

Business Continuity Plan

Scenario Description	Planned Response Strategy	Expected Response Result	Post-Disaster Expectations
Emergency Alert	Established policy and procedure in the event of a disaster or crisis.	When using emergency alert systems, the personnel will have a clear understanding of who should be contacted.	Suppliers of critical goods and services will continue to support recovery of business operations as the company returns to normal operating mode.
Financial and Legal Issues	Planned details of Cash flow position, Temporary borrowing capability, Upcoming payments for taxes, payroll taxes, Social Security, Availability of company credit cards to pay for supplies and services required post-disaster.	The assessment should cover: Loss of financial documents, Loss of revenue, Theft of check books, credit cards, etc., Loss of cash.	The emergency response team shall prepare an initial assessment of the effect of the incident on the financial affairs of the company.
Electrical power failure	Back-up power source. Auto standby generator that is tested weekly & remotely monitored.	Redundant uninterruptible power supply (UPS) array together with auto standby generator that is tested weekly & remotely monitored 24/7.	Uninterrupted Power supply
Staffing	Adjust staffing ratios and shifts as required, and implement HCC member staff sharing plans	Call back clinical and non-clinical staff; utilize staff in non-traditional roles	Meet the need of citizens
Systems and Networks Issue	Encrypting all computers and mobile devices • Pre-approving the use of any devices not issued by the organization • Implementing role-based access to any systems to ensure employees only have access to programs and applications necessary to perform functions of their jobs • Developing security policies for the use of virtual private network (VPN) or private connections • Including cybersecurity and continuity of information systems considerations in the organization's hazard vulnerability analysis (HVA) • Including appropriate IT personnel and considerations in EOPs, training, and exercises • Engaging outside partners (e.g., law enforcement, regulatory agencies, and IT security providers/vendors) for assistance with cybersecurity incidents • Developing mechanisms for IT personnel to obtain needed cybersecurity information through law enforcement partnerships	A strong cybersecurity plan/team to reduce and respond to cyberattacks.	Review cybersecurity practices and policies.

Resumption Procedure 1

Technology Recovery / System and Network

A strong cybersecurity plan/team to reduce and respond to cyberattacks.

Recovery Time Objective: Within 24 hours

Max Allowable Downtime: 1 hour to 8 hours

Name: Contact Person

Server connectivity	Rajat	443-631-8663
Application connectivity	Bisht	443-631-8663
Vendor support	Rajat Bisht	443-631-8663

Requirement

Agility Recovery provides GSRM with the ability to recover from a potential technology failure by providing us technology equipment. Below are the technology requirements for recovery.

- Restoring software/applications and/or data(options)
- Contact third-party IT vendor
- Restore with PC imaging
- Restore with server imaging
- Restore with virtual machines
- Restore with bare metal (i.e. tape) backup
- Restore with electronic (online) backup
- Restore with storage device (i.e. NAS, SAN, external hard drive)
- Restore by connecting to an off-site data environment (i.e. datacenter)

Responsibility with technology recovery:

- Backup software/applications and data on a regular basis (hourly/daily).
- Store backups of software/applications and data offsite (i.e. storage facility, bank vault).
- Write a procedure for restoring software/applications and data.
- Practice executing your procedure for restoring software/applications and data.
- Involve your IT vendor with writing a procedure for restoring software/applications and data as well as the testing of that procedure.
- Confirm the service level agreement with your IT vendor ensures they will be available to perform/assist your technology recovery whenever it is needed.

- Know all steps and/or elements involved with restoring software/applications and data (i.e. passwords, power cords, license keys, decrypting encrypted backups, etc.).
- Ensure your backups can be restored to dis-similar equipment.
- Have clearly defined roles and responsibilities around restoring software/applications and/or data for your IT vendor(s).

Technology Recovery Process

We have a potential or actual technology failure. Put Recovery Plan in action:

1. Contact Assigned personnel and place on Alert.
2. Follow the IT Recovery Plan below to restore our software and data on the Agility equipment:
3. Contact for information on new location, installement of a full backup of the equipment's software/applications and/or data
5. Confirm the technology team will be available to restore our software/applications and data on the Agility equipment.
6. Confirm recent backups are ready to be loaded.

Resumption Procedure 2

Connectivity Recovery

Emergency communication via phone, internet must be provided.

Recovery Time Objective: Within 4 hours

Max Allowable Downtime: 4 hours

Name: Contact Person

Server connectivity	Rajat	443-631-8663
Application connectivity	Bisht	443-631-8663
Vendor support	Rajat Bisht	443-631-8663

Requirement

Communication requirements are listed below:

Connectivity Options:

- Satellite Bandwidth- 512/256 kbps
- Satellite Internet – Provided
- Public IP Address –1 •

VPN Connectivity – Available upon request (a one-time engineering cost will apply)

• Voice Services- Voice over IP (VOIP), Voicemail, Call hold, Call transfer, 3-way calling, Auto attendant, 5 DID numbers (Additional customized voice solutions available upon request)

• Phone Redirection – Recovery by remote voicemail which can be put in place very quickly and be managed by either calling into the voicemail or receiving an email with the voice message attached. *Specific schedules or bandwidth addendums will supersede the equipment identified in the chart above. Member Responsibility

• Phone Redirection o At time of recovery, Agility will provide the phone number(s) (DIDs) for GSRM to provide to their telecom provider. GSRM will work with their telecom provider to establish a call redirection plan (See Phone Recovery Template).

• Internet Security (options)

- Site-to-Site VPN (Virtual Private Network) – An Agility engineered solution prior to a recovery and/or test which is very efficient in high-latency environment such as a satellite network.
- End-to-End VPN (Virtual Private Network) –VPN tunnel, which is hosted and managed by GSRM at their recovery site.
- Software VPN (Virtual Private Network) – PC software/applications to host individual connections to a hosted network (i.e. Citrix).
- MPLS – connect into GSRM's secure MPLS network via a VPN.
- Firewall – Controls access into the local network after being installed at the recovery site. Things to keep in mind:
- Faxing takes a considerable amount of bandwidth. Alternatives to traditional faxing such as eFax typically allow for better performance in recovery.

• Employee training for a recovery environment. Keep in mind, a recovery environment is typically a consolidated work place and you will need to plan for new aspects such as noise level and personal spacing.

• Agility provides a default phone hand-set, however you may consider bringing headsets to use during recovery.

• Agility will provide a phone guide for the phone hand-sets to assist with employee training on new equipment.

• Prioritize work tasks to ensure the most critical business operations will have the most bandwidth (Internet speed and phone volume) allocated for use.

Responsibilities

To ensure continuity of IT services and customer lines in the event of an power shutdown - Power disruption could be caused by emergency weather conditions or building fire - Service offerings impacted: Customer Support desk, Sales teams, HR support.

Resumption Procedure 3

Human Resources

Adjust staffing ratios and shifts as required, and implement member staff sharing plans.

Recovery Time Objective: Within 24 hours

Max Allowable Downtime: 24 hours

Name: Contact Person

Staffing head	Rajat	443-631-8663
Human resource	Bisht	443-631-8663
Vice-President	Rajat Bisht	443-631-8663

Requirement

- Evaluate current staffing levels.
- Activate your call list and notify employees as to plan activation and determine availability. Have staff report to department.
- Notify human resources, managers, union representatives and other key personnel as to status and plan implementation.
- Explore alternative staff resource options.
- If needed: Identify similar core competencies that exist
- Request staffing needs update from the labor pool to sustain essential functions.
- Secure contract staff or borrow from another facility.
- Cross train staff with similar competencies by educators.
- Evaluate immediate and ongoing staff needs based on existing and predicted levels of human resources available.
- Identify contractors or other staff options that may alleviate problems resulting from staff loss.

- Assess flexible leave options that would allow employees to address family needs while continuing to support the employing organization through a flexible work plan where feasible.
- Assessment of union issues surrounding overtime issues and sharing of responsibilities among workers.
- Evaluation of potential health and safety issues that might arise through diversion of staff to new job roles and loss of critical staff in various operational positions.
- Prepare and implement contingency staffing schedule

Resumption Procedure 4

Loss of Corporate Services

Each department depends on corporate services to operate. Department responsibility includes maintenance of the downtime procedures, which specifies the alternative processes that are to be activated to assure continuity of clinical and other services during a downtime event

Recovery Time Objective: Within 24 hours

Max Allowable Downtime: 24 hours

Name: Contact Person

Power Issue	Rajat	443-631-8663
Loss of Oxygen, Medical Air, and Vacuum Supply	Bisht	443-631-8663
Vice-President	Rajat Bisht	443-631-8663

Requirement

The procedures are to be reviewed and tested, at minimum, on a yearly basis.

Responsibilities

Loss of Power

- Outlets served by the emergency generator are identified by red outlets.
- Open curtains and drapes to take advantage of natural or off-site lighting, as applicable.
- Turn off “unnecessary” electrical equipment to reduce load on generator. Also turn off any equipment that may have been running when the power went out.
- Remove ice from ice machines and place into freezers that are supplied by the emergency generator.
- Establish activities to compensate for loss of normal room lighting, television, etc. for residents, as practical.

- Ensure operation and availability of flashlights and batteries.
- Contact Plant Operations for extension cords that will reach emergency outlets to enable beds to be raised/lowered if hand cranks are not available.
- Monitor stairwell alarms for resident safety. The system is not powered by emergency power

Loss of Oxygen, Medical Air, and Vacuum Supply

- Responsibilities of Personnel Discovering the Malfunction:
- Immediately inform the Telephone Operator (dial **Bisht**) that there is a problem with the oxygen supply. Give the following information:
 - Your name.
 - Your telephone extension or how you can be reached.
 - The location where the problem was discovered.
 - A brief description of the problem.
 - When the problem was discovered.

Responsibilities of the Telephone Operator:

- Upon notification of a problem with the oxygen supply system, notify the following: Respiratory Therapy is responsible to determine the requirements for oxygen and medical air, and notify Materials Management of the need for additional portable units.
- Nursing is responsible to determine the need for vacuum (suction) and notify Materials Management

Distribution

- Materials Management and Respiratory Therapy is responsible for distribution of portable units of oxygen, medical gas and suction.
- The Administrator on Call may activate the Labor Pool to assist in distribution of these portable units.

OXYGEN

- Bulk and emergency reserve oxygen systems are located XX.
- Additional oxygen is available in compressed air cylinders in the following areas:
VACUUM (Suction)
- Additional vacuum is available in portable suction equipment from Material Systems.