

Business Resumption Plan

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Example Business Resumption Plan

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# Purpose

This BRP (Business Resumption Plan) will be used in alignment with the BCP (Business Continuity Plan) to provide additional information regarding effected business functions in the event of operational failures caused by the loss of services, personnel, assets, locations, or any such factors that contribute to the loss of normal business operations. This plan will guide the business processes towards returning to normal operation while considering improvements to contingency and resumption processes and mitigation strategies towards reducing or eliminating future risk. Deployment of the BRP may be done during or after an event of operational failure as deemed appropriate by the recovery team.

# Plan Maintenance

The BRP will be reviewed and updated annually at a minimum or when substantial changes are made to the BCP, business function, business environments, personnel, assets, locations, etc. Responsibilities for the revision and modifications to the BRP will be assigned by the organizations executive office and CISO (Chief Information Security Officer).

# Plan Testing

Testing of the BRP will be conducted annually at a minimum and will include, but is not limited to, table-top exercises, walkthroughs, or full simulations and will include all employees responsible for recovery team participation. Testing of the BRP will identify weaknesses in the plan including feasibility, oversight, missing steps, errors, and inconsistencies. Responsibility for the administration, approval of the results, and documentation of BRP testing will be assigned by the CISO and recovery team leaders.

# Plan Location and Distribution

The BRP will be readily available to all recovery team participants including the CISO, recovery team leaders, and recovery team members. The BRP will be stored physically on-site, and digitally on secured organization servers. Location of the BRP will be disclosed to all recovery team participants as appropriate with considerations to their job function, department, and location during such times as onboarding, testing, and when changes are made to its location.

Distribution of the BRP will be conducted during plan activation as described by the plan activation procedures or when deemed appropriate by the CISO, recovery team leads, and assigned members of the recovery team responsible for plan activation. Disclosure of the BRP will be done digitally through email, text, call, and handouts of physical copies depending on recovery team location and availability of services as determined appropriate by the CISO, recovery team leads, and assigned members of the recovery team responsible for plan distribution.

# Department Information

This section of the BRP will address the business functions, locations, schedules, inventory, recovery strategies, RTOs (Recovery Time Objective), and RPOs (Recovery Point Objective) as an overview of the department in focus. This section may differ between departments and is intended for individual departments to display and for reference of the scope of business operations and resumption procedures.

|  |
| --- |
| **Department Name:** |
| **ITS (Information Technology Services)** |
| **Department Business Functions:** |
| The information technology services department is responsible for providing the application of business and technical expertise to support the organizations needs for the creation, management, and effective use of the technology and information services necessary for essential business operations. |

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| **Department Locations:** |
| Information Technology Office |
| Networking Devices Storage Room |
| Help Desk |
|  |

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| --- | --- | --- | --- |
| **Employee Name:** | **Employee Job Title:** | **Employee Schedule:** | **Exceptions/Comments:** |
| Daniel | CISO | Wed-Sat -- 7am-5pm | - Bank Holidays off  - May be called to work Mon & Tues |
| Wendy | ISO | Mon-Thur -- 7am-5pm | - Bank Holidays off  - May be called to work weekends |
| Steve | Technology Support Specialist | Mon-Fri -- 9am-5pm | - Bank Holidays off  - May be scheduled to work weekends |
| Jacob | Technology Support Specialist | Mon-Fri -- 9am-5pm | - Bank Holidays off  - May not be scheduled to work weekends |

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| --- | --- | --- | --- | --- | --- | --- | --- |
| **Department Inventory:** | | | | | | | |
| **Type** | <Less Than 1 Year> | | <Last 2 Years> | | <Last 3 Years> | | <More Than 3 Years> |
| **Owned** | **Leased** | **Owned** | **Leased** | **Owned** | **Leased** |
| Router | 1 | 1 |  |  | 1 |  |  |
| Modem | 1 | 1 |  |  | 1 |  |  |
| Switch | 4 |  |  |  | 3 |  |  |
| Gateway | 2 |  |  |  | 1 |  |  |
| Repeater | 3 |  | 1 |  | 1 |  |  |
| Bridge | 2 |  | 1 |  |  |  |  |
| Desktop PC | 5 |  |  |  | 3 |  |  |
| Laptop | 2 |  | 1 |  | 1 |  |  |
| Printer |  |  |  |  |  |  | 2 |
| External Hard Drive | 1 |  |  |  |  |  | 3 |

|  |  |
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| **Resumption Procedures:** | **ID:** |
| Internet Outage | IO-RP |
| Power Outage | PO-RP |
| Data Breach | DB-RP |
| Printer Failure | PF-RP |

|  |  |  |
| --- | --- | --- |
| **Procedure ID:** | **RTO:** | **RPO:** |
| 1 | Less than 24 hours | 24 hours |
| 2 | Less than 24 hours | 24 hours |
| 3 | Less than 7 days | 24 hours |
| 4 | Less than 14 days | 14 days |

# Plan Activation

This section of the BRP describes the prerequisite conditions for plan activation, referred to as triggers within this document, responsible recovery team members, their roles, and the relevant suggested and required resumption procedures IDs.

|  |  |
| --- | --- |
| **Trigger:** | **ID:** |
| **Internet Outage** – loss of internet to department caused by ISP outage, technology failure, human error, cyber attack, etc. | IO-T |
| **Black out power outage** – loss of electricity to department and department assets due to severe weather, down power lines, equipment failure, high energy demand, etc. | PO-T |
| **Data Breach** – unauthorized disclosure of protected or proprietary information due to weak or stolen credentials, system vulnerabilities, malware, social engineering, insider threat, etc. | DB-T |
| **Printer Failure** – loss of printer function and services due to paper jams, ink or paper shortage, connection issues, firmware issues, or any other printer displayed error. | PF-T |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Trigger ID:** | **Recovery Team Member ID:** | **Role ID:** | **Required Procedure ID:** | **Suggested Procedure ID:** |
| IO-T | Djd1  Wkf1  Srp2  Jho1 | 1  2  3  4 | IO-RP |  |
| PO-T | Djd1  Wkf1  Srp2  Jho1 | 1  2  3  4 | PO-RP |  |
| DB-T | Djd1  Wkf1  Srp2  Jho1 | 1  2  3  4 | DB-RP |  |
| PF-T | Djd1  Wkf1  Srp2  Jho1 | 1  2  3  4 | PF-RP |  |

# Recovery Team Members

This section of the BRP provides a list of recovery team members, their names, their IDs, their roles, description of roles, role IDs, contact details, and schedules.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Employee Name:** | **Contact:** | **Schedule:** | **Employee ID:** | **Role ID:** |
| Daniel | Phone  Email  Alt Email | Wed-Sat -- 7am-5pm | Djd1 | IT-RT-H |
| Wendy | Phone  Email  Alt Email | Mon-Thur -- 7am-5pm | Wkf1 | IT-RT-L |
| Steve | Phone  Email  Alt Email | Mon-Fri -- 9am-5pm | Srp2 | IT-RT-M |
| Jacob | Phone  Email  Alt Email | Mon-Fri -- 9am-5pm | Jho1 | IT-RT-M |

|  |  |
| --- | --- |
| **Role Description:** | **Role ID:** |
| ITS Department Recovery Team Head – Oversees department and all responsibilities included within a resumption procedure | IT-RT-H |
| ITS Department Recovery Team Lead – Assists or elevates to the responsibility of, when absent, the IT-RT-H to oversee the department and all responsibilities included within a resumption procedure | IT-RT-L |
| ITS Department Recovery Team Member – Performs responsibilities outlined within resumption procedures prescribed to recovery team members that are not a Lead or Head to support IT-RT-H and IT-RT-L. | IT-RT-M |

# Resumption Procedures

This section of the BRP will describe the procedures for restoring normal business operations after an event resulting in failure or loss of services including steps for completion of procedure, responsibility of roles, elevation of responsibility, validation of successful resumption, documentation requirements, termination of BRP, and procedure ID.

|  |  |  |
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| **Procedure Name:** | **Procedure ID:** | **Participating Roles (IDs):** |
| Internet Outage | IO-RP | IT-RT-H  IT-RT-L  IT-RT-M |

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| --- | --- | --- |
| **Step Number:** | **Description of Step:** | **Responsible Roles (IDs):** |
| **1.** | Distribute IO-RP resumption procedure to recovery team. | IT-RT-H  IT-RT-L  IT-RT-M |
| **2.** | Contact and inform of event IT-RT-H and IT-RT-L through available communication methods. | IT-RT-H  IT-RT-L  IT-RT-M |
| **3.** | Begin documentation, include time of outage, time of restoration, accurately detail completion of steps, and any other information that may be considered important throughout the resumption process. | IT-RT-H  IT-RT-L  IT-RT-M |
| **4.** | Actively communicate with organization executive office details of plan activation and processes towards resumption. | IT-RT-H  IT-RT-L |
| **5.a** | Contact internet service provider, gather information to inform executive office on details including expected outage time, effected areas, potential risk to organizational assets or personnel, etc. | IT-RT-H  IT-RT-L |
| **5.b** | When internet is restored, terminate use of contingency plan, communicate a return of employees to normal operations, if necessary. Finish documentation and disclose documentation to the executive office. | IT-RT-H  IT-RT-L |

**Elevation of Roles:** If neither the IT-RT-H or IT-RT-L is available during the time of trigger the IT-RT-M are to proceed to Step Number 4. as normal and then will follow all further instruction provided by the executive office.

**Exceptions:**

|  |  |  |
| --- | --- | --- |
| **Procedure Name:** | **Procedure ID:** | **Participating Roles (IDs):** |
| Power Outage | PO-RP | IT-RT-H  IT-RT-L  IT-RT-M |

|  |  |  |
| --- | --- | --- |
| **Step Number:** | **Description of Step:** | **Responsible Roles (IDs):** |
| **1.** | Distribute PO-RP resumption procedure to recovery team. | IT-RT-H  IT-RT-L  IT-RT-M |
| **2.** | Contact and inform of event IT-RT-H and IT-RT-L through available communication methods. | IT-RT-H  IT-RT-L  IT-RT-M |
| **3.** | Begin documentation, include time of outage, time of restoration, accurately detail completion of steps, and any other information that may be considered important throughout the resumption process. | IT-RT-H  IT-RT-L  IT-RT-M |
| **4.** | Actively communicate with organization executive office details of plan activation and processes towards resumption. | IT-RT-H  IT-RT-L |
| **5.a** | Contact power service provider, gather information to inform executive office on details including expected outage time, effected areas, potential risk to organizational assets or personnel, etc. | IT-RT-H  IT-RT-L |
| **5.b** | When power is restored, terminate use of contingency plan, communicate a return of employees to normal operations, if necessary. Finish documentation and disclose documentation to the executive office. | IT-RT-H  IT-RT-L |

**Elevation of Roles:** If neither the IT-RT-H or IT-RT-L is available during the time of trigger the IT-RT-M are to proceed to Step Number 4. as normal and then will follow all further instruction provided by the executive office.

**Exceptions:**

|  |  |  |
| --- | --- | --- |
| **Procedure Name:** | **Procedure ID:** | **Participating Roles (IDs):** |
| Data Breach | DB-RP | IT-RT-H  IT-RT-L  IT-RT-M |

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| --- | --- | --- |
| **Step Number:** | **Description of Step:** | **Responsible Roles (IDs):** |
| **1.** | Distribute DB-RP resumption procedure to recovery team. | IT-RT-H  IT-RT-L  IT-RT-M |
| **2.** | Contact and inform of event IT-RT-H and IT-RT-L through available communication methods. | IT-RT-H  IT-RT-L  IT-RT-M |
| **3.** | Begin documentation, impacted assets, effected areas, potential risk to organizational assets or personnel, details of vulnerability, details of fix, time of restoration, accurately detail completion of steps, and any other information that may be considered important throughout the resumption process. | IT-RT-H  IT-RT-L  IT-RT-M |
| **4.** | Actively communicate with organization executive office details of plan activation and processes towards resumption. | IT-RT-H  IT-RT-L |
| **5.a** | Gather information to inform executive office and human resource department on details including impacted assets, effected areas, potential risk to organizational assets or personnel, etc. | IT-RT-H  IT-RT-L |
| **5.b** | When impacted areas are identified, develop and deploy patch to remove vulnerability to organization assets. Test vulnerability to ensure fix. Finish documentation and disclose documentation to the executive office. | IT-RT-H  IT-RT-L |

**Elevation of Roles:** If neither the IT-RT-H or IT-RT-L is available during the time of trigger the IT-RT-M are to proceed to Step Number 4. as normal and then will follow all further instruction provided by the executive office.

**Exceptions:**

|  |  |  |
| --- | --- | --- |
| **Procedure Name:** | **Procedure ID:** | **Participating Roles (IDs):** |
| Printer Failure | PF-RP | IT-RT-H  IT-RT-L  IT-RT-M |

|  |  |  |
| --- | --- | --- |
| **Step Number:** | **Description of Step:** | **Responsible Roles (IDs):** |
| **1.** | Distribute PF-RP resumption procedure to recovery team. | IT-RT-H  IT-RT-L  IT-RT-M |
| **2.** | Contact and inform of event to IT-RT-H and IT-RT-L through available communication methods. | IT-RT-H  IT-RT-L  IT-RT-M |
| **3.** | Begin documentation, include time of outage, time of restoration, accurately detail completion of steps, and any other information that may be considered important throughout the resumption process. | IT-RT-H  IT-RT-L  IT-RT-M |
| **5.a** | Contact printer service provider, gather information to inform documentation such as expected outage time, effected areas, potential risk to organizational assets or personnel, etc. | IT-RT-H  IT-RT-L |
| **5.b** | When printer is restored, terminate use of contingency plan, communicate a return of employees to normal operations, if necessary. Finish documentation and store record for future reference. | IT-RT-H  IT-RT-L  IT-RT-M |

**Elevation of Roles:** If neither the IT-RT-H or IT-RT-L is available during the time of trigger the IT-RT-M are to proceed to Step Number 4. as normal and then will follow all further instruction provided by the executive office.

**Exceptions:**