

Jun 09

Dist List

AIDE-MEMOIRE FOR LEVEL 2 AND 3
BUSINESS CONTINUITY PLANS (BCPs)

- Refs: A. 3301-5-2 (DGCSS) Upcoming BCP Requirements – 19 May 09
B. Government Security Policy Sect 10.14 – Business Continuity Planning, 1 Feb 02
C. Treasury Board Operational Security Standard Sect 3 – Business Continuity Planning
D. DND/CF BCP Working Group Meeting, 14 May 09

1. This aide-memoire will provide guidance to assist Level 2 and 3 organizations with the preparation of the Business Continuity Plans (BCP). Additional guidance will be provided via training workshops. Level 2 and 3's will find that much of the information for their BCP will have already been accomplished during the preparation of their Critical Services/Operations Continuity Impact Analysis (IA). The template below can serve as a model for individual Level 2 and 3 BCPs.

2. At a minimum, the following information **must** be contained in your BCP:

- a. A prioritized listing of Level 2/Level 3 critical services or operations;
- b. A listing of the key individuals involved in the BCP process with defined roles and responsibilities;
- c. For each critical service or operations:
 - i) Identify key personnel and their responsibilities;
 - ii) Establish a clear succession of command and lines of authority;
 - iii) Establish alternate working arrangements:
 - (1) A clear order of succession of facilities (primary secondary and tertiary);
 - (2) Identify resource requirements:
 - (i) Office requirements (offices, cubicles, conference rooms, ops centers, physical security needs etc...)
 - (ii) IT requirements (DWAN, Classified Networks, Baseline Software and Unique Software, etc...)
 - (iii) Communication requirements (Phone, Fax, Secure telecom, Blackberry, etc...); and
 - (iv) Any other specific requirements to ensure your Minimum Service Level;

- d. Identify all relevant documents that should be part of your “Battle Box”:
 - i) Each “Battle Box” should contain all relevant documents required to ensure the continuation of critical services; and
 - ii) The Battle Box needs to be accessible so its location needs to be carefully planned. If the organization has already developed Emergency Response Kits, having the Battle Box in the same vicinity would ensure its accessibility; and
 - e. A Contact List of all staff identified as critical.
3. Your plan must also include Response and Recovery Strategies. In this regard the following should be considered:
- a. Attached is a sample of the type of information that could be included when completing your Response and Recovery Strategies;
 - b. Strategies can range from simple to very convoluted, depending on the complexity and criticality of the service/operation;
 - c. It is recognized that Level 2/Level 3 may already have Standard Operating Procedures (SOPs), Contingency Plans or Continuity of Operations Plan in place. If that is the case, identify what plans you currently have and provide a link with the appropriate OPI information or identify as to where these plans can be accessed in the event of a service disruption; and
 - d. The activities required to re-establish critical operations as well as who is responsible for each activity must be identified.
4. The L2 and L3 authority will be required to sign-off the template. Once completed, this template is to be forwarded to your L1 BCP coordinator for inclusion as an Annex to their Level 1 BCP. Level 2 and Level 3 BCPs must be submitted in a timely fashion to ensure that L1 BCPs meet the 15 Sept 09 deadline for review.
5. Questions may be directed to the BCP Secretariat OPIs, Chantal Cloutier, SJS Doms Plans 2, or Jean Marc Beliveau. DGCSS BCP Lead Planner at 613-944-6317.

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**Level 2/3 Continuity Plan
Template
(An Appendix to the Level 1 BCP)**

Sample Appendix for Level 2 and 3

Level 2 and 3 Continuity Requirements and Fan-out List Templates

Group: Branch:	Director General: Director: Manager:	
Location:		
Critical Services (in order of Priority): 1: 2: 3:		
<i>“BCP Support Team Members”</i>		
Name/Position	Role	Responsibilities
	<u>Team Leader</u>	<ul style="list-style-type: none"> • <u>Oversee Response</u>
	<u>1st Alternate Team Leader</u>	<ul style="list-style-type: none"> • Etc.
	<u>2nd Alternate Team Leader</u>	<ul style="list-style-type: none"> • Etc.
	Etc.	<ul style="list-style-type: none"> • Etc.
Resource Requirements:		
<input type="checkbox"/> 1 phone set with voice mail <input type="checkbox"/> Workspaces/Offices _____ <input type="checkbox"/> Access to Desktop <input type="checkbox"/> Access to Databases (specify which data bases) _____ <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> Blackberry devices and PINs <input type="checkbox"/> Remote Access with high-speed Internet connectivity <input type="checkbox"/> Etc.	
Relevant Documents:		
<input type="checkbox"/> BCP Documents <input type="checkbox"/> Incident and Consequence Management Guide <input type="checkbox"/> Building Emergency Evacuation Plans <input type="checkbox"/> Relevant SOPs	<input type="checkbox"/> Contingency plans <input type="checkbox"/> Etc.	
Alternate Sites:		
Primary		
Secondary		
Tertiary		

For resource requirements, refer to your BIA and indicate what resource requirements are needed. For relevant documents, include all documents that are necessary to the functioning of your critical services.

Contact List

Identify all those individuals that have been deemed critical and provide the required information below:

Contact List:						
L2 Group XXXX						
Name:	Address:	Work:	Home:	Cell:	Email:	

Your contact list identifies all those people that are required should your BCP be invoked. Your fan-out list would be used to inform all personnel of the current situation.

Response and Recovery Strategies

Response and Recovery Strategy

#	Activity	Team Member	Remarks
1	Assess nature of emergency		In consultation with XXX
2	Convene Recovery Management Team		Primary Site: 1st Alternate: 2nd Alternate: to be designated by Team Leader
3	Account for personnel		With input from (managers)
4	Secure all sensitive information		With assistance from managers and, if necessary, Building
5	Prioritize recovery efforts, determine course of action and assess resources requirements		With input from Manager, Finance and Administration
6	Advise employees of situation what they are to do and how they can stay in contact		Through managers
7	Update phone message, website and contact stakeholders		Regular reports may be required by NDHQ
8	As soon as re-entry is allowed, coordinate preliminary damage/ salvage assessment of accommodation, equipment and		
9	Make alternate arrangements for resources as necessary (office space, equipment, temp staff), redirect mail		
11	Initiate salvage operations of files and equipment		Consult with Accommodation representative and other Board members
12	Recover/restore hard copy files		Member of the Team and selected staff to participate
13	Recover/restore backup computer-based files and data and make data available as required		

#	Activity	Team Member	Remarks
14	Coordinate recall of staff as accommodation and workstations become available		
15	Resume processing of operations and financial obligations		
16	Plan return to permanent location and resumption of normal services		
17	Coordinate transfer of all functions to permanent accommodation		

*This is a **sample** of the types of activities one would include. For Response and Recovery Strategies, indicate what steps your group will undertake to handle the business disruption based on your groups responsibilities/activities.*