous impact) many deaths; complete physical destruction; devastating financial impact	<i>Critical-</i> (Severe impact) some injuries/deaths; extensive physical damage; serious financial impact	<i>Limited-</i> (Modest impact) few casualties; minor building damage; moderate financial impact	<i>Negligible-</i> (Inconvenient impact) minor injuries; limited building damage; limited financial impact
Warning	Minimal/no notification	6-12 hours notification	3-6 hours notification	24+ hours notification
Duration	12+ hours business downtime	6 -12 hours business downtime	3-6 hours business downtime	<3 hours business downtime



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Family Emergency Plan & Business Insurance Considerations

- Objective:
 - Employees and their families are safe
 - Employees are able to come back to work
- Section 8 - Information on Creating a Plan
- Encourage Employees to Put a Plan in Place at Home
- Each Household Should Have an Emergency Kit



■ Flood Coverage

- NFIP flood insurance for building & contents (\$500k each)
- Flood coverage for business interruption only from commercial carriers
- Damage classification is critical to coverage – wind, flood, storm surge
- Check deductibles carefully for “regular” vs. “high risk” occurrences

■ Business Interruption Coverage

- Lost profits
- Continuing expenses

■ Electrical Service Interruption Coverage

- Exclusion possible if power line damaged within certain distance

■ Civil Authority Coverage

- Business interruption losses from action of government that restricts access

■ Contingent Business Interruption

- Key suppliers or customers impacted by an incident

■ Special Assets/Equipment

- Replacing long lead-time assets, consider having spare or vendors ready to execute a purchase agreement

■ Location Dependencies

- When buying insurance, consider in your BCP how other locations can affect yours, or provide alternatives



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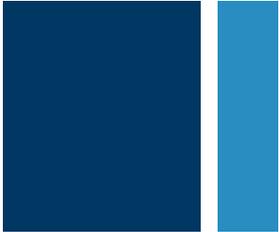
BUSINESS RECOVERY STRATEGY DEVELOPMENT

■ Alternate Site

- Location Where the Business Can Operate Until the Original Space is Available or New Space is Acquired
- Work from Home

■ Reciprocal Agreement

- Another Business Will Assist You if Needed and You Will Assist Them if Needed



Recovery Strategy Options

- Do Nothing- Suspend Operation Until Fully Back Up and Running
- Manual Workaround- Complete the Procedure Using a Manual Process (e.g., Paper Forms, Calls vs. Online Orders)
- Outsourced Third Party Service- Your Services Will Be Outsourced to an External Party to Continue All or Certain Business Functions
- Other Actions- Resume Function Utilizing Other Actions Than Normally Performed

- Copy Functions and Required Resources from Critical Business Functions Table

- List Functions in Priority Order Based on:
 - Maximum Downtime
 - Criticality
 - Interdependencies



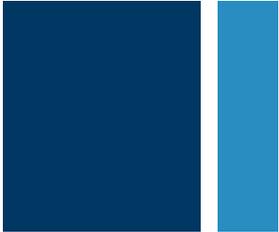
- List Procedures/Steps to Ensure Resumption of the Function
- Examples:
 - Continue Process as Normal
 - XX Document Saved to Cloud Service Monthly/Weekly/Daily
 - Redirect Mail or Phone Calls
 - Use XX Paper Form
 - Discontinue Operation
 - Outsource to XYZ



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AWARENESS, TESTING AND MAINTENANCE



Training & Walk-Throughs

- Bi-annual

- Hands-on review of manual workarounds

- Annual

- Plan training with key employees
- Scenario walk-through
 - Brief discussion about specific kinds of likely events/incidents
 - Make changes to plan based on feedback



Plan Maintenance

■ Scheduled

- Annually review and update the entire plan
- Update employee and vendor contact list at least quarterly

■ Unscheduled

- Function, Process, Team Member Changes
- New Equipment
- Add/Remove a Service
- Move/Open/Close Locations
- Major Vendor or Third Party Changes
- Change in Resumption Location



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Local, State & Federal Resources & Assistance

Presenter: Ben Rose





Vermont Division of Emergency Management and Homeland Security

and the

State Emergency Operations Center

Division of Emergency Management and Homeland Security

- "DEMHS"
- State Emergency Operations Center
- Federal Disaster Declarations

DEMHS....

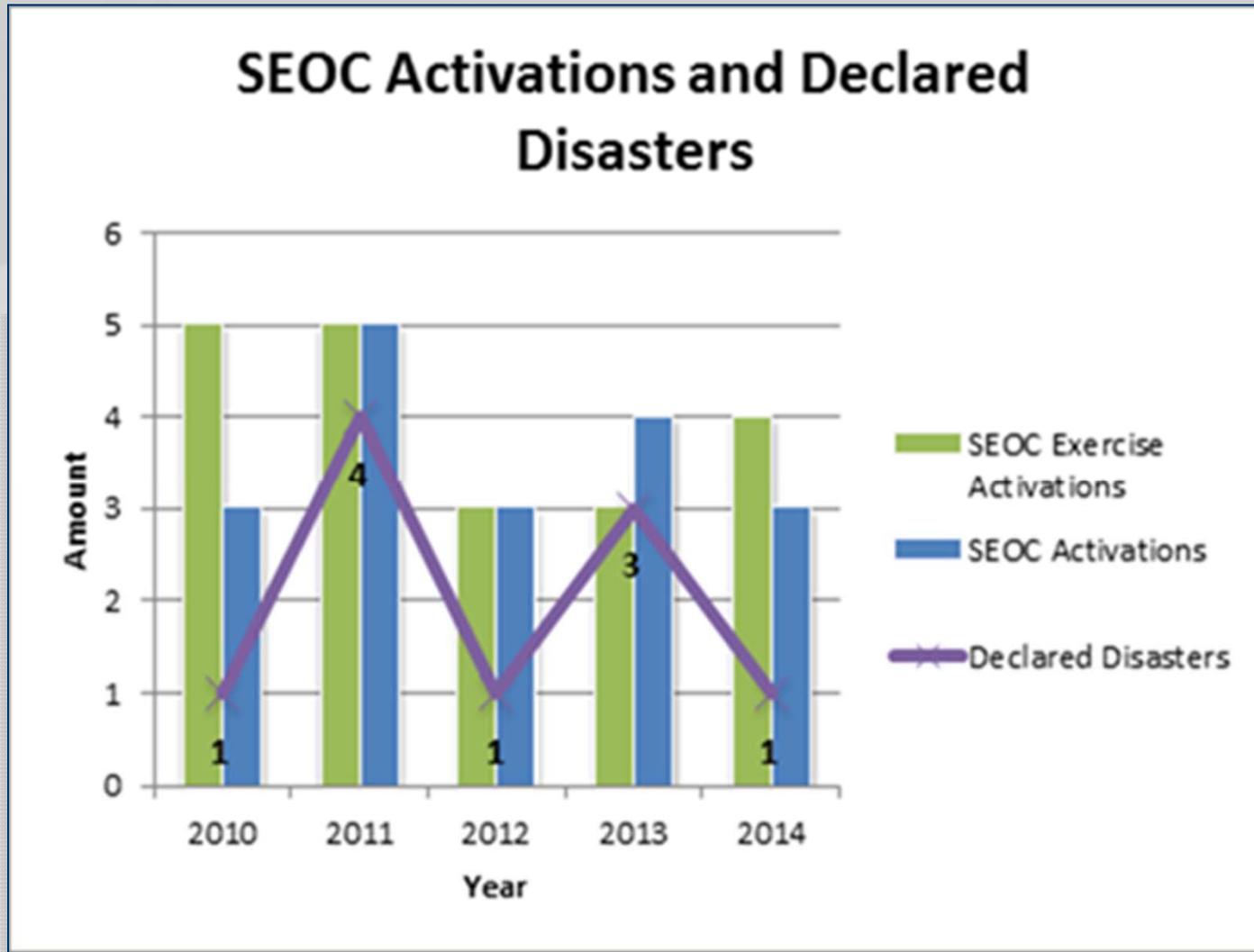
- ✓ Maintains State Emergency Operations Center (SEOC) Readiness
- ✓ Alternate SEOC at Camp Johnson
- ✓ Sustains communications capabilities
- ✓ VT Alert (vtalert.gov)

Recovery & Mitigation Section

The Recovery and Mitigation Section interfaces with FEMA Public Assistance and Hazard Mitigation Grant Programs and assists municipalities and other qualified applicants.

- ✓ 6 open federal disasters currently open, 6 federal disaster since TS Irene
- ✓ DEMHS supported communities, agencies and non-profits distributing over \$210M in PA from Irene218 Hazard Mitigation applications submitted to FEMA since February 2012, including 137 “buy-outs”; 122 have been approved (92 closed); 10 pending.

SEOC Activations and Declared Disasters (2010 - 2014)



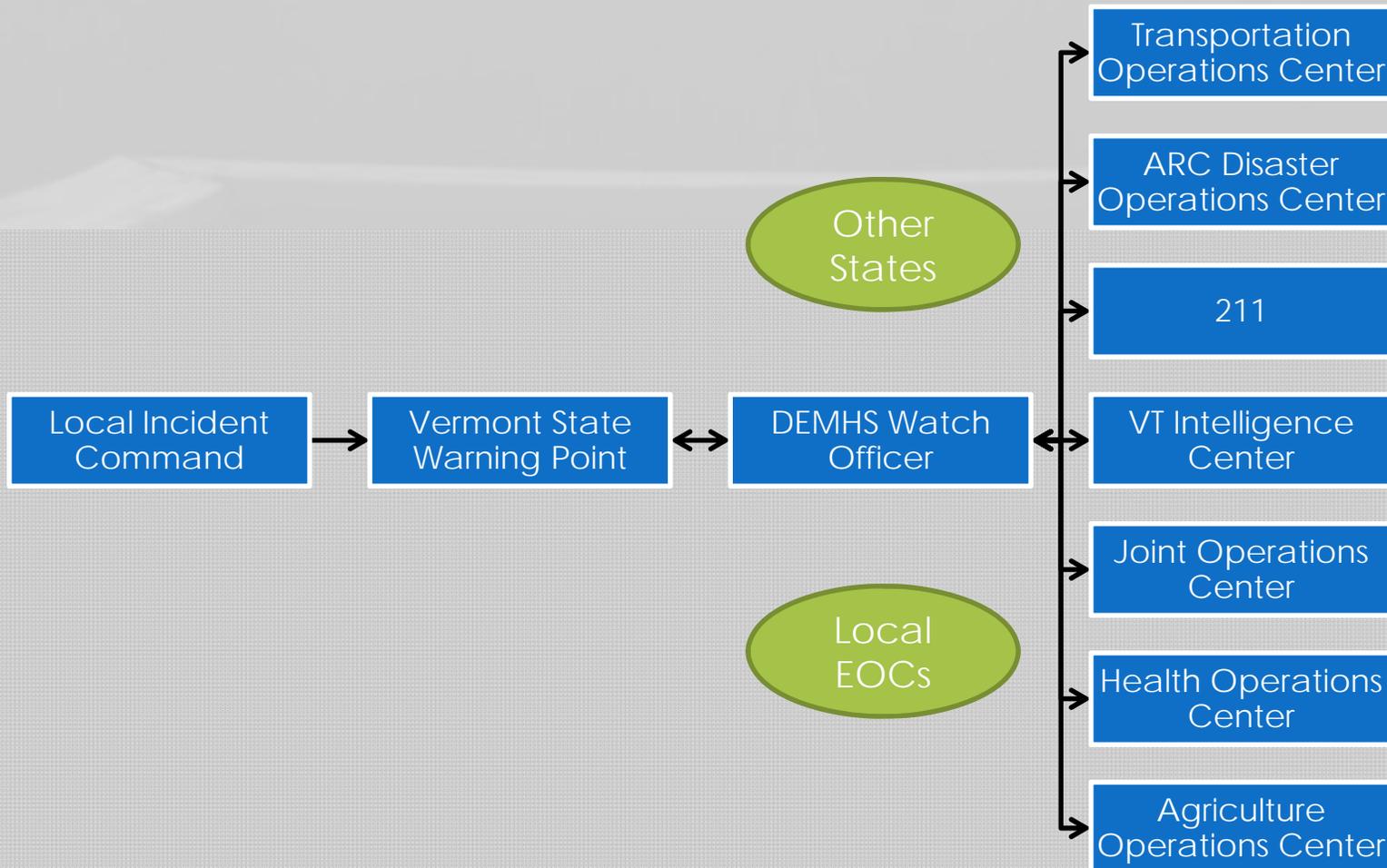


Watch Officer 24-7-365

1-800-347-0488

Call 211

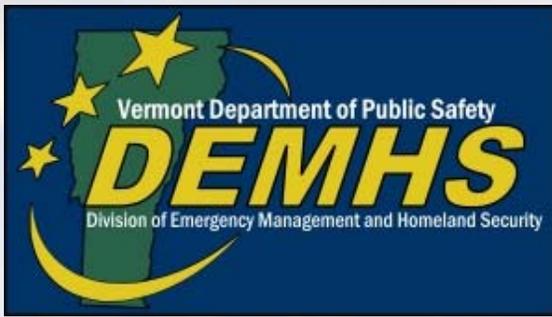
Vermont Multi-Agency Coordination System (Monitoring)





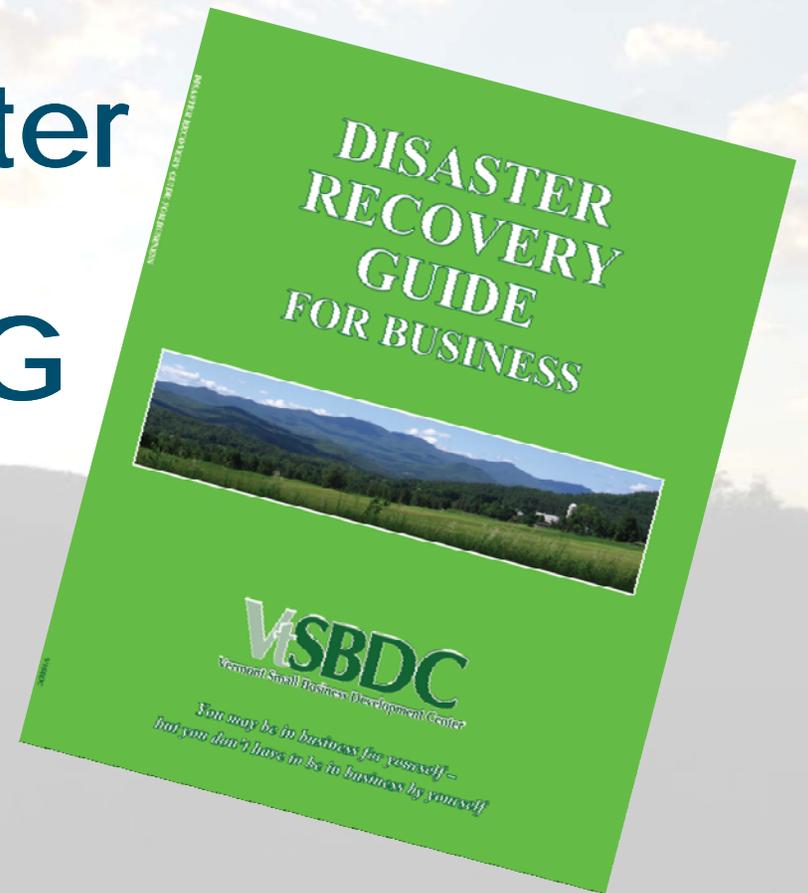
Local Emergency Management Plan (LEOP)

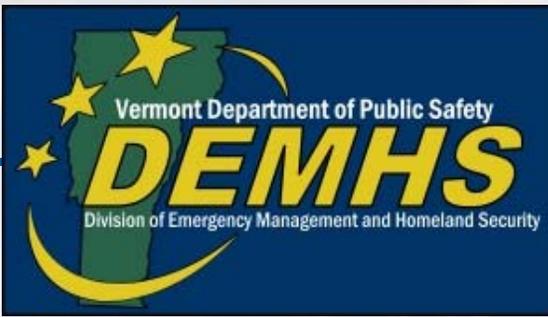
Know who your local
**EMERGENCY MANAGEMENT
DIRECTOR is!**



Vermont Small Business Development Center

WWW.VTSBDC.ORG





Small Business Administration

1-802-828-4422



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BUSINESS, AGRICULTURE, CULTURAL AND HISTORIC DAMAGE ASSESSMENT

One lesson learned after Tropical Storm Irene was that the State and our partners in disaster response and recovery needed a consistent way to assess damage and impact to businesses, farms and cultural and historic resources and a centralized location for the information. Such a system would allow for a more collaborative and strategic response and the ability to communicate with those impacted as new assistance programs became available. It would allow us to pinpoint the types of assistance that was needed and ensure that all those impacted were offered support.

Working with our partners at the *Agency of Agriculture, Food and Markets*, the *Department of Emergency Management & Homeland Security* and organizations outside state government, the *Agency of Commerce and Community Development* have developed an online system where damage assessment information can be collected, referrals for assistance made and follow up and alerts provided.

The system will be activated in the case of a significant regional or state-wide incident. When such an incident occurs, our partners will have access to the online database and can assist you if you are a business, farm or have cultural or historic resources that were impacted.

Below are resources that can provide guidance on preparing for a disaster and how best to respond during an emergency.

[Business, Agricultural, Historic & Cultural Assessment \(BACH-CA\)](#) (To enter information online.)

[Printable version of the Business, Agricultural, Historic & Cultural Assessment Form \(pdf\)](#) Please note we encourage you to fill this out online.

[Division of Emergency Management & Homeland Security \(DEMHS\)](#) for information on specific events and emergency protocols.

If you are an individual with home damage in need of assistance after a disaster, please contact your town official.

Sign In

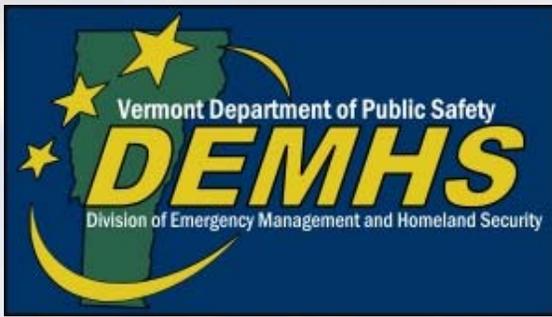
Document Library



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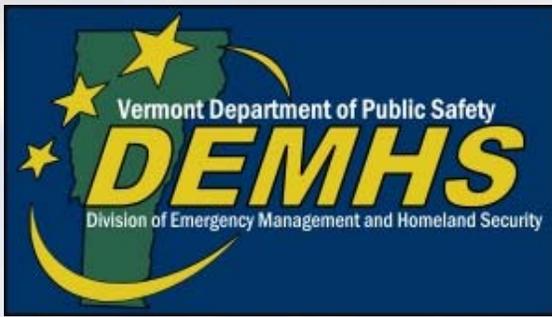
Montpelier

Select Language



FloodReady

FLOODREADY.VERMONT.GOV



YOUR REGIONAL PLANNING COMMISSION IS A RESOURCE!

VAPDA.ORG



Questions?



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Thank You For Participating!

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