

Departmental Business Continuity Worksheet (Technology) April 4 <sup>th</sup> , 2019			EMERGENCY SYSTEMS		Staff	RTO
Provides emergency planning/coordination and risk/emergency management related services to help ensure orderly management of the situations, enabling resiliency and stability when incidents/accidents and disasters occur, and supporting our local municipalities during disaster times.					2	2-4 weeks
						7-days
						3-days
						24-hours
Critical Functions and Recovery Time Objectives						0-4 hours
Service/Process	RTO	Impact	Manual Processes/Alternatives			
INSURANCE CLAIMS		<ul style="list-style-type: none"><li>Breaches of confidentiality of sensitive third party information if not handled appropriately, which could result in further claims against the County</li><li>Financial loss if statutory deadlines are not met</li><li>Financial loss if evidential documentation is unavailable/lost (when required or completely)</li></ul>				
RISK MANAGEMENT		<ul style="list-style-type: none"><li>Financial loss and increased insurance premiums if risk management is not implemented as appropriate</li><li>County may become a target for claimants</li></ul>				
EMERGENCY MANAGEMENT		<ul style="list-style-type: none"><li>Failure to deliver this service adequately due to a lack of infrastructural support or other reasons could result in chaotic, inefficient response to and management of the emergency which could result in loss of life, injury, property damage and losses, and long term psychosocial and economic damages to the community due to the lack of training and planning before an emergency event, as well as a loss of confidence in the County government</li></ul>				
EMERGENCY OPERATIONS		<ul style="list-style-type: none"><li>Failure to implement the procedures, practices and protocols due to failure of the various required infrastructure as per the County's EM Plan or other reasons would result in a somewhat chaotic and less efficient response to and management of the emergency which could result in loss of life, injury, property damage and losses, and long term psychosocial and economic damages to the community due to the, as well as a loss of confidence in the County government</li></ul>				

SOFTWARE APPLICATIONS SUPPORTING CRITICAL SERVICES/PROCESSES				
Application	Function	Location	Description	Support Contact
Alfresco	Enterprise Content Management	Primary Datacenter	ECM software	Information Technology
Emergency Contacts		Primary Datacenter		Information Technology
Emergency Management Portal	Planning and Operations	Primary Datacenter	Planning and Operations	Information Technology

VITAL RECORDS, FORMS AND DOCUMENTS				
Vital Record	Description	Storage Location	Format	Updated
Financial records	Great Plains	Primary Datacenter	Digital	Daily
Emergency Systems Management (Planning)	Access to document storage system (Alfresco)	Primary Datacenter	Digital	Daily
Emergency Systems Management (Operations)	Access to document storage system (Alfresco)	Primary Datacenter	Digital	Daily
Risk Management	Access to document storage system (Alfresco)	Primary Datacenter	Digital	Daily
Insurance Claims	Access to document storage system (Alfresco)	Primary Datacenter	Digital	Daily
PostgreSQL (Alfresco)	Alfresco Database	Primary Datacenter	Database	Daily

TECNOLOGY REQUIREMENTS			
Type	Normal	Minimal (MSL)	Comments
Computer w/ network + Internet access	2	2	2 EM staff plus all EOC Participants (including external members, e.g. OPP) - 1 RM staff plus relevant staff - 1 Claims staff plus relevant managers per department
Printer	2	2	2 EM staff plus all EOC Participants (including external members, e.g. OPP) - 1 RM staff plus relevant staff - 1 Claims staff plus relevant managers per department
Telephone (VOIP + Cell)	2	2	

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