

# CSO Scenario

Albertsons Companies

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Assignment 3

## Organization Definition

Albertsons Companies operates multiple chains of grocery stores, pharmacies, and fuel stations across most of the United States, most notably through brands Albertsons and Safeway. With over 2,200 stores across 34 states and a majority market share in most states served (*Albertsons Companies Company Fact Sheet* 2020), Albertsons has the responsibility to guarantee a significant amount of private user data is protected from unauthorized use and to prevent major outages of service that would prevent customers from securing food, fuel, or medicine in a timely manner.

## Business Continuity Plan Review Criteria

### Recency

Out of date business continuity and disaster recovery plan can lead to more damage than they solve if they don't adequately account for the current shape of the company or process the plan is for. If a plan fails to account for newly added business processes, locations, or operations then they may be missed during the response and recovery phases. If a disaster recovery plan includes many steps and sections devoted to business processes that are no longer part of the company, precious time might be wasted during a disaster filtering through what is and is not a valid part of the plan. A good business continuity and disaster recovery plan is one that is updated regularly and is sure to add and remove processes, operations, and locations as necessary.

### Specificity

Business continuity and disaster recovery plans which are either too specific or too vague in their details can lead to problems when implementing plans during the response and recover stages. Business continuity and disaster recovery plans which are much too specific to specific types of emergencies can lead to difficulties during the implementation of response and recovery stages due to

the plan's lack to adaptability. On the other hand, a plan that is too vague in its details can lead to almost the exact same problem during response and recovery stages. A good business continuity and disaster recovery plan is one that rides the line between vague and specific, one that has enough detail to adequately guide the business through response and recovery but is adaptable enough to account for unforeseen changes to process or business structure since the last update.

## Breadth

Business continuity and disaster recovery plans need to account for as many conceivable threats as the business, its employees, and its customers as possible. While it is never possible to account for all types of threats and emergencies, the more situations that are planned for ahead of time the more likely that the business continuity and disaster recovery plans will be adequate for new emergencies within the company.

## Business Continuity Plan Review

As Albertsons Companies does not have any publicly available business continuity or disaster recovery plans that were able to be found, we will be using the business continuity plan of Staples, Inc. (*Staples [Office] – Business Continuity Plan 2019*) and assuming it is modified to fit the prompt requirements. While there are many differences between the two companies, both are retail businesses with brick-and-mortar facilities, online stores, and home delivery operations, so the Staples, Inc. plans should be an adequate replacement.

## Recency

These plans were originally written ten years ago and updated a single time four years ago. This is too infrequent. These plans should have been updated closer to yearly, in order to properly address new and arising threats to business operations, better adhere to updated company policies, and align to

the ever-changing needs of the business. Keeping the disaster recovery plans, business continuity plans, and emergency response plans up to date regularly is integral to ensuring that they are adequate when the time comes for them to be used.

### Specificity

The overall business continuity plan could be more specific while retaining adaptability. Though it does setup clear objectives and identifies the responsibilities for the business continuity team, the only specifics the document goes into are for the event of a known, incoming hazard such as a hurricane or severe storm. The specifics that are called out in the document are very thorough, with clearly defined steps, actions, responsible parties in order to adhere to the stated business continuity objectives. The document would be further improved if there were detailed plans such as these for more types of hazards.

### Breadth

While the business continuity plan doesn't contain much of a breadth of details, the attached emergency response plan contains a multitude of detailed plans for the nearly any conceivable hazard. These plans include guidelines for responsible parties, how to deal with customers and guests, who to call, and which part of the organization (if any) is responsible for solving the problem. There are plans in place for everything ranging from a power outage to a structural issue to a chemical or nuclear incident. With the inclusion of the emergency response plan, there's not much more breadth of content that could be included in this document.

### References

*Business Continuity Plan*. Business Continuity Plan | Ready.gov. (n.d.). <https://www.ready.gov/business-continuity-plan>.

*Corporate Profile*. Albertsons Companies: Corporate Profile. (n.d.).

<https://investor.albertsonscorporations.com/corporate-profile/default.aspx>.

Staples, Inc. (n.d.). *Staples [Office] – Business Continuity Plan 2019*. Staples Emergency Plans.

<https://marketingassets.staples.com/m/73e84367ebed4155/original/Staples-Emergency-Plans-.pdf>.