

Departmental Business Continuity Report August 20th, 2020	Accounting	Staff	RTO	
		5		2-4 weeks
Daily administration of accounting functions for all departments including record-keeping for residents at the Sun Parlor Home for Senior Citizens. Preparing a variety of financial reports for internal users and various government agencies.				7-days
				3-days
				24-hours
CRITICAL FUNCTIONS AND RECOVERY TIME OBJECTIVES				0-4 hours

Service/Process	RTO	Impact	Manual Processes/Alternatives
RECORDING OF FINANCIAL TRANSACTIONS		IMPACT: Disruption could cause delays in completing reports which may have mandatory deadlines. RTO - 2 weeks	Recording of financial transactions for all departments - use backup to recreate data on an external server
RECORDING OF SUN PARLOR HOME RESIDENT ACCOMMODATION AND TRUST FINANCIAL TRANSACTIONS		IMPACT: The residents of the Sun Parlor Home for Senior Citizens need access to the funds that they have entrusted to the County and need regular monthly statements for their records. RTO - 3 days	Recording of Sun Parlor Home resident accommodation and trust financial transactions - access the Point Click Care software from an offsite location
BANKING SERVICES		IMPACT: Banking services- SPH deposits, Uploading of SPH resident accommodation payments, monitoring of NSF payments, Positive Pay Service for County general bank account, Wires, EFT payments, and bill payments, downloading of bank statements and cancelled cheques, monitoring of bank account activity. RTO - 3 days	Report preparation for internal users and various government agencies - use backup to recreate data on an external server
TANGIBLE CAPITAL ASSET ACCOUNTING		IMPACT: This service could be down for an extended period of time unless it is close to an upcoming TCA reporting deadline.	INCOMPLETE
CREDIT CARD SERVICES		IMPACT: Downloading of Bank of Montreal Mastercard statements, transaction inquiries and monitoring. RTO 7 days	INCOMPLETE
SUBMISSION OF SUN PARLOR HOME RESIDENT RATE REDUCTION APPLICATIONS		IMPACT: SPH resident statement and health benefit provider deadlines - This service can be down for 2 to 3 weeks. Any longer would result in dissatisfied residents since their statements would not reflect the revised billing rate.	INCOMPLETE

Service/Process	RTO	Impact	Manual Processes/Alternatives
EMS FINANCIAL ANALYSIS		IMPACT: MOHLTC-EHS deadlines - Service could be down for 7 days depending on upcoming deadlines	INCOMPLETE
STAFF TRAINING AND REFERENCE SOURCES		IMPACT: Internal training - Service could be down 30 days (not critical)	INCOMPLETE
SPH FINANCIAL ANALYSIS AND REPORTING		IMPACT: OHRS/MIS reporting, SPH Annual Report, Revenue Occupancy report, staffing report deadlines - Service could be down for 14 days depending on upcoming deadlines	INCOMPLETE
DOWNLOADING SPH UTILITY BILLS		IMPACT: Payment due dates - Service could be down for 21 days	INCOMPLETE
BUDGET AND PROJECTION PREPARATION		IMPACT: Budget and reporting cycle deadlines - Service could be down for 7 days	Budget and projection preparation - use backup to recreate data on an external server
ISD DEPT FINANCIAL ANALYSIS AND REPORTING		IMPACT: OCIF, Federal Gas Tax and other government agency deadlines - Service could be down for 30 days	INCOMPLETE

## SUPPORTING APPLICATIONS, DATA, AND TECHNOLOGY

Critical Functions and Recovery Time Objectives (RTO), or the time by which an organization must be able to resume operations, is a major factor in planning recovery. The following worksheets list the critical applications, data, and supporting technology required by the organization for continued operation; including where they're located, backup frequency, and access details.

### VITAL RECORDS, DATABASES, FORMS AND DOCUMENTS

Vital Record	Description	Storage Location	Format	Updated
Sage 300 Database	Recording of financial transactions for all departments	County Data Center	Digital	
Point Click Care	Recording of Sun Parlor Home resident accommodation and trust financial transactions	Third-partyCloud	Digital	
CIBC Cash Management Online and CIBC On-Line Banking	Uploading of SPH resident pre-authorized accommodation payments and other transactions	Third-partyCloud	Digital	
CityWide TCA	Tangible Capital Asset Accounting	Third-partyCloud	Digital	
BMO Spend Dynamics	Downloading of Bank of Montreal Mastercard statements, transaction inquiries and monitoring	Third-partyCloud	Digital	
MOHLTC Enhanced Rate Reduction Information System Application (E-RRISA)	Submission of Sun Parlor Home resident rate reduction applications	Third-party Cloud	Digital	
CETECH, IMedic Analytics, Essex Uniform, NEXPRESS Toll, Ontario CSE Survey, HWIN.ca, Operative IQ, Work Authority, GovDeals.ca	EMS financial analysis	Third-party Cloud	Digital	
KnowBe4, SPH Surge Learning Systems, County Connect, Public Sector Digest	Staff Training and Reference Sources	Third-party Cloud	Digital	
Ontario LTC Homes Portal <a href="https://ltchomes.net">https://ltchomes.net</a> , <a href="https://hsimi.ca/LTCHome">https://hsimi.ca/LTCHome</a>	SPH financial analysis and reporting	Third-party Cloud	Digital	
Essex Powerlines website	Downloading SPH utility bills	Third-party Cloud	Digital	
Microsoft Office - File Shares	Budget and projection preparation	County Data Center	Digital	
OCIF reporting portal, Geocortex, MDW	ISD dept. financial analysis and reporting	Third-party Cloud	Digital	

## RECOVERY POINT OBJECTIVES (RPO)

Service	RPO	Process to Recreate Data (if any)
Recording of Financial Transactions	1-day	INCOMPLETE
Recording of Sun Parlor Home Resident Accommodation and Trust Financial Transactions	1-day	INCOMPLETE
Banking Services	1-day	INCOMPLETE
Tangible Capital Asset Accounting	1-day	INCOMPLETE
Credit Card Services	1-day	INCOMPLETE
Submission of Sun Parlor Home Resident Rate Reduction Applications	1-day	INCOMPLETE
EMS Financial Analysis	1-day	INCOMPLETE
Staff Training and Reference Sources	1-day	INCOMPLETE
SPH Financial Analysis and Reporting	1-day	INCOMPLETE
Downloading SPH Utility Bills	1-day	INCOMPLETE
Budget and Projection Preparation	1-day	INCOMPLETE
ISD Dept Financial Analysis and Reporting	1-day	INCOMPLETE

## TECHNOLOGY REQUIREMENTS

Type	Normal	Minimal (MSL)	Comments
Desktop workstations	TBD	2	OPTIONAL
Laptops	TBD	1	OPTIONAL
Shoretel phones	TBD	3	OPTIONAL
Extra Monitors	TBD	5	OPTIONAL

## UPSTREAM DEPENDENCIES SUPPORTING CRITICAL SERVICES/PROCESSES

Services/Processes	IT Services	Desktop	Cloud	Other
--------------------	-------------	---------	-------	-------

Services/Processes	IT Services	Desktop	Cloud	Other
Recording of Financial Transactions	Telephone (ShoreTel System) , Email (Microsoft Exchange) + Weblink , Application Services (LaserFiche + Weblink) , Network Access , File Services (File Shares)	Microsoft Office 2019 , Adobe Pro DC , Sage 300 Accounting (Accpac)		INCOMPLETE
Recording of Sun Parlor Home Resident Accommodation and Trust Financial Transactions	Telephone (ShoreTel System) , Email (Microsoft Exchange) + Weblink , Application Services (LaserFiche + Weblink) , Network Access , File Services (File Shares)	Microsoft Office 2019 , Adobe Pro DC , Sage 300 Accounting (Accpac)	Point Click Care , CIBC CMO	INCOMPLETE
Banking Services	Telephone (ShoreTel System) , Email (Microsoft Exchange) + Weblink , Database Services (MS Access) , Application Services (LaserFiche + Weblink) , Network Access , File Services (File Shares)	Microsoft Office 2019 , Adobe Pro DC , Sage 300 Accounting (Accpac)	CIBC Online , CIBC CMO , CIBC PWM	INCOMPLETE
Tangible Capital Asset Accounting	Telephone (ShoreTel System) , Email (Microsoft Exchange) + Weblink , Application Services (LaserFiche + Weblink) , Network Access , File Services (File Shares) , Application Services (Municipal Data Works)	Microsoft Office 2019 , Adobe Pro DC , Sage 300 Accounting (Accpac)	CityWide	INCOMPLETE
Credit Card Services	Telephone (ShoreTel System) , Email (Microsoft Exchange) + Weblink , Application Services (LaserFiche + Weblink) , Network Access , File Services (File Shares)	Microsoft Office 2019 , Adobe Pro DC , Sage 300 Accounting (Accpac)	Spend Dynamics (BMO)	INCOMPLETE
Submission of Sun Parlor Home Resident Rate Reduction Applications	Telephone (ShoreTel System) , Email (Microsoft Exchange) + Weblink , Application Services (LaserFiche + Weblink) , Network Access , File Services (File Shares)	Microsoft Office 2019 , Adobe Pro DC , Sage 300 Accounting (Accpac)	MOHLCT Enhanced Rate Reduction (E-RRISA) , TextNet	INCOMPLETE
EMS Financial Analysis	Telephone (ShoreTel System) , Email (Microsoft Exchange) + Weblink , Application Services (LaserFiche + Weblink) , Network Access , File Services (File Shares)	Microsoft Office 2019 , Adobe Pro DC , Sage 300 Accounting (Accpac) , Winfuel		ACETECH, IMedic Analytics, Essex Uniform, NEXPRESS Toll, Ontario CSE Survey, HWIN.ca, Operative IQ, Work Authority, GovDeals.ca, Time Manager
Staff Training and Reference Sources	Telephone (ShoreTel System) , Email (Microsoft Exchange) + Weblink , Application Services (LaserFiche + Weblink) , Network Access , File Services (File Shares)	Microsoft Office 2019 , Adobe Pro DC		KnowBe4, SPH Surge Learning Systems, County Connect, Public Sector Digest
SPH Financial Analysis and Reporting	Telephone (ShoreTel System) , Email (Microsoft Exchange) + Weblink , Application Services (LaserFiche + Weblink) , Network Access , File Services (File Shares)	Microsoft Office 2019 , Adobe Pro DC , Sage 300 Accounting (Accpac)		Ontario LTC Homes Portal <a href="https://ltchomes.net">https://ltchomes.net</a> , <a href="https://hsimi.ca/LTCHome">https://hsimi.ca/LTCHome</a>

Services/Processes	IT Services	Desktop	Cloud	Other
Downloading SPH Utility Bills	Telephone (ShoreTel System) , Email (Microsoft Exchange) + Weblink , Application Services (LaserFiche + Weblink) , Network Access , File Services (File Shares)	Microsoft Office 2019 , Adobe Pro DC , Sage 300 Accounting (Accpac)		Essex Powerlines website
Budget and Projection Preparation	Telephone (ShoreTel System) , Email (Microsoft Exchange) + Weblink , Application Services (LaserFiche + Weblink) , Network Access , File Services (File Shares)	Microsoft Office 2019 , Adobe Pro DC , Sage 300 Accounting (Accpac)		INCOMPLETE
ISD Dept Financial Analysis and Reporting	Telephone (ShoreTel System) , Email (Microsoft Exchange) + Weblink , Application Services (LaserFiche + Weblink) , Network Access , File Services (File Shares) , Application Services (GeoCortex) , Application Services (Municipal Data Works)	Microsoft Office 2019 , Adobe Pro DC , Sage 300 Accounting (Accpac)		OCIF reporting portal, MDW

## OTHER INTERNAL DEPENDENCIES (UPSTREAM/DOWNSTREAM)

Services/Processes	Upstream Dependency	Downstream Dependency	Comments
Recording of Financial Transactions	Suppliers to provide invoices	Department heads, customers, clients, or payers	(UPSTREAM) - Departments to provide data regarding financial transactions
Recording of Sun Parlor Home Resident Accommodation and Trust Financial Transactions		SPH residents	OPTIONAL
SPH Financial Analysis and Reporting	Departments provide data (financial transactions)	Government agencies	OPTIONAL

## PEOPLE AND PROCESSES

The following worksheets list notification and communication strategies, and departmental contacts (staff and vendors). The Departmental Continuity Planner is responsible for keeping these notification worksheets up-to-date although it can be delegated to a person working with the information within the department.

### ESSENTIAL PERSONNEL AND CROSS-TRAINING

SERVICE/PROCESS	PERFORMS THIS SERVICE/PROCESS	CAN BE CROSS-TRAINED	COMMENTS
Recording Of Financial Transactions	Hoa Du, Lynn Glasier, Heidi McLeod, Kelly Robinson, Mike Kapp	Hoa Du, Lynn Glasier, Heidi McLeod, Kelly Robinson, Mike Kapp	Additional: Report preparation for internal users and various government agencies
Recording Of Sun Parlor Home Resident Accommodation And Trust Financial Transactions	Kelly Robinson	Heidi McLeod, Lynn Glasier	OPTIONAL
Banking Services	INCOMPLETE	INCOMPLETE	OPTIONAL
Tangible Capital Asset Accounting	INCOMPLETE	INCOMPLETE	OPTIONAL
Credit Card Services	INCOMPLETE	INCOMPLETE	OPTIONAL
Submission Of Sun Parlor Home Resident Rate Reduction Applications	INCOMPLETE	INCOMPLETE	OPTIONAL
Ems Financial Analysis	INCOMPLETE	INCOMPLETE	OPTIONAL
Staff Training And Reference Sources	INCOMPLETE	INCOMPLETE	OPTIONAL
Sph Financial Analysis And Reporting	INCOMPLETE	INCOMPLETE	OPTIONAL
Downloading Sph Utility Bills	INCOMPLETE	INCOMPLETE	OPTIONAL
Budget And Projection Preparation	INCOMPLETE	INCOMPLETE	OPTIONAL
Isd Dept Financial Analysis And Reporting	INCOMPLETE	INCOMPLETE	OPTIONAL

### MODES OF NOTIFICATION AND COMMUNICATION

System	How to Use	Support Items	Access List
Essex County Telephone Directory	Contains all County contact names and phone numbers	INCOMPLETE	INCOMPLETE
Microsoft Outlook	Contains e-mail addresses	INCOMPLETE	INCOMPLETE
ShoreTel phone bridge	Audio Conferencing	INCOMPLETE	INCOMPLETE
ShoreTel Desk Phone	Regular phone system	INCOMPLETE	INCOMPLETE
Mobile phone during COVID pandemic for text and voice only	Mobile phone system	INCOMPLETE	SPH Clerk Bookkeeper only during COVID-19 pandemic for text and voice

## INTERNAL CONTACT LIST

Position	Name	Office Phone	Cell Phone	Email
Director of Financial Services/Treasurer	Sandra Zwiers	519-776-6441 x1312	INCOMPLETE	szwiers@countyofessex.ca
Manager of Accounting	Mike Kappl	519-776-6441 x1651	INCOMPLETE	mkappl@countyofessex.ca
Financial Analyst	Hoa Du	519-776-6441 x1314	INCOMPLETE	hdu@countyofessex.ca
Financial Analyst	Lynn Docherty-Glasier	519-776-6441 x1600	INCOMPLETE	lglasier@countyofessex.ca
Financial Analyst	Heidi McLeod	519-776-6441 x1311	INCOMPLETE	hmcLeod@countyofessex.ca
SPH Clerk-Bookkeeper (acting)	Kelly Robinson	519-326-5731 x3239	INCOMPLETE	krobinson@sunparlorhome.net
SPH Clerk-Bookkeeper	Shayna Queen	519-326-5731 x3239	INCOMPLETE	squeen@sunparlorhome.net
Manager of IT	Wendy St. Amour	519-776-6441 x1500	INCOMPLETE	wstamour@countyofessex.ca
Network Administrator	Jim Gignac	519-776-6411 x1370	INCOMPLETE	jgignac@countyofessex.ca
Network Support Analyst	Jay Gilchrist	519-776-6441 x1339	INCOMPLETE	jgilchrist@countyofessex.ca



Position	Name	Office Phone	Cell Phone	Email
Manager of Budget and Administration	Paula Beattie	519-776-6441 x1452	INCOMPLETE	pbeattie@countyofessex.ca
Procurement/Compliance Supervisor	Sandy Pillon	519-776-6441 x1338	INCOMPLETE	spillon@countyofessex.ca
Clerk-Bookkeeper	Trisha Hedge	519-776-6441 x1321	INCOMPLETE	thedge@countyofessex.ca
Clerk-Bookkeeper	Benny Carnevale	519-776-6441 x1331	INCOMPLETE	bcarnevale@countyofessex.ca
Secretary, Finance/Planning	Lisa Shepley	519-776-6441 x1324	INCOMPLETE	lshepley@countyofessex.ca

## EXTERNAL CONTACT LIST

VENDOR/SUPPLIER	CONTACT	Phone	Email	Comments
Net at Work	Paul Field, Business Analyst/Consultant	519-800-0468 x0468	pfield@netatwork.com	OPTIONAL
Net at Work	Gerry Durant, Account Manager - Sage 300	519-800-0493 x0493	gdurant@netatwork.com	OPTIONAL
CIBC	Blair Umeri	1- 519-661-8008	blair.umeri@cibc.com	Alternate: 226-237-3814

**TEAM ACTION PLAN ( COVERS ALL SERVICES WITHIN THE DEPARTMENT )**

RESPONSIBLE FOR PLAN INITIATION		PHONE	EMAIL
PRIME	INCOMPLETE	INCOMPLETE	INCOMPLETE
SECONDARY	INCOMPLETE	INCOMPLETE	INCOMPLETE
SERVICE IMPACT/DISRUPTION		INCOMPLETE	
<ol style="list-style-type: none"> <li>1. Record financial records manually until software is back up and running.</li> <li>2. Contact support to determine restoration plan.</li> <li>3. Move to alternate worksite if required</li> </ol>		<p><b>DAY 2</b></p> <ol style="list-style-type: none"> <li>1. Test applications that have come back on-line and are available for use.</li> </ol> <p><b>DAY 3</b></p> <ol style="list-style-type: none"> <li>1. Continue to address any new issues during restoration of services.</li> </ol>	