Savannah Richardson

Testing, B-C-P

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Disclaimer

A FEW THINGS FIRST

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Evaluate risks before acting based on ideas from this presentation.

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Savannah Richardson

Tandem Software Specialist

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“Differences of habit and language are nothing at all if our aims are identical and our hearts are open.”

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Agenda

HERE'S THE PLAN

- Emergency Checklist
- Cross-training Matrix
- Testing Critical Vendors & Updating Contact Information

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Business Continuity Plan (BCP)

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Angelo Grotti – The Office

"As a manager of business, you have a lot of pride. But you also got a lot of responsibility. None greater perhaps, than your need to be sure, that your small or large business is secure in the event of a loss."

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Emergency Checklists

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Checklist Formula

The Right Steps

- Determine **reasonably** foreseeable threats
  - Perform risk assessments
- Impact Scenarios
  - Natural Disaster/Elemental
  - Cybersecurity
  - Physical
- Recovery Phases
  - Preparedness
  - Response
  - Recovery

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Checklist Formula

The Right Steps

- Preparedness
  - Notification to proper parties and assessment of situation
- Response
  - Implementation of operating requirements within a not business-as-usual situation
- Recovery
  - Steps involved for returning to normal operations

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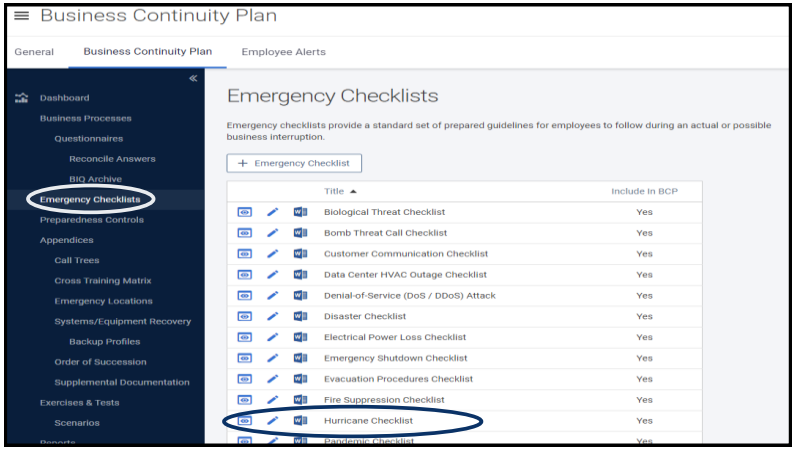
Business Continuity Plan
General
Business Continuity Plan
Employee Alerts
Dashboard
Business Processes
Questionnaires
Reconcile Answers
BIQ Archive
Emergency Checklists
Preparedness Controls
Appendices
Call Trees
Cross Training Matrix
Emergency Locations
Systems/Equipment Recovery
Backup Profiles
Order of Succession
Supplemental Documentation
Exercises & Tests
Scenarios
Emergency Checklists
Emergency checklists provide a standard set of prepared guidelines for employees to follow during an actual or possible business interruption.
+ Emergency Checklist
Title
Include In BCP
Biological Threat Checklist Yes
Bomb Threat Call Checklist Yes
Customer Communication Checklist Yes
Data Center HVAC Outage Checklist Yes
Denial-of-Service (DoS / DDoS) Attack Yes
Disaster Checklist Yes
Electrical Power Loss Checklist Yes
Emergency Shutdown Checklist Yes
Evacuation Procedures Checklist Yes
Fire Suppression Checklist Yes
Hurricane Checklist Yes

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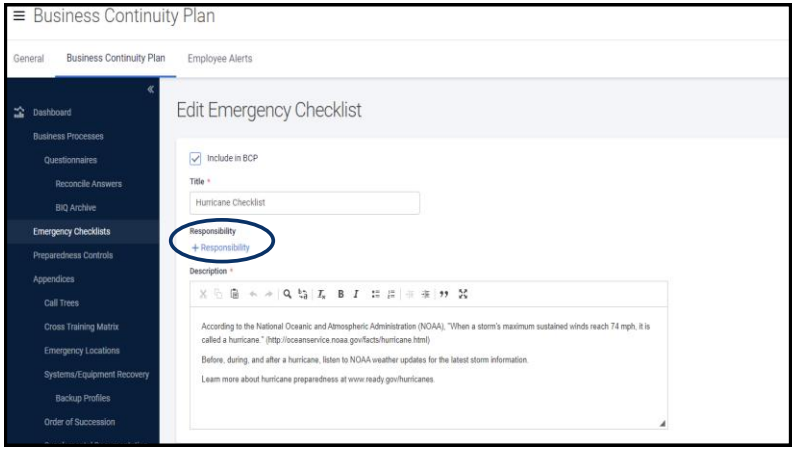
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Appendices
Call Trees
Cross Training Matrix
Emergency Locations
Systems/Equipment Recovery
Backup Profiles
Order of Succession
Edit Emergency Checklist
Include in BCP
Title *
Hurricane Checklist
Responsibility
+ Responsibility
Description *
According to the National Oceanic and Atmospheric Administration (NOAA), "When a storm's maximum sustained winds reach 74 mph, it is called a hurricane." (http://oceanservice.noaa.gov/facts/hurricane.html)
Before, during, and after a hurricane, listen to NOAA weather updates for the latest storm information.
Learn more about hurricane preparedness at www.ready.gov/hurricanes.

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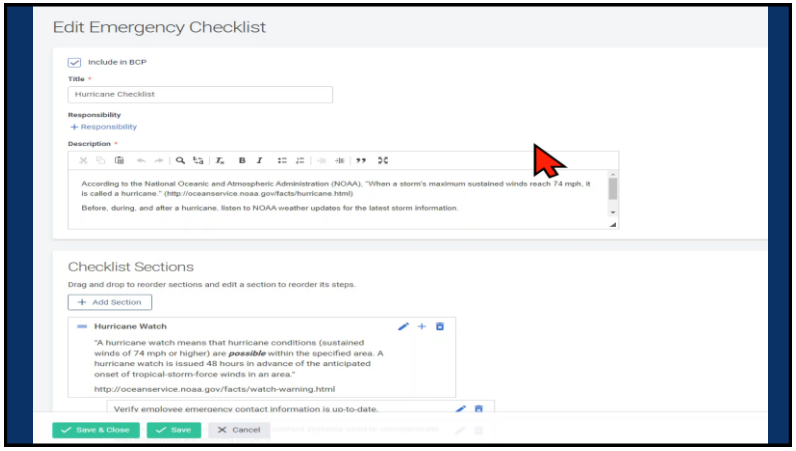
Edit Emergency Checklist
Include in BCP
Title *
Hurricane Checklist
Responsibility
+ Responsibility
Description *
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Before, during, and after a hurricane, listen to NOAA weather updates for the latest storm information.
Checklist Sections
Drag and drop to reorder sections and edit a section to reorder its steps.
+ Add Section
Hurricane Watch
"A hurricane watch means that hurricane conditions (sustained winds of 74 mph or higher) are possible within the specified area. A hurricane watch is issued 48 hours in advance of the anticipated onset of tropical-storm-force winds in an area."
http://oceanservice.noaa.gov/facts/watch-warning.html
Verify employee emergency contact information is up-to-date.
Save & Close
Save
Cancel

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Cross-Training Matrix

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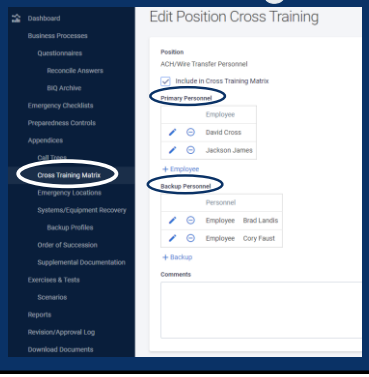
Cross Training Matrix Defined



- The cross-training is primarily concerned with ‘knowledge’.
- Who has the knowledge to perform the tasks.

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Order of Succession Defined

- Primarily concerned with ‘authority’
- who has the authority to take their place and make decisions in their absence

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Dwight Schrute – The Office

“When Michael is gone, Jim is in charge. When Jim is gone, Andy and I are in charge. When Andy is gone, you answer to me.”

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Cross-Training Program

1. Key skill sets, tasks, and team members
2. Create standard operating procedures
3. Opportunities to job shadow or observe
4. Perform new function with support

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Testing Critical Vendors & Updating Contact Information

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Testing Critical Vendors & Updating Third Party Contact information

Identify Critical Vendors

Test Vendor's BCP

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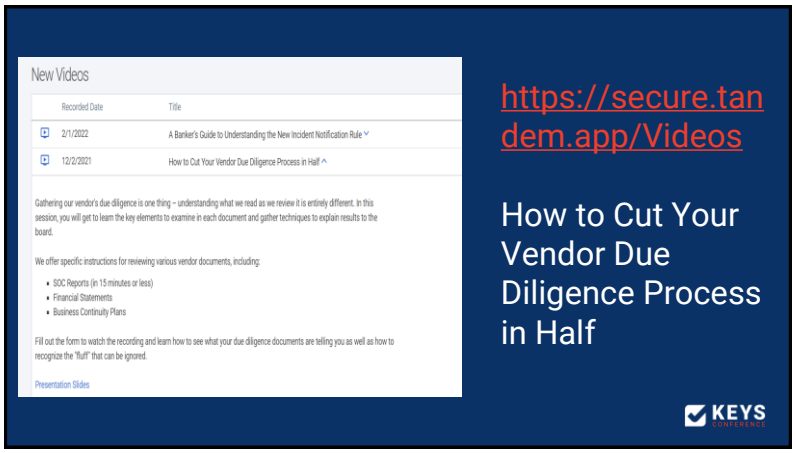

https://secure.tandem.app/Videos

How to Cut Your Vendor Due Diligence Process in Half

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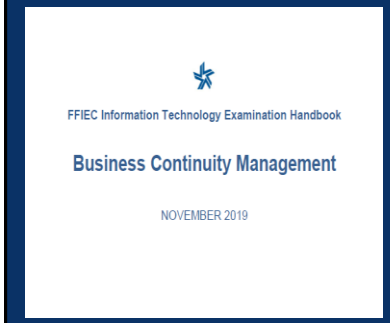

https://ithandbook.ffiec.gov/it-booklets/business-continuity-management.aspx

VII.I Third-Party Service Provider Testing

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Testing Critical Vendors & Updating Contact information

Identify Critical Vendors

Test Vendor's BCP

Update Contact Information

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Tandem Support

"All vendors are third parties, but not all third parties are vendors."

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Vendors vs Third-Parties

How Tandem defines these terms

- Vendors
  - Vendor Contracts
  - Perform risk assessments
  - Gather due diligence
  - Conduct reviews
- Third Parties
  - Regulators
  - Emergency Services
  - Law Enforcement
  - Utility Providers
  - Government Agencies
  - Local Media

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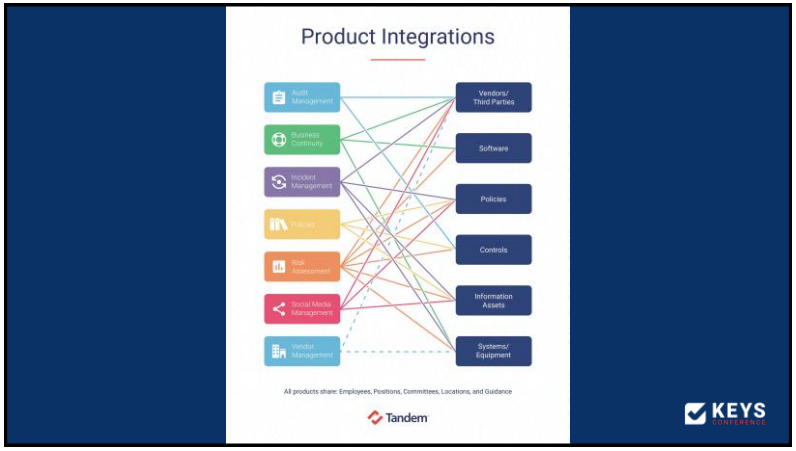

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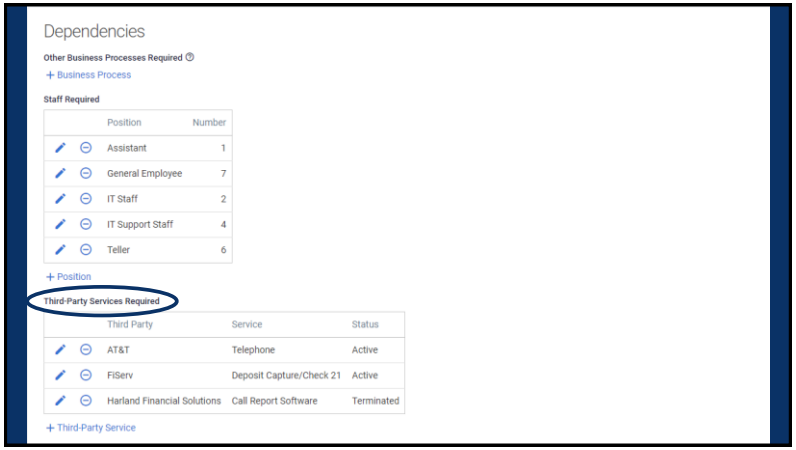
Dependencies
Other Business Processes Required
+ Business Process
Staff Required
Position
Number
Assistant 1
General Employee 7
IT Staff 2
IT Support Staff 4
Teller 6
+ Position
Third-Party Services Required
Third Party
Service
Status
AT&T Telephone Active
FiServ Deposit Capture/Check 21 Active
Harland Financial Solutions Call Report Software Terminated
+ Third-Party Service

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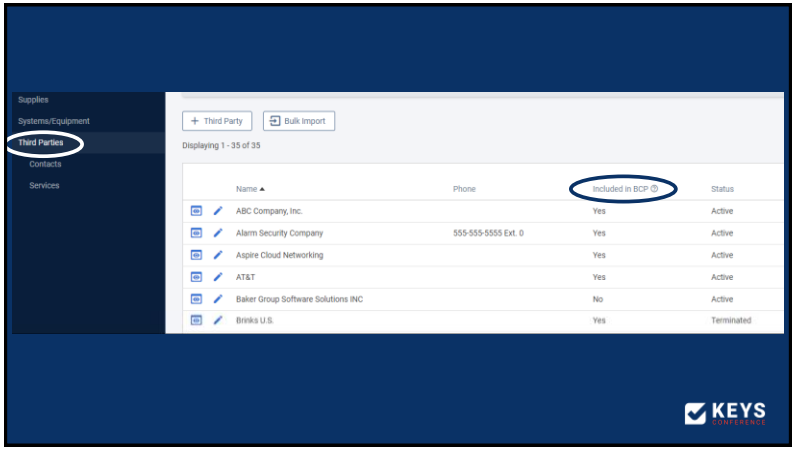
Supplies
Systems/Equipment
Third Parties
Contacts
Services
+ Third Party
Bulk Import
Displaying 1 - 35 of 35
Name
Phone
Included in BCP
Status
ABC Company, Inc. Yes Active
Alarm Security Company 555-555-5555 Ext. 0 Yes Active
Aspire Cloud Networking Yes Active
AT&T Yes Active
Baker Group Software Solutions INC No Active
Brinks U.S. Yes Terminated
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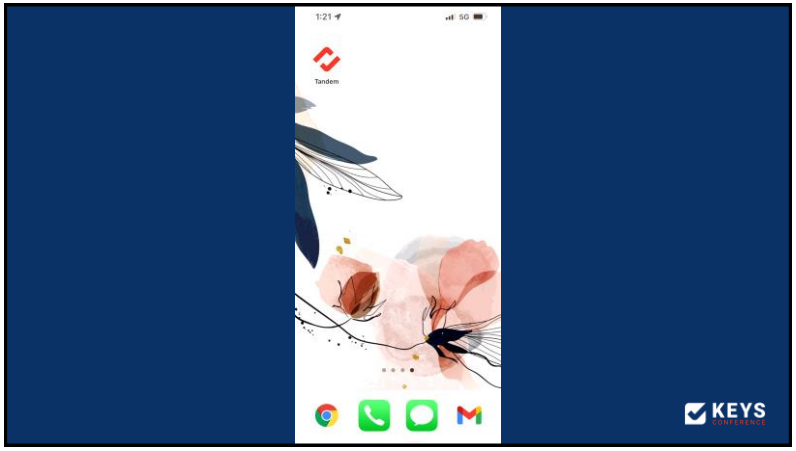

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Summary

- Emergency Checklist
  - Impact scenarios
  - Recovery phases
  - Tandem BCP emergency checklist
- Cross-training matrix
  - Don't just document it, implement it
- Testing Vendors & Updating Contact Information
  - Identify critical vendors
  - Test vendor BCP
  - Importance of updating vendor and third party contact information

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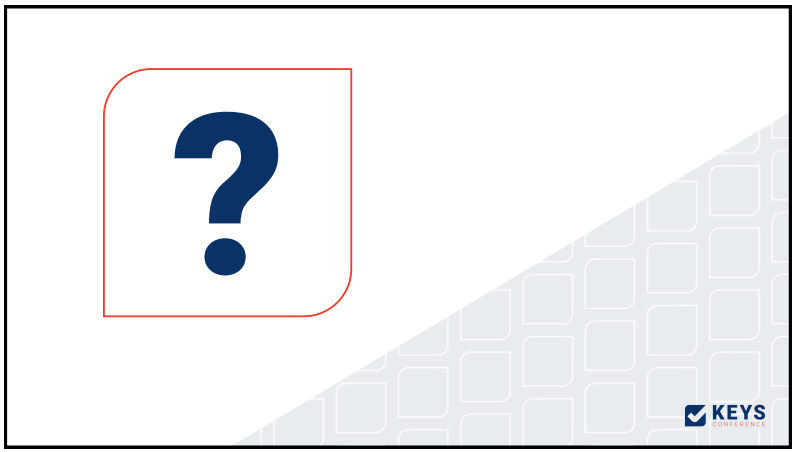
?
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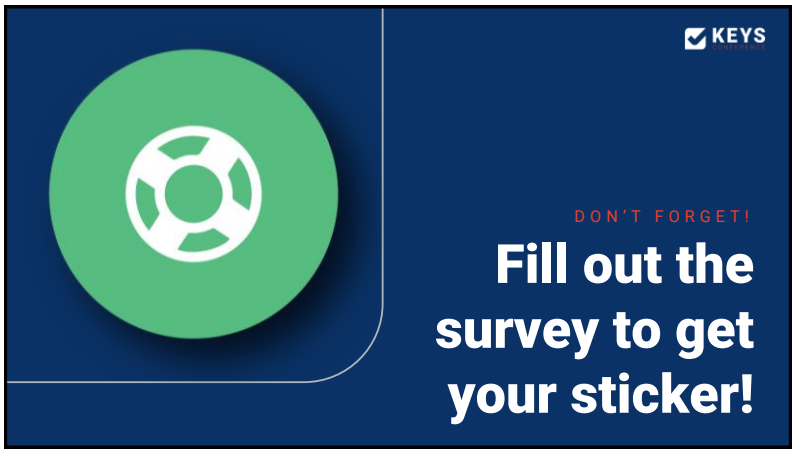
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DON'T FORGET!
Fill out the survey to get your sticker!

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THANKS FOR JOINING!

Testing, B-C-P

Savannah Richardson
Tandem Software Specialist

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Upcoming Sessions

CLOSING SESSION

LUNCH & PRIZE DRAWING

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