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Table of Contents

[I. Purpose of the Business Continuity of Operations Department Plan 3](#_Toc335895712)

[II. Overview of the Business Continuity of Operations Department Plan 3](#_Toc335895713)

[III. Department Description 4](#_Toc335895714)

[IV. Preparing For A Disruption 5](#_Toc335895715)

[V. Disruption 7](#_Toc335895716)

[Appendix A – Distribution List 9](#_Toc335895717)

[Appendix B – Receipt and Acknowledgement 10](#_Toc335895718)

# I. Purpose of the Business Continuity of Operations Department Plan

Business continuity ensures that critical processes will continue to perform service throughout an emergency or disruption. The purpose of this Business Continuity of Operations Department Plan (Plan) is to address the restoration of this department’s business processes after a business disruption either internal, within the department, or external, outside of the department.

This Plan, along with the other Business Continuity documents, supports ABC Company’s Business Continuity Policy that provides overall guidance and direction for business continuity planning and related activities.

# II. Overview of the Business Continuity of Operations Department Plan

ABC Company has a large variety of processes whose continuous operations are critical to the organization’s continuing viability. Business resumption planning involves arranging for emergency operations of these critical business functions and for resource recovery planning of these functions following a natural or man-made disruption.

This Business Continuity of Operations Department Plan is only one component of ABC Company’s business continuity planning process.

Each department provides important services to ABC Company. Business continuity of operations plans are needed for all organizational units and include the logistics of workarounds should essential services (Internet, phones, software applications, etc.) not be available, getting personnel to work locations, temporary offices, recovery facilities, and housing.

This Plan contains:

* Workaround activities
* Backup resource arrangements
* Procedures for notification, activation, and emergency operations

# III. Department Description

[ Provide a brief description of this department ]

# IV. Preparing For A Disruption

A. Important services and processes

The first step in planning for a disruption is to identify important services provided within the department and externally outside of the department, and business processes that support such services. The purpose is to assist in formulating how this department will continue to perform critical functions and preserve critical assets during a disruption as well as to increase the level of departmental involvement in the formulation of the Plan.

This department performs the following important services and processes:

* Service/process
* Service/process
* Service/process

B. Important resources

To perform the above services and process, this department relies on important resources and assets that exist within this department and externally outside of this department. Important resources should include IT related assets such as Internet, phones, specific software, etc.

Since a disruption can occur at any time, this department has identified manual recovery documents such as paper based data, forms, and procedures that should be stored off-site. These documents assist our department and minimize a business disruption. Information stored off-site includes:

* Description
* Description
* Description

This department relies on the resources and assets listed below. Include the person or department responsible for maintaining the resource or asset:

* Resource/asset & person
* Resource/asset & person
* Resource/asset & person
* Internet, IT Department
* Phone, IT Department
* Email, IT Department
* Software application A, IT Department
* Software application B, IT Department

C. Department dependencies

This department relies on other departments within our organization. Describe the dependency and the department responsible for providing the service.

* Dependency and department
* Dependency and department
* Dependency and department

D. Department leadership succession

In the event of an emergency or disruption, personnel within our department should be contacted in the order listed below:

* Person and personal contact information
* Person and personal contact information
* Person and personal contact information
* Person and personal contact information

E. Special considerations

Identify special considerations (geographic locations, inability to get in touch with staff, etc.) this department may face during an emergency or disruption:

* Special consideration 1
* Special consideration 2
* Special consideration 3

# V. Disruption

A. Notification

In the event of an emergency or disruption in service, the following notification procedures will be followed:

* Personnel will be contacted in the order listed in the Department leadership succession portion of this Plan. If no operations personnel are on duty, management has been provided with the proper procedures and notification process.
* Organization management and department management will make an assessment of the situation directly at the scene if possible, or if not, indirectly based on reported information from the notifica­tion sources.

B. Initial response

Based on an assessment of the situation, the department manager will determine the severity of the problem to the department and decide on the appropriate action. Identify where:

* All personnel are to report during emergency operations
* Where to forward data and materials from off-site storage
* Other considerations

C. General procedures for potential interruptions

The appro­priate correction, workarounds, or recovery steps will be implemented according to the severity of the emergency or disruption. This Plan includes procedures continuing business operations during a disruption. It also includes workaround procedures if the assets and resources are unavailable.

|  |  |
| --- | --- |
| **Important resource** | **Workaround procedures or alternate resource should important resource not be available** |
| Asset/resource |  |
| Asset/resource |  |
| Asset/resource |  |
| Asset/resource |  |
| Internet |  |
| Phones |  |
| Email |  |
| Software A |  |
| Software B |  |
| Software C |  |

D. Disruption procedures

After the department personnel have been deployed, the department manager will track the location of our employees and continue to update the information throughout each day of the recovery operation.

Department personnel will create a log of daily events and tasks performed. This log will aid in recovery efforts as well as assist in a post disaster review of events.

Department managers will prepare written status reports on a frequent basis and, as requested by company management, keep them apprised of the current status.

E. Recovery steps

Once normal operations and important resource(s) have been restored, this department will take the steps listed below.

We will ensure that all materials have been collected from work areas. This includes both traditional paper documents as well as electronically stored information.

We will resume operations at the repaired facility or new facility as appropriate. Our departments shall follow the following operations procedures to ensure a smooth transition in this process.

* Recovery step 1
* Recovery step 2
* Recovery step 3

F. Plan testing and updates

This Plan will be tested and updated on an annual basis. Following a disaster or disruption, we will document the events that transpired including any recommended changes to our procedures. The results will then be reviewed by company management.

# Appendix A – Distribution List

President

Chief Operating Officer

Department Manger

# Appendix B – Receipt and Acknowledgement

I have read ABC Company’s (Company’s) Business Continuity of Operations Department Plan and agree to abide by it as consideration for my continued employment by Company. I understand that violation of the enclosed policies and guidelines may result in disciplinary action including, but not limited to, termination.

This document supersedes all prior electronic equipment policies, guidelines, understandings and representations. I understand that if any of the provisions of this manual are found null, void, or inoperative for any reason, the remaining policies and guidelines will remain in full force and effect.

If I am uncertain about any policy or procedure, I will check with my immediate supervisor or Company management.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_

Employee Signature Date

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Employee Name (Printed)