



DISASTER RECOVERY HOW PREPARED ARE YOU?

November 5, 2013

Presented by:

Nicole Hamler, Director of Administrative Planning and Design

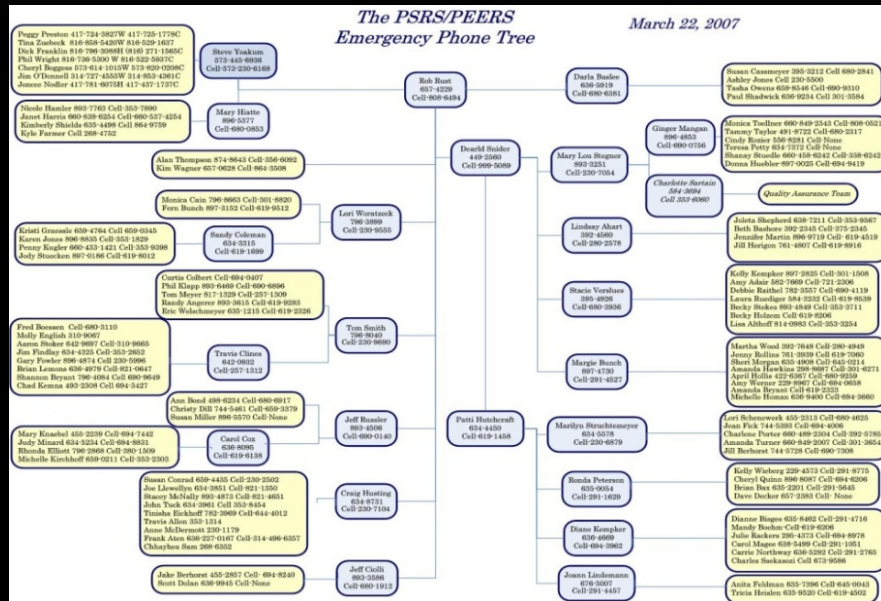
AGENDA

- Who we are and where we started
- Building recovery relationships
- Many faces of a disaster
- Playbooks-actionable plans
- Where we are going

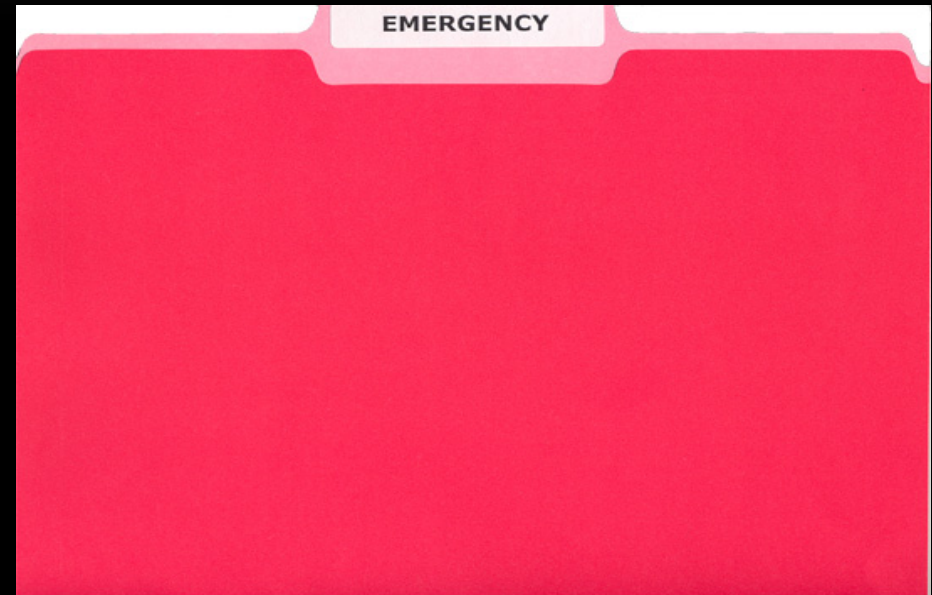
WHO IS PSRS/PEERS

- The Public School and Education Employee Retirement Systems of Missouri (PSRS/PEERS) provides service retirement, disability and survivor benefits for more than 166,000 active members and over 76,000 retired public school teachers, school employees and their families
- Total assets were approx. \$34.5 billion as of September 30, 2013
- Larger than all other public retirement plans in the state combined
- 44th largest defined benefit plan in the country

Emergency Phone Tree



Emergency Folder



and, an agreement with an offsite firm for access to run the benefit payment file

WHERE IT BEGAN

- We realized we didn't have comprehensive plans that dealt with any of the following:
 - Management Decisions
 - What happened?, What's the severity? Is our building useable? Do we need to get an emergency team alerted? If so, how?...
 - Employee Issues
 - Is anyone hurt? How do we contact family members? Will employees need counseling?...
 - Technology Recovery
 - How much of our operating system was damaged? Is the backup file safe? Where do we get the backup file?...
 - Day-to-Day Operations Recovery
 - When are benefit payments due? Can we make payments? On time? What are the essential functions? Do we have the staff to cover those functions?...

TAKING THE FIRST STEPS

- We realized that we needed to start from the ground up:
 1. We partnered with a business continuity consultant
 2. Focused on the Business Impact Analysis
 3. A complete Disaster Recovery Analysis was done
 4. Official Recovery Plan Documents were created, and then
 5. Began establishing recovery relationships

RECOVERY RELATIONSHIPS

- We have built strong recovery relationships throughout the last 5 years:
 - Underground Records Management (URM), *Columbia, MO*



RECOVERY RELATIONSHIPS

- We have built strong recovery relationships throughout the last 5 years:
 - National Catastrophe Restoration, Inc. (NCRI), *Kansas City, MO*



RECOVERY RELATIONSHIPS

- We have built strong recovery relationships throughout the last 5 years:
 - Jack Henry Mountain Data Center, *Branson, MO*



RECOVERY RELATIONSHIPS

- We have built strong recovery relationships throughout the last 5 years:
 - KCPSRS(Kansas City Public School Retirement System)



- LAGERS (Missouri Local Government Employees Retirement System), *Jefferson City, MO*



MISSOURI LOCAL GOVERNMENT
EMPLOYEES RETIREMENT SYSTEM

PSRS

RECOVERY RELATIONSHIPS

- We have built strong recovery relationships throughout the last 5 years:
 - xMatters Mass Communication System



TAKING THE FIRST STEPS

- Recovery plans were created for:
 - Operations (Business Continuity Plan)
 - Information Technology (Disaster Recovery Plan)



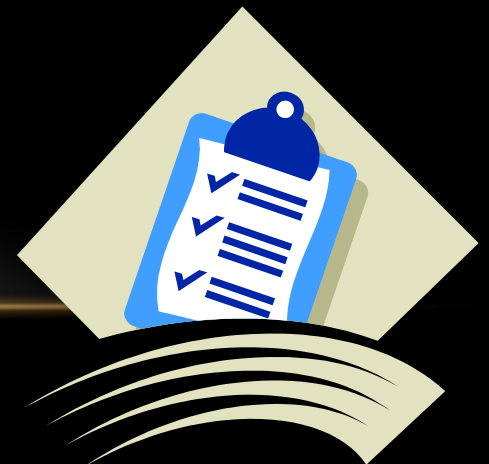
ONE WORLD – TWO PLANS



- Critical for two plans:
 - DRP AND BCP
- Reliant on each other
- PSRS/PEERS recognized the need for operations to be successful as well

BUSINESS CONTINUITY OBJECTIVES

- Necessary to identify our disaster recovery objectives
- In order to be successful in your planning you need to know and understand your goals and objectives in an event
 - What does your organization want/need to accomplish?



BUSINESS CONTINUITY OBJECTIVES

- ✓ Uninterrupted payment of benefits
- ✓ Employee Safety
- ✓ Keeping member data safe and secure

OUR CONCLUSION

- In a true disaster the BCP would not be useful



THE "PLAYBOOKS"

- The idea of the playbooks
- The playbook told the team:
 - what position they needed to be in and
 - what steps needed to be taken to ensure a win
- Wanted a plan that staff was comfortable with and that was easy to use
- Staff was challenged to create the playbooks



THE "PLAYBOOKS"

- At first, creating the playbooks was difficult:
 - What format should we use to make it user-friendly?
 - Kept focusing on "disaster specific" outcomes
 - Tornado damage, fire damage, etc
 - What if the building is unusable?
 - What if the building just needed minor repair?

THE MANY FACES OF DISASTER

Utility Outage

Wind Storm

Hail Damage

Fire

Tornado

Floods

Data Theft

Employee Violence

Member Violence

Civil Disturbance

Smoke Damage

Computer Failure

Food Poisoning

Bomb Threat

Area Evacuations

Earthquake

Domestic Violence

Water Contamination

Explosions

Pandemic Outbreak

Accidents

Terrorist Attack

Military Action

Nuclear Catastrophe

Chemical Release

Ice Storm

MISSOURI FLOODING 1993



Aerial view of the Missouri River flooding on July 30, 1993, at U.S. Highway 54 just north of Jefferson City, Missouri, looking south (photograph from the Missouri Highway and Transportation Department).

MISSOURI FLOODING 1993

- “Great Flood” -The most costly and devastating flood to ravage the United States in modern history
- Approximately \$15-20 billion in damages
- Levees were broken, farmland, town and transportation routes destroyed
- Thousands of people forced to abandon their homes and 47 people lost their life as a direct result from the flood
- Approximately 50,000 homes were destroyed, 15 million acres of farmland inundated and two whole towns one in Missouri, were completely relocated

Aerial view of the Missouri River flooding on July 30, 1993, at U.S. Highway 54 just north of Jefferson City, Missouri, looking south (photograph from the Missouri Highway and Transportation Department).

MISSOURI ICE STORMS 2010



MISSOURI ICE STORMS 2010

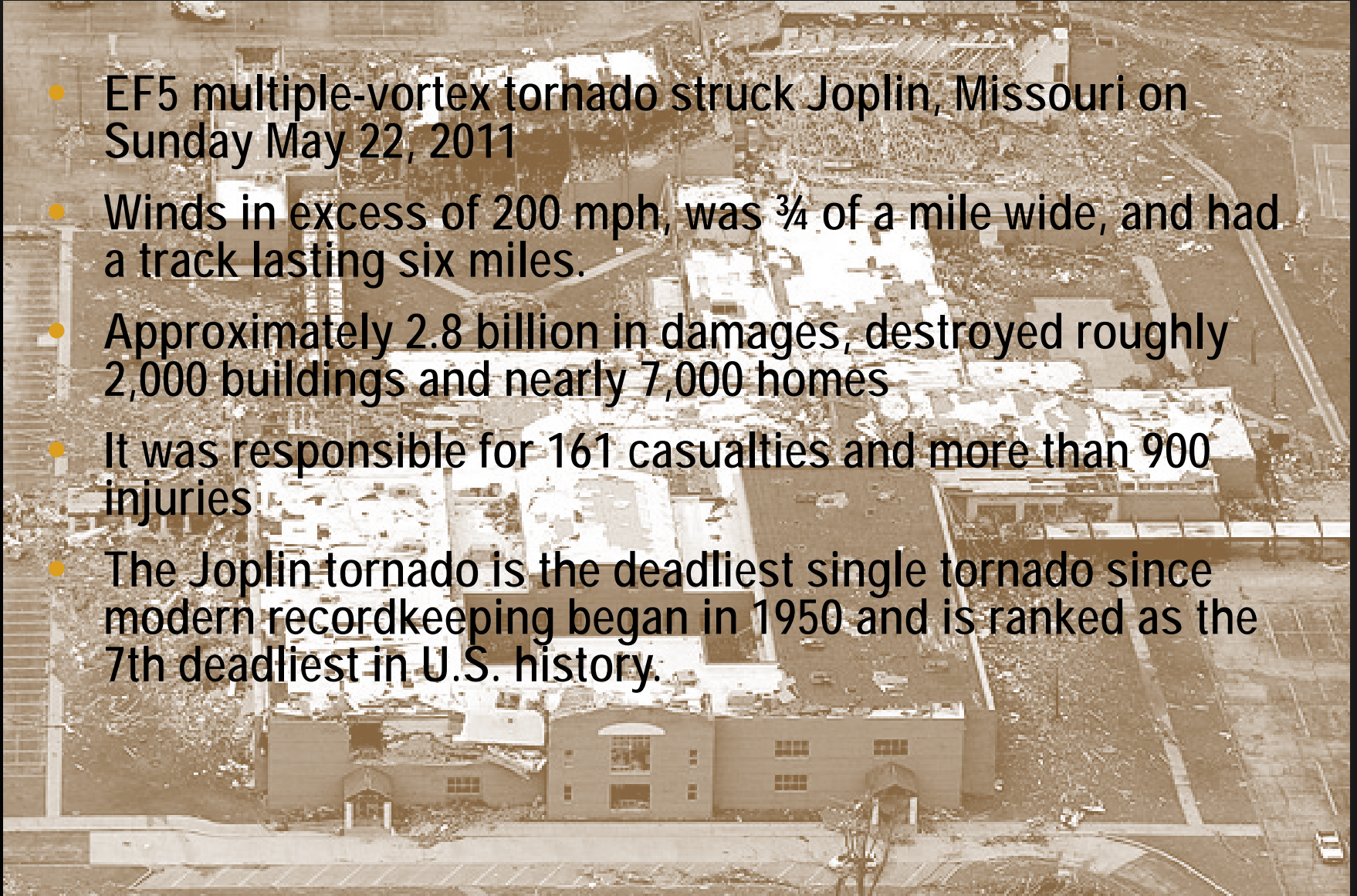
- 1.3 million residents were left without power in multiple states
- 55 deaths in total
- Up to 1.5 inches of ice accumulation and some also received 1-5 inches of snow and sleet mixture.
- Ice accumulations resulted in widespread downed trees and power lines. Approximately 200,000 residences were without power
- More than 145 miles of high-voltage transmission lines were downed in southeast Missouri.

MISSOURI TORNADO 2011

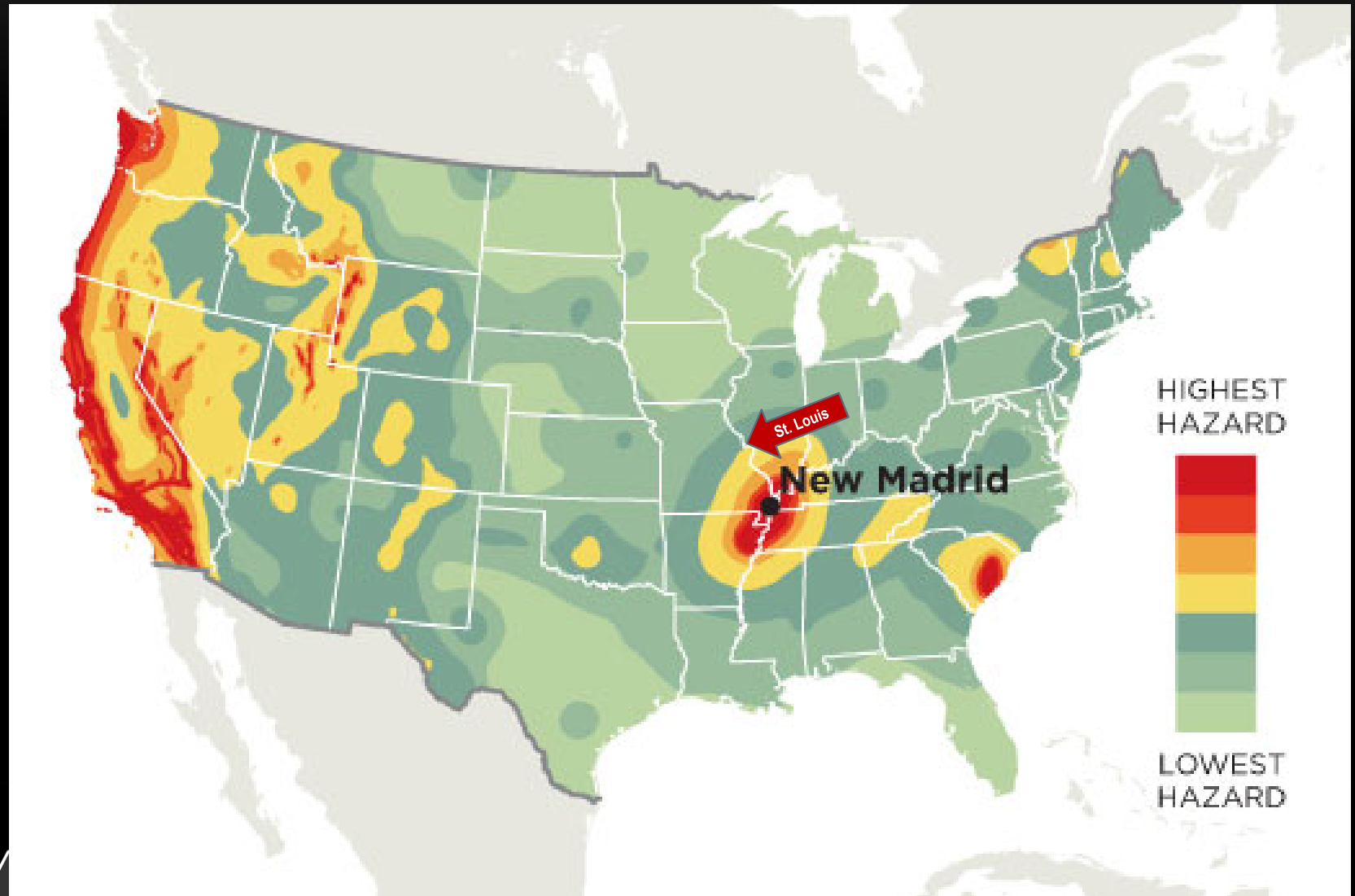


MISSOURI TORNADO 2011

- EF5 multiple-vortex tornado struck Joplin, Missouri on Sunday May 22, 2011
- Winds in excess of 200 mph, was $\frac{3}{4}$ of a mile wide, and had a track lasting six miles.
- Approximately 2.8 billion in damages, destroyed roughly 2,000 buildings and nearly 7,000 homes
- It was responsible for 161 casualties and more than 900 injuries
- The Joplin tornado is the deadliest single tornado since modern recordkeeping began in 1950 and is ranked as the 7th deadliest in U.S. history.

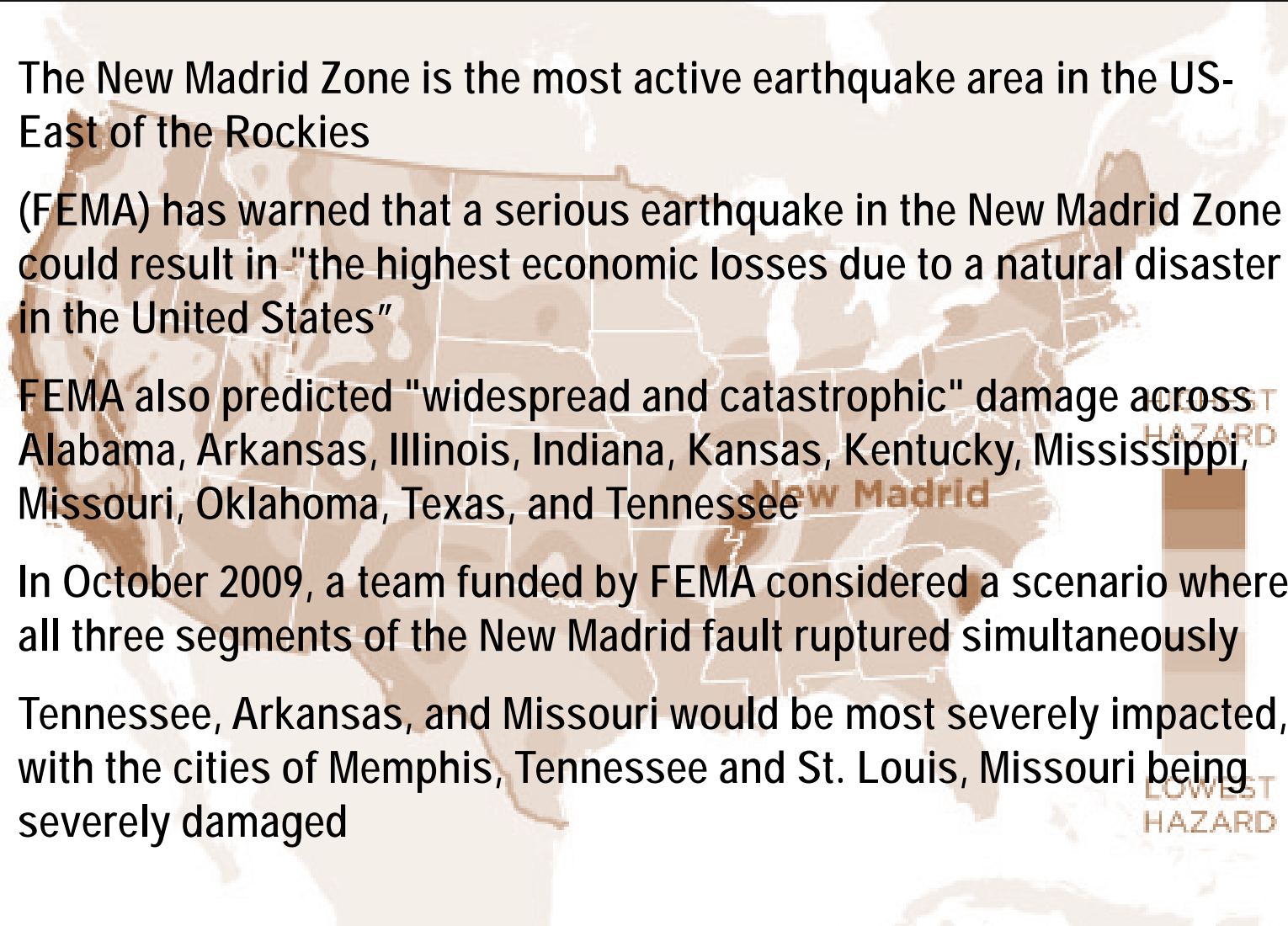


MISSOURI EARTHQUAKE 20??



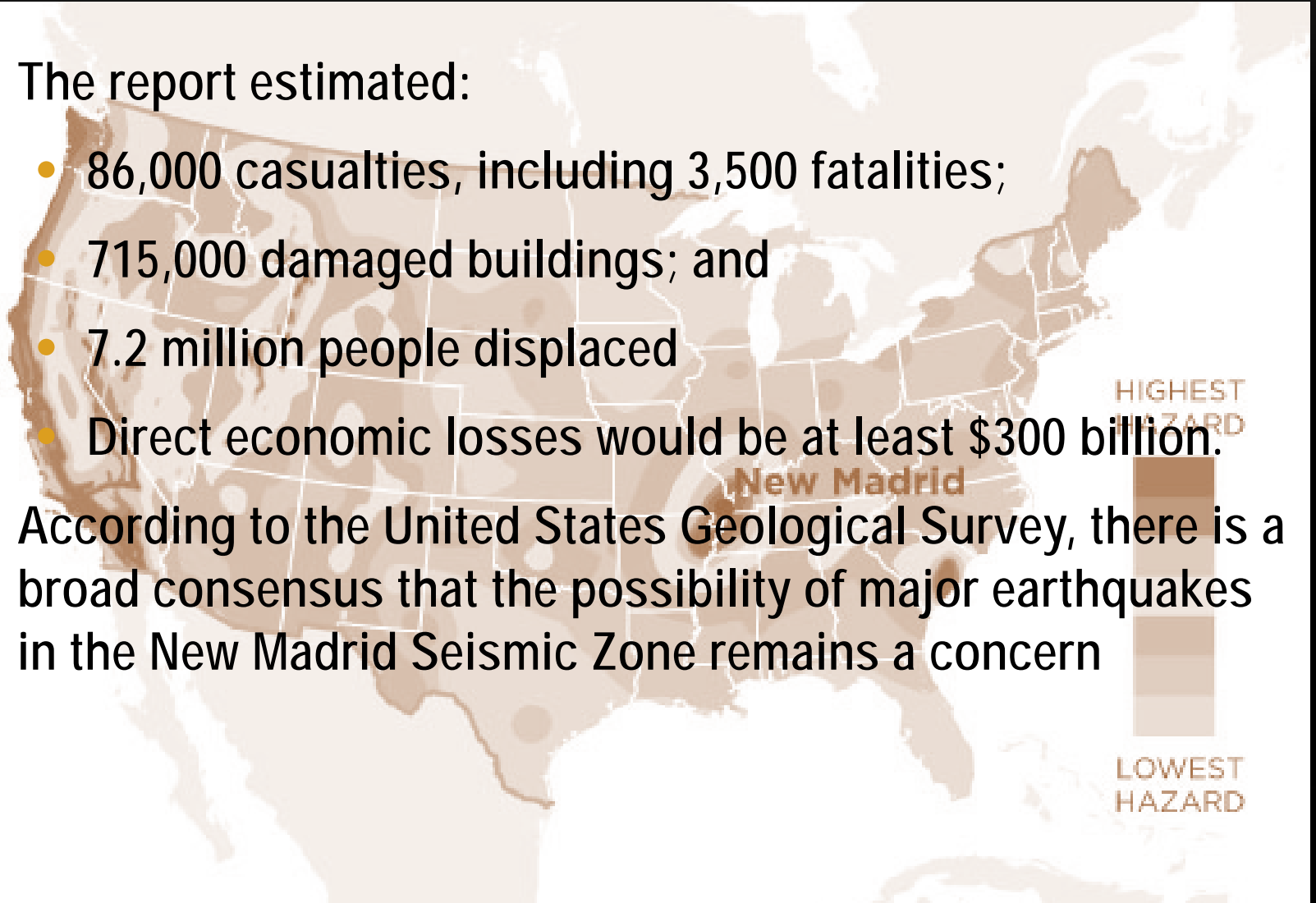
MISSOURI EARTHQUAKE 20??

- The New Madrid Zone is the most active earthquake area in the US-East of the Rockies
- (FEMA) has warned that a serious earthquake in the New Madrid Zone could result in "the highest economic losses due to a natural disaster in the United States"
- FEMA also predicted "widespread and catastrophic" damage across Alabama, Arkansas, Illinois, Indiana, Kansas, Kentucky, Mississippi, Missouri, Oklahoma, Texas, and Tennessee
- In October 2009, a team funded by FEMA considered a scenario where all three segments of the New Madrid fault ruptured simultaneously
- Tennessee, Arkansas, and Missouri would be most severely impacted, with the cities of Memphis, Tennessee and St. Louis, Missouri being severely damaged



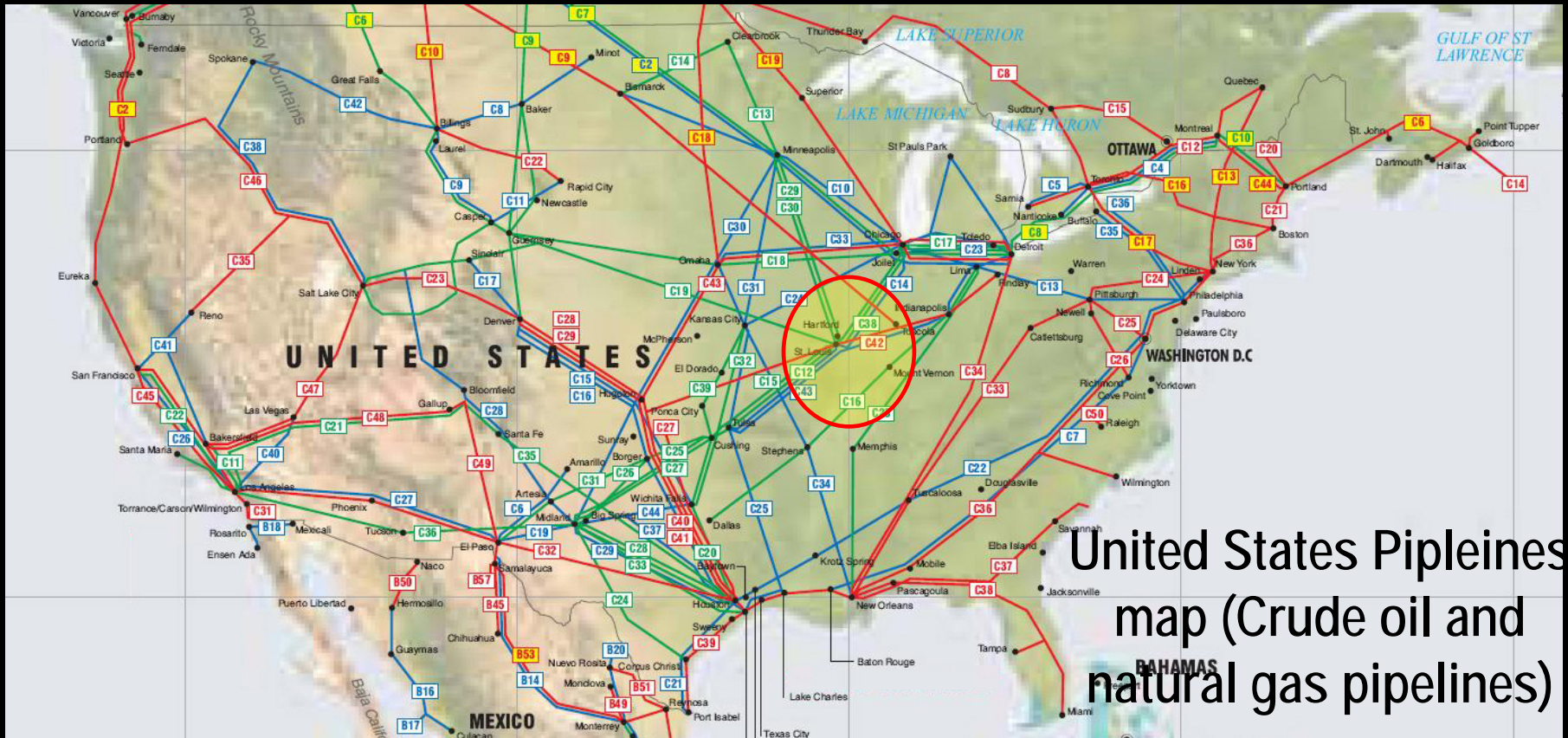
MISSOURI EARTHQUAKE 20??

- The report estimated:
 - 86,000 casualties, including 3,500 fatalities;
 - 715,000 damaged buildings; and
 - 7.2 million people displaced
 - Direct economic losses would be at least \$300 billion.
- According to the United States Geological Survey, there is a broad consensus that the possibility of major earthquakes in the New Madrid Seismic Zone remains a concern



MISSOURI DISASTERS

- These major disasters touched on are JUST MISSOURI but what happens here can affect other states



MISSOURI DISASTERS

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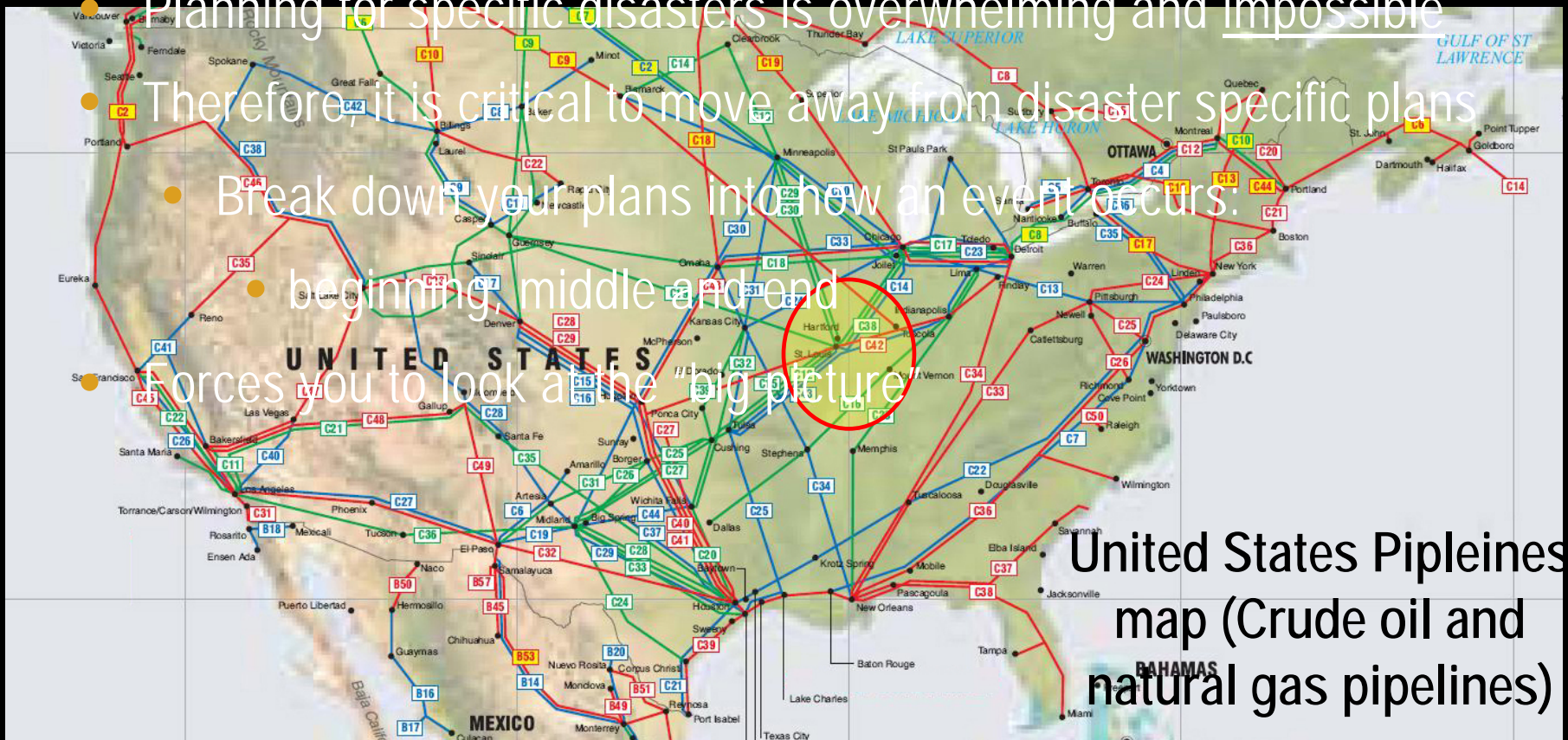
Planning for specific disasters is overwhelming and impossible

- Therefore, it is critical to move away from disaster specific plans

- Break down your plans into how an event occurs:

beginning, middle and end

Forces you to look at the big picture



THE "PLAYBOOKS"

- We first broke a business interruption event down into 4 main phases:
 - Phase 1: Initial Recovery (assessing the situation)
 - Phase 2: Facility Recovery (restoring space)
 - Phase 3: Functionality Recovery (restoring operations)
 - Phase 4: Permanent Space Recovery (the move "home")

THE "PLAYBOOKS"

- We began by dissecting the big BCP plan

- Broke down

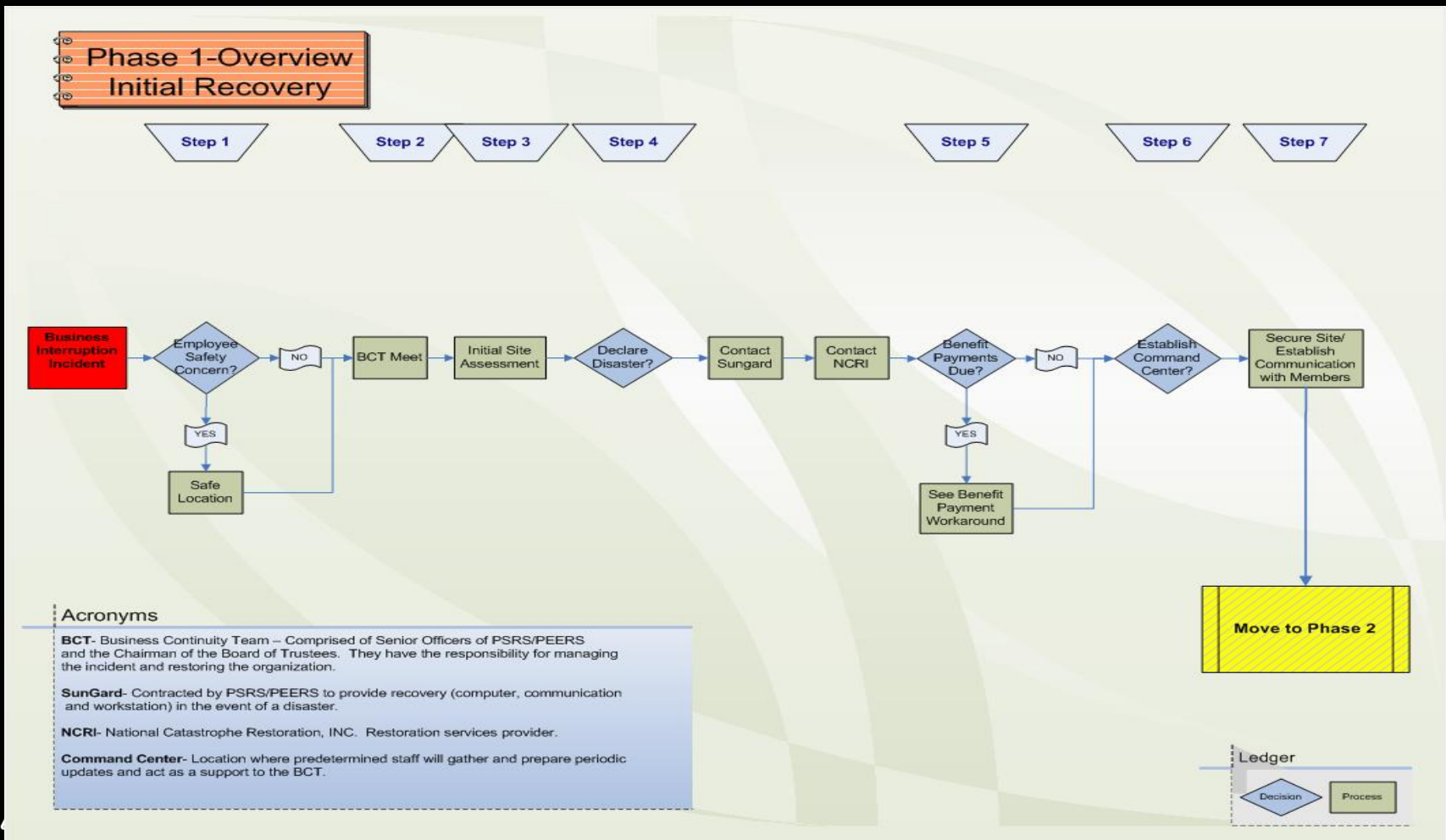
- Started

n which order



THE "PLAYBOOKS"

Designed to walk any employee through a logical sequence of decisions in the midst of chaos



PHASE 1: INITIAL RECOVERY

BUSINESS CONTINUITY PLAN



INITIAL RECOVERY

Updated 2/2012

PSRS/PEERS
PUBLIC SCHOOL & EDUCATION EMPLOYEE
RETIREMENT SYSTEMS OF MISSOURI

Playbook Purpose Statement

The playbooks are flowcharts designed to guide you through the decision making process during and after a business interruption event has occurred. Please keep in mind the following:

- The playbooks begin at Phase 1 and end at Phase 4. If needed, playbooks will include:
 - Information Attachments ➤ Forms ➤ Logs
 - Checklists ➤ Acronym Key ➤ Legend
- The playbooks are designed to help you recognize the processes that need to be followed or decisions that need to be made, and the appropriate order.
- They are not intended to make the decision for you but merely guide you during the process.
- The playbooks ARE NOT designed to be disaster specific.
- You may find it necessary to skip processes, decisions and/or steps as dictated by the event.
- It is important to refer to the inside log and note the last updated date. This may affect the decisions and processes.

Phase 1-Overview

Initial Recovery

Phase 1

Initial Recovery

Facility Recovery

Functionality
Recovery

Permanent Space
Recovery

Step 1

Step 2

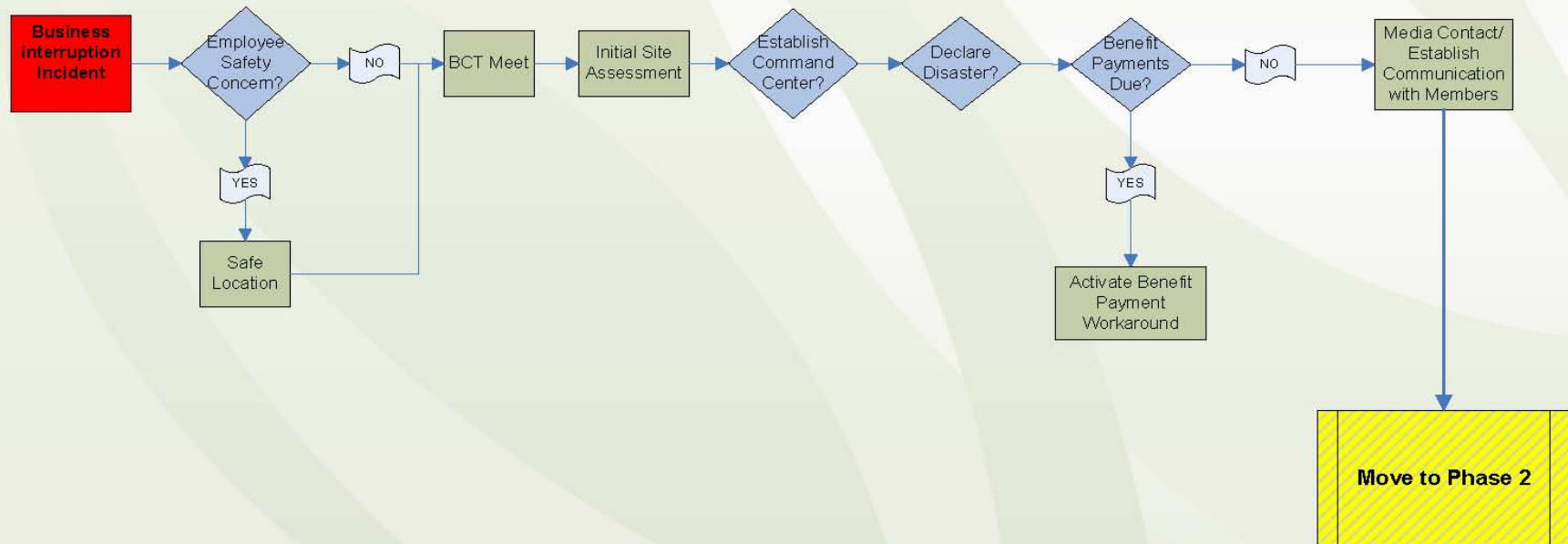
Step 3

Step 4

Step 5

Step 6

Step 7



Acronyms

BCT- Business Continuity Team – Comprised of Senior Officers of PSRS/PEERS. They have the responsibility for managing the incident and restoring the organization.

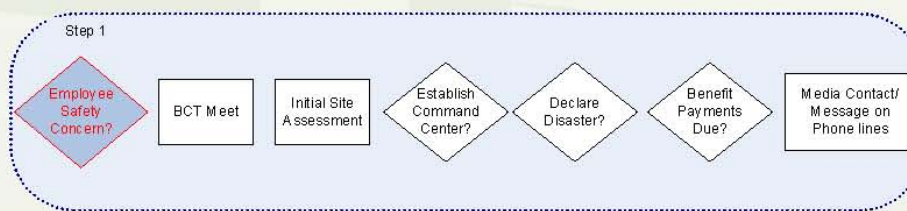
Command Center- Location where predetermined staff will gather and prepare periodic updates and act as a support to the BCT.

Legend



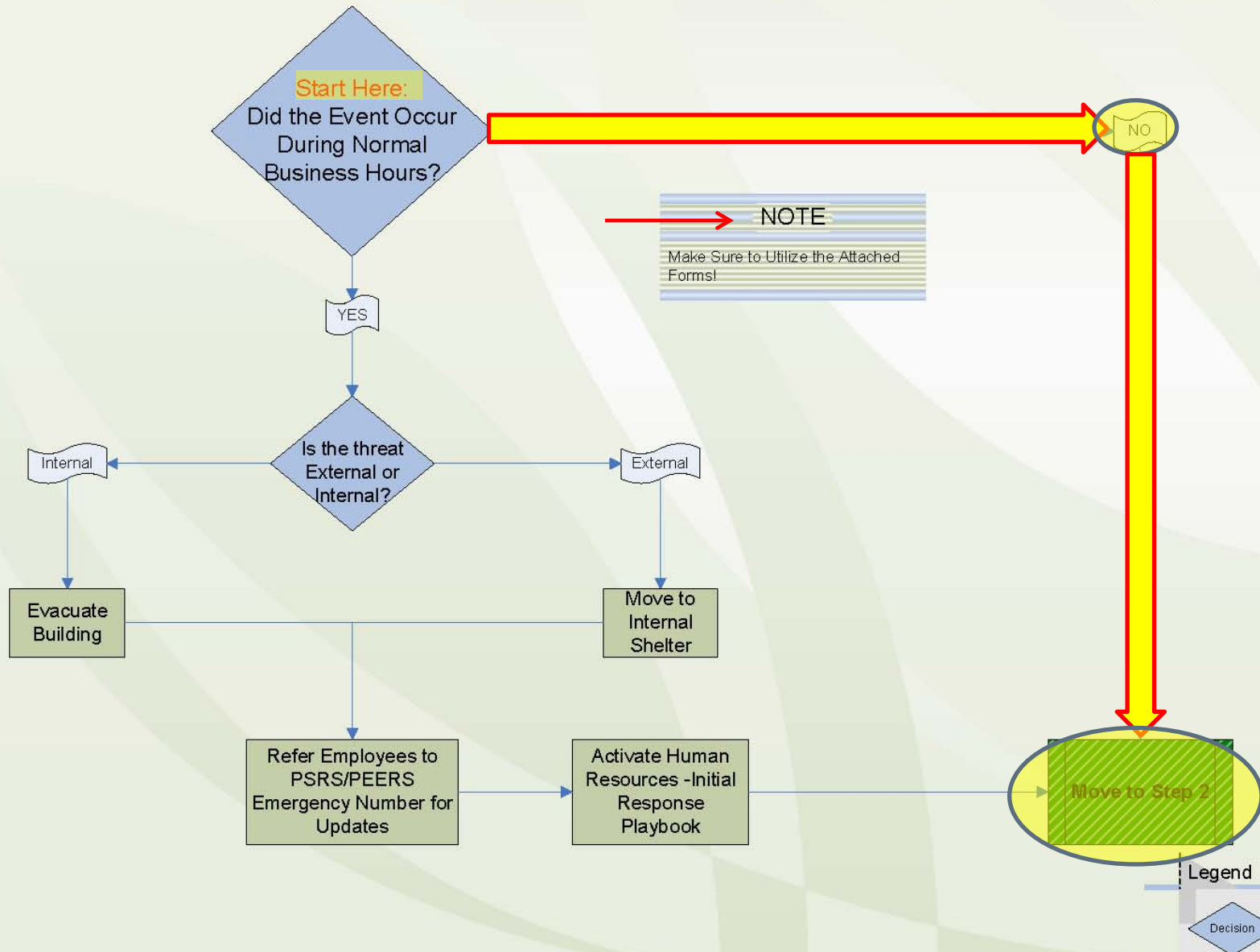
Phase 1 – Step 1

Employee Safety



Attached:

- Local Emergency Phone Numbers
- Employee Emergency Group Assignments
- Emergency Procedures
- Internal Safety Points
- External Safety Points
- PSRS/PEERS Safety Manual
- Event Description Form
- Business Interruption Form



PHASE 1—STEP 1
Employee Safety

Local External Emergency Numbers

Agency	Office Location	Number	Emergency Number
Ameren UE (Power and Natural Gas)	St. Louis	(800) 552-7583	
Capital Region Hosp.	1125 Madison St. Jefferson City, MO 65101	(573) 632-5000	
Embarq Internet Tech Support Internet Circuit ID is 60.LOXX.275825		(800) 786-6272 x1 x2	
Emergency Management	301 East High Street Jefferson City, MO 65101	(573) 634-9146	
FBI	305 E McCarty St. # 200 Jefferson City, MO 65101	(573) 636-8814	
Jefferson City Fire Dept.	305 E Miller St. Jefferson City, MO 65101	(573) 634-6401	911
Jefferson City Police Dept.	401 Monroe St. Jefferson City, MO 65101	(573) 634-6400	911
Missouri Highway Patrol*	1510 E Elm St. Jefferson City, MO 65101	(573) 751-3313	(800) 525-5555
Missouri Highway Patrol*	301 W High St. # 430A Jefferson City, MO 65101	(573) 751-9335	(800) 525-5555
Public Water Supply #1	4346 Rainbow Dr. Jefferson City, MO	(573)-893-2848	
St. Mary's Hospital	100 Saint Mary's Plaza Jefferson City, MO 65101	(573) 761-7000	

*-Missouri Highway Patrol can also be contacted by dialing *55 on your cell phone.

Employee Group Assignments

GROUP #1	
1. *1st Mary Hiatte	2. *2nd Nicole Hamler
3. Steve Yoakum	4. Al Thompson
5. Dearld Snider	6. Maria Walden
7. Barbara Schmid	8. Jason Paulsmeyer
GROUP #2	
1. *1st Jessica Kuebler	2. *2nd Joe Llewellyn
3. Craig Husting	4. Susan Conrad
5. John Tuck	6. Stacey McNally
7. Frank Aten	8. Travis Allen
9. Chhayhea Sam	10. Dan Case
11. Kristen Matchica	
GROUP #3	
1. *1st Molly Eiken	2. *2nd Aaron Stoker
3. Tom Smith	4. Phil Klapp
5. Fred Boessen	6. Curtis Colbert
7. Gary Fowler	8. Tom C. Smith
9. Amy Fawks	
GROUP #4	
1. *1st Travis Clines	2. *2nd Tom Meyer
3. Randy Angerer	4. Chad Kemna
5. Eric Welschmeyer	6. Tim Sackman
7. Brian Lemons	8. Shannon Bryant
9. Michelle Shikles	
GROUP #5	
1. *1st Christy Dill	2. *2nd Carol Cox
3. Jeff Russler	4. Kori Willibrand
5. Rhonda Elliott	6. Michelle Leffert
7. Janie Herod	8. Becky West
9. Melissa Kempker	

GROUP #6	
1.*1st Sandy Coleman	2. *2nd Jody Stuecken
3. Lori Woratzek	4. Monica Cain
5. Penny Kugler	6. Kristi Graessle
7. Karen Jones	8. Anita Brand
9. Doug Schwartz	10. Aaron Miller
11. Diane Luebering	12. Steve Drews
GROUP #7	
1.*1st Shanay S.	2. *2nd Donna H.
3. Ann Capps	4. Teresa Petty
5. Jana Taylor	6. Mary Ann Bax
7. Karl Gilpin	8. Tammy Taylor
GROUP #8	
1. *1st Lindsay Ahart	2. *2nd Jennifer M.
3. Amanda R.	4. Jamie McGlade
5. Jeffrey Hyman	6. Jake Berhorst
7. Lori Schenewerk	8. Jean Fick
9. Tom Chapman	
GROUP #9	
1. *1st Julie R.	2. Mandy Boehm
3. Ronda Peterson	4. Jennifer H.
5. Tracy Weber	6. Cindy Rozier
7. Amanda Turner	8. Lisa Hiatte
GROUP #10	
1. *1st Amanda B	2. *2nd Martha Wood
3. Charlene Porter	4. Chelsea Hammann
5. Kayla Veit	6. Sheri Morgan
7. Dellanta Butler	8. April Hollis
9. Amanda Wooten	10. Jill Berhorst

GROUP #11	
1. *1st Susan Wood	2. *2nd Joann L.
3. Tricia Heislen	4. Ren Reiske
GROUP #12	
1. *1st Carrie N.	2. *2nd Dianne Bisges
3. Carol Magee	4. Courtney Meldrum
5. Jill Herigon	6. Paula Balmer
7. Nichole Williams	8. Stacey Shahangian
GROUP #13	
1. *1st Susan C.	2. *2nd Tasha Owens
3. Paul Shadwick	4. Jenny Patterson
5. Sarah Otto	6. Darla Baslee
7. Mark Berendzen	8. Justin Veit
9. Terrence Johnson	
GROUP #14	
1. *1st Stacie V.	2. *2nd Kelly Wieberg
3. Nikki Dysart	4. Cheryl Quinn
5. Teresa Schrimpf	6. Becky Stokes
7. Susan Boessen	

PLEASE REMEMBER THAT YOU ARE RESPONSIBLE FOR ANY GUEST VISITING YOUR AREA

*** Attendance Checkers**

~ Be sure to check all bathrooms and conference rooms on your floor
~ Don't forget to grab rechargeable flashlight in your area

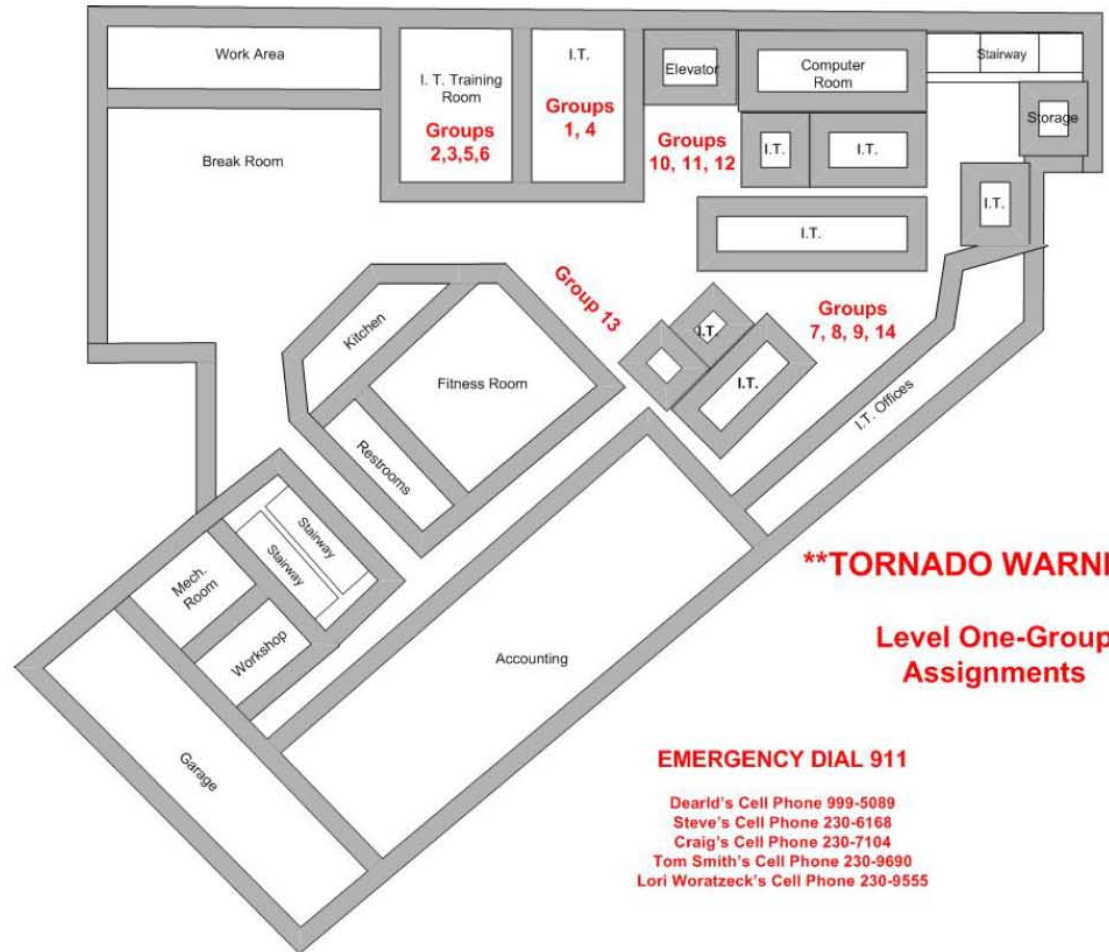
TORNADO WARNING



- Don't panic; remain calm. Listen for announcement over the intercom.
- Calmly and quickly proceed to interior shelter points ~ (see first floor map).
- Please take any visitors/guests with you.
- Leave **interior doors open** when evacuating; **exterior doors** should remain **closed**.
- As soon as practical, attendance should be taken and any missing personnel reported to a supervisor or member of management.
- Employees must not return to the 2nd or 3rd floors for any reason until the "all clear" has been given.
- Employees must not leave the PSRS/PEERS premises without checking with their supervisor or a member of management.

**** REMEMBER—DO NOT USE THE ELEVATOR! USE THE STAIRS!!****

INTERIOR SHELTER POINTS



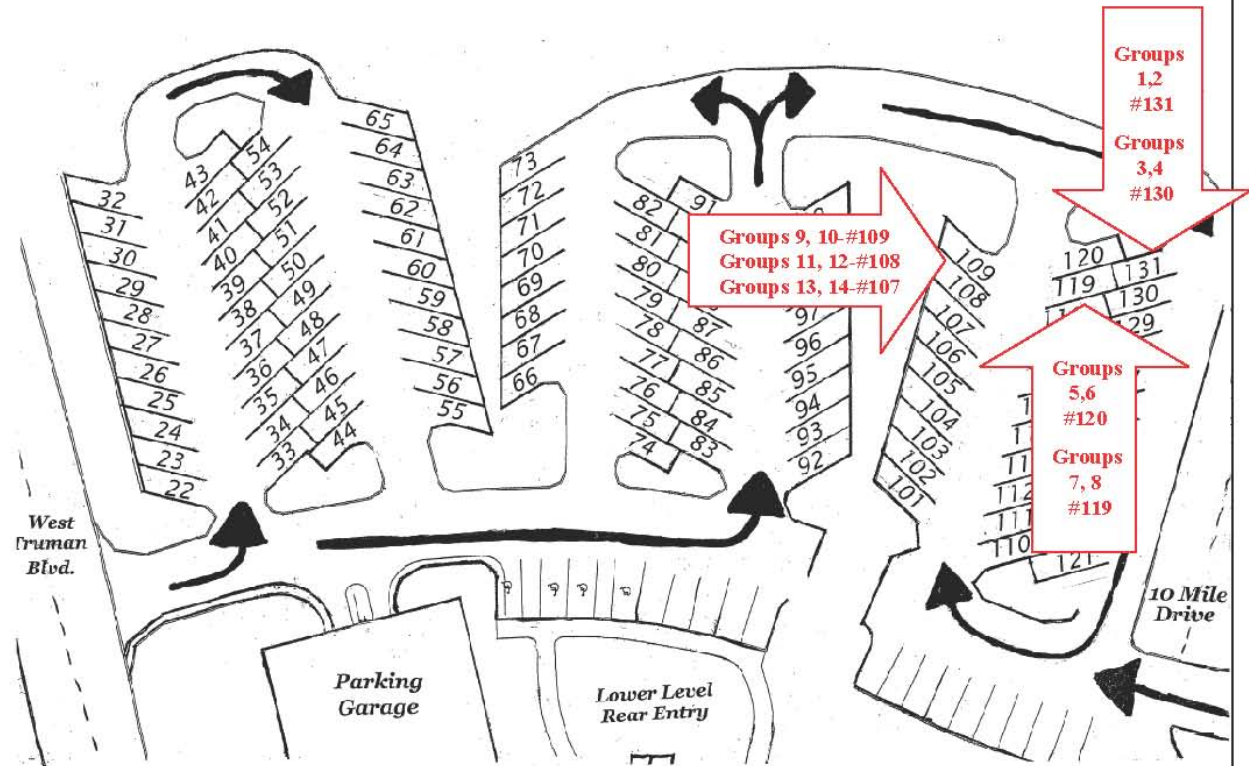
FIRE



- Do not panic; remain calm.
- When Fire Alarm sounds, all controlled doors will unlock and the fire dept. will be notified.
- Calmly and quickly proceed to the nearest exit. Do not use elevators.
- Please take any visitors/guests with you.
- Do not open a door if smoke or excessive heat is coming from around or under a door. Leave **interior doors open** when evacuating. Exterior doors should remain closed.
- Proceed to external safety points ~ (see parking lot map).
- As soon as practical, attendance should be taken and any missing personnel reported to a member of management or a supervisor.
- Employees who are out of the building when a fire alarm sounds must not enter the building for any reason until the "all clear" has been given.
- Employees must not leave the PSRS/PEERS premises without checking with their supervisor or a member of management.

**** REMEMBER—DO NOT USE THE ELEVATOR! USE THE STAIRS!!****

EXTERNAL EVACUATION ASSEMBLY AREA
Upper Parking Lot Bordering Ten Mile Drive





Employees Certified in CPR and First Aid



August 2012-August 2014

Information Technology

Molly Eiken – 1st Floor
Tom Meyer – 1st Floor
Michelle Shikles – 1st Floor
Chad Kemna – 1st Floor

Executive/Administrative

Mary Hiatte – 3rd Floor
Nicole Hamler – 3rd Floor
Dearld Snider – 3rd Floor
Maria Walden – 3rd Floor

Investments

Stacey McNally – 3rd Floor
Susan Conrad – 3rd Floor

Legal

Jason Paulsmeyer – 2nd Floor

Communications

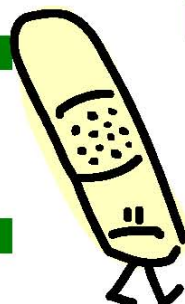
Susan Wood – 2nd Floor
Joann Lindemann – 2nd Floor
Tricia Heislen – 2nd Floor

Member Services

Jean Fick – 2nd Floor
Becky Stokes – 2nd Floor
Jennifer Huffington – 2nd Floor
Amanda Bryant – 2nd Floor
Courtney Meldrem – 2nd Floor
Teresa Schrimpf – 2nd Floor
Susan Boessen – 2nd Floor
Dianne Bisges – 2nd Floor
Dellanta Butler – 2nd Floor
Stacey Shahangian – 2nd Floor
Cheryl Quinn – 2nd Floor
Amanda Wooten – 2nd Floor

Employer Services

Carol Cox – 2nd Floor



Safety First



**A manual of basic emergency and safety
information for PSRS/PEERS employees**

FORMS

PSRS/PEERS Event Description

Complete this form as an aid for consistent communication.

Person Completing form			
Date:	Time:	Floors & Departments Affected:	
Who called you?		Number or other contact information to reach them:	
Any Injuries <input type="checkbox"/> Yes <input type="checkbox"/> No	Who was injured? (can also use space at bottom)	Type of Injury?	
Safe to enter location? <input type="checkbox"/> Yes <input type="checkbox"/> No			
Is location secured? <input type="checkbox"/> Yes <input type="checkbox"/> No			
Describe the event:			
Meeting Area Established? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> To be determined		Location of Meeting Area	
To Do Checklist			
<input type="checkbox"/> Notify Team Members			
<input type="checkbox"/> Notify Remainder of Staff (Document if and when contact made.)			
<input type="checkbox"/> Report to Team meeting place Time: _____			
<input type="checkbox"/> Retrieve off-site supplies			
<input type="checkbox"/> Other _____			
Additional Instructions/Information:			

PSRS/PEERS Business Interruption Event Log

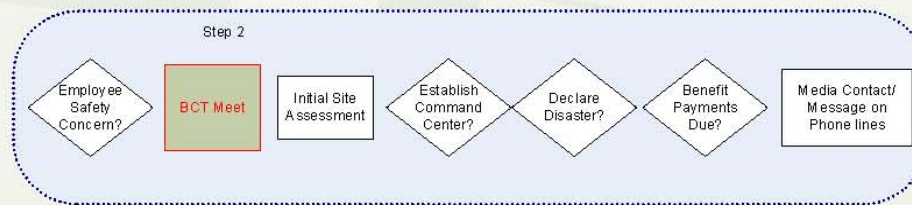
(Copy as often as required)

Event	Notes	Date	Time
<input type="checkbox"/> Event Description Form Completed			
<input type="checkbox"/> Site Assessment Completed			
<input type="checkbox"/> BC Team & BCT Staff Notified			
<input type="checkbox"/> Command Center Established			
<input type="checkbox"/> Call Tree Activated -- <input type="checkbox"/> Yes -- <input type="checkbox"/> No			
<input type="checkbox"/> Disaster Declared -- <input type="checkbox"/> Yes -- <input type="checkbox"/> No			
<input type="checkbox"/>			
<input type="checkbox"/>			
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Phase 1 – Step 2

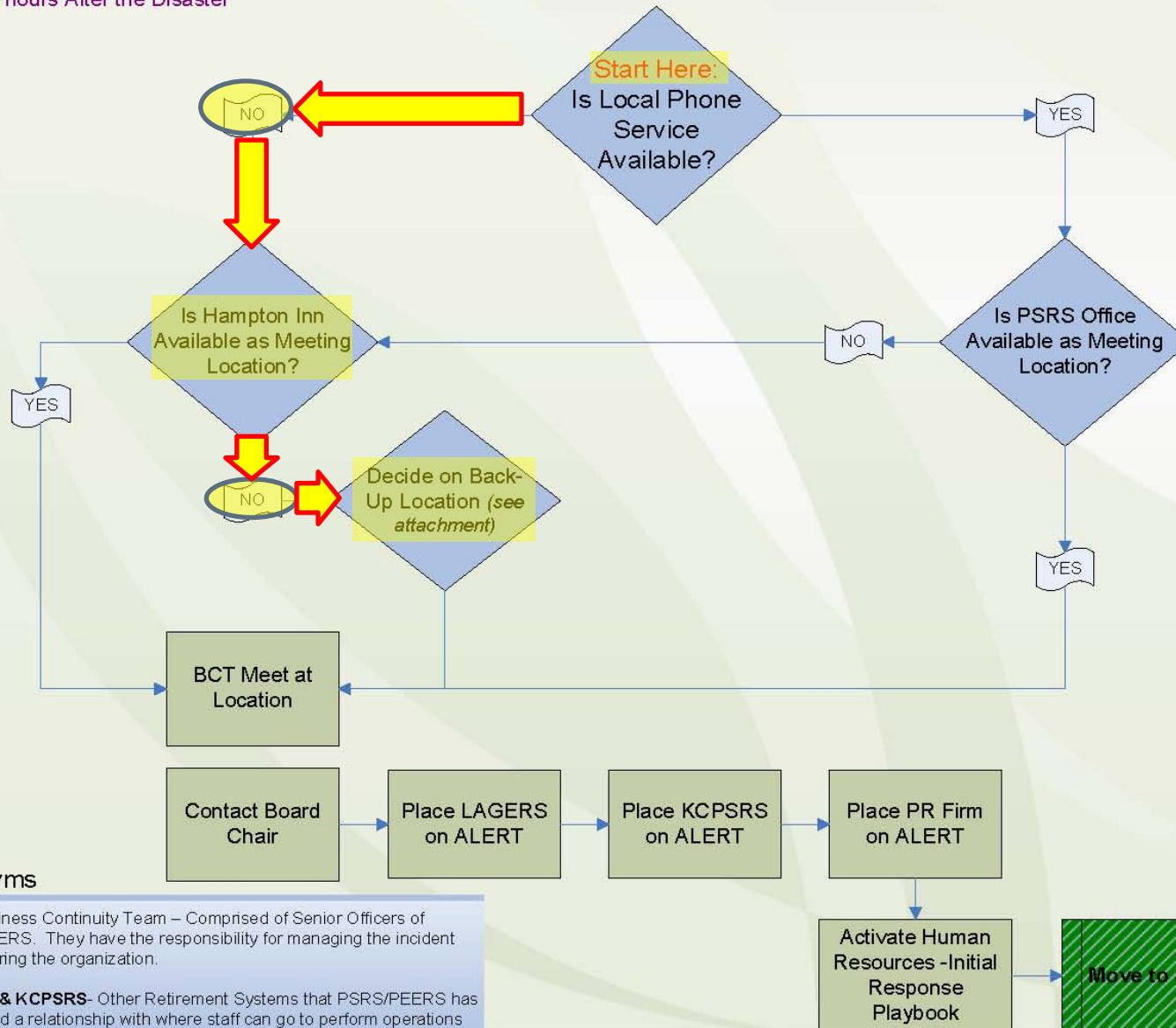
BCT Meet

*Default Gathering Time is
2 hours After the Disaster



Attached:

- BCT Contact Information
- Hampton Inn Contact Information
- Default Location Contact Information
- Board Chair and Vice Chair's Contact Information
- LAGERS Contact Information
- KCPSRS Contact Information
- PR Firm Contact Information

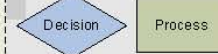


Acronyms

BCT- Business Continuity Team – Comprised of Senior Officers of PSRS/PEERS. They have the responsibility for managing the incident and restoring the organization.

LAGERS & KCPSRS- Other Retirement Systems that PSRS/PEERS has established a relationship with where staff can go to perform operations in the event of a business interruption incident.

Legend



PHASE 1—STEP 2
BCT MEET

BCT Contact Information	
Executive Director	Address Home # Cell #
Assistant Executive Director, Operations	Address Home # Cell #
Assistant Executive Director, Investments	Address Home # Cell #
General Counsel	Address Home # Cell #
Chief financial Officer	Address Home # Cell #
Director, Member Services	Address Home # Cell #
Director, Employer Services	Address Home # Cell #
Director, Information Technology	Address Home # Cell #
Building Engineer	Address Home # Cell #
Human Resource Administrator	Address Home # Cell #

~~Hampton Inn Information:~~

~~4800 Country Club Drive, Jefferson City (573-634-7440)
*First to arrive should reserve room (preferably
conference room) and wait in lobby for the rest of
the BCT~~

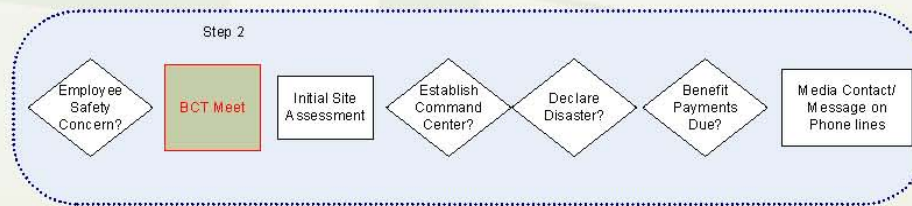
• **Back-Up Locations (In order of preference):**

Hotel Name/Address	Contact Number
Capitol Plaza Hotel and Convention Center 415 West McCarty St. Jefferson City, MO 65101	(573) 635-1234
Comfort Suites 4804 Country Club Dr. Jefferson City, MO 65109	(573) 636-0300
Fairfield Inn by Marriott 3621 W Truman Blvd. Jefferson City, MO 65109	(573) 761-0400
Truman Hotel (Formerly Ramada) 1510 Jefferson Street Jefferson City, MO 65109	(573) 635-7171
Hampton Inn Columbia 3410 Clark Lane Columbia, MO, 65202	(573) 886-9392
Holiday Inn Select Executive Center 2200 I-70 Dr. S.W. Columbia, MO 65203	(573) 445-8531
Comfort Suites Columbia 1010 Business Loop 70 W. Columbia, MO 65202	(573) 443-0055

Phase 1 – Step 2

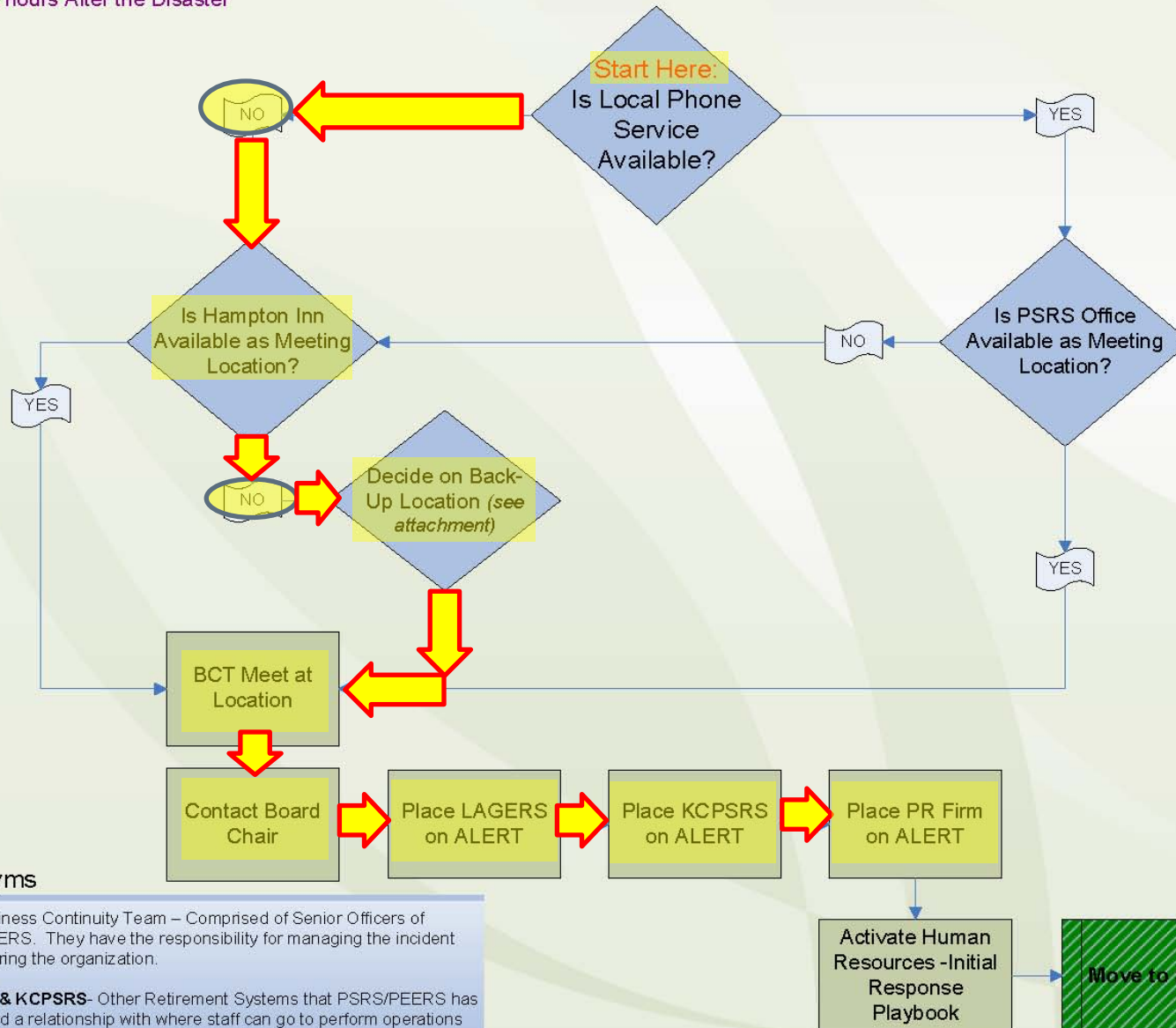
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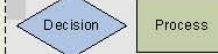


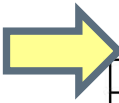
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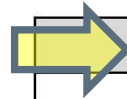
LAGERS & KCPSRS- Other Retirement Systems that PSRS/PEERS has established a relationship with where staff can go to perform operations in the event of a business interruption incident.

Legend

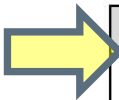


**Board Contact Information:**

Board member 1		Board member 6	
Home address	Home #	Home address	Home #
Email address	Work #	Email address	Work #
	Cell #		Cell #
Board member 2		Board member 7	
Home address	Home address	Home address	Home #
Email address	Email address	Email address	Work #
	Cell #		Cell #
Board member 3			
Home address	Home #		
Email address	Work #		
	Cell #		
Board member 4			
Home address	Home #		
Email address	Work #		
	Cell #		
Board member 5			
Home address	Home #		
Email address	Work #		
	Cell #		

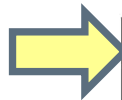
**Public Relations Firm Contact Information****Primary:**

Address
Phone
Cell
email

**LAGERS Alert Notification Procedures:**

Call to let LAGERS know that there has been an event at PSRS/PEERS that may require staff to use their facility.

Contact:

**KCPSRS Alert Notification Procedures:**

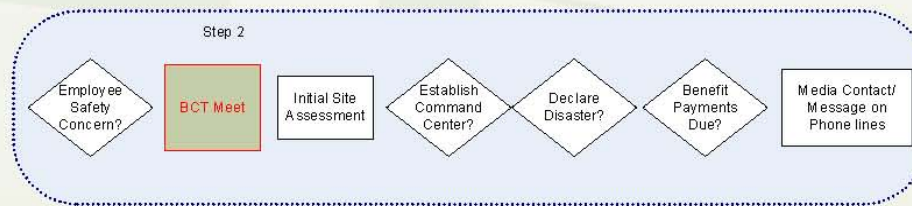
Call to let KCPSRS know that there has been an event at PSRS/PEERS that may require staff to come to Kansas City to use their facility.

Contact:

Phase 1 – Step 2

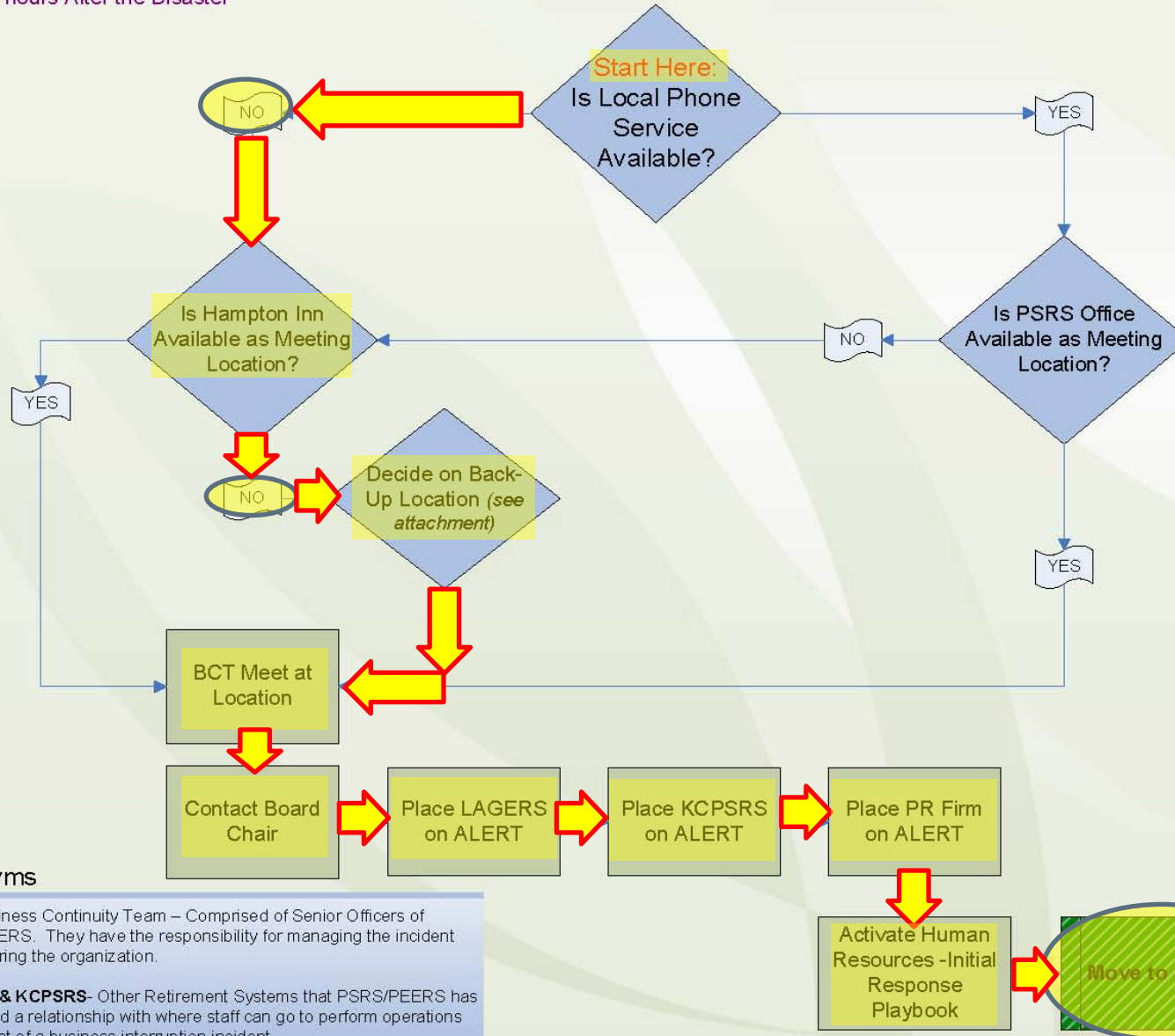
BCT Meet

*Default Gathering Time is
2 hours After the Disaster



Attached:

- BCT Contact Information
- Hampton Inn Contact Information
- Default Location Contact Information
- Board Chair and Vice Chair's Contact Information
- LAGERS Contact Information
- KCPSRS Contact Information
- PR Firm Contact Information

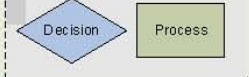


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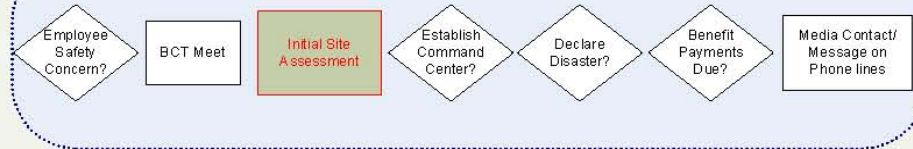
Legend



Phase 1 – Step 3

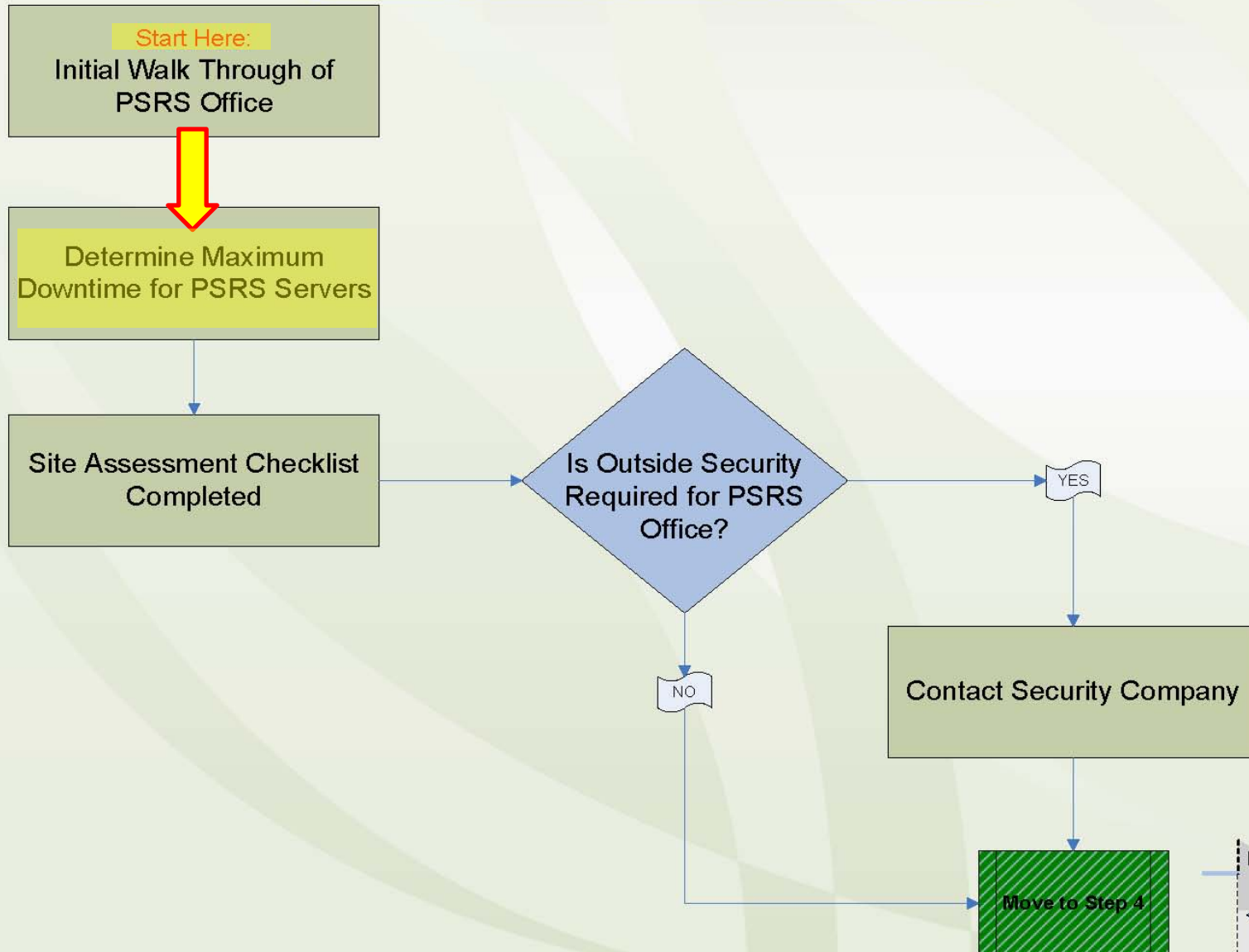
Initial Site Assessment

Step 3



Attached:

- Additional Site Assessment Information
- Maximum Downtime Guidelines
- Site Assessment Checklist
- Security Company contact List
- Vendor Contact List



Legend



PHASE 1—STEP 3

Initial Site Assessment

Initial Site Assessment ~ As soon as permitted by civil authorities, the Executive Director, Assistant Executive Director-Operations, Information Technology Director, and Building Engineer will go on site (or available member of BCT).

- Information Technology Director will determine approximate downtime for each server.

Maximum Downtime Guidelines for PSRS Category I servers

Category II and III Servers are listed in the IT DRP

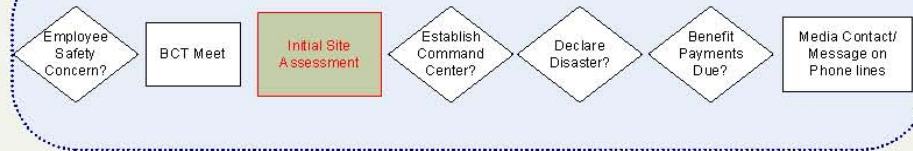
count / sort	Priority	RTO	Server Name	Application
1	1	72-96 hours	AS/400 I Series 8302	PENSION SYSTEM
	1		SYSAPRD Partition	Production Files
	1		SYSADDEV Partition	Test Files
	1		SYSASWEB Partition	Web Server
	1		HMC	Hardware Management Console
2	1	72-96 Hours	CommServ	CommVault Backup
	1	72-96 Hours	CVMA2	CommVault MediaAgent/DocAve
3	1	72-96 Hours	ClientMgmt	Symantec Ghost Solution
4	1	72-96 Hours	VM-Exsi	Vmware Server
	1	72-96 hours	Vcenter	Vmware Control Server
5	2	72-96 Hours	Domain1	Windows Domain Cont
6	2	72-96 Hours	Domain2	Windows Domain Cont
7	2	72-96 Hours	P55A1	PeopleSoft Prod. Database
8	2	72-96 hours	P55A4	FileNet Database (future)
9	3	72-96 Hours	Mailbox	MS Exchange 2010
	3	72-96 Hours	CAS-Hub	MS Exchange 2010
	3	72-96 Hours	Edge	MS Exchange 2010
10	3	72-96 Hours	RootCA	Certificate Server
11	3	72-96 Hours	FSPProd	PeopleSoft PROD Financials
12	3	72-96 Hours	HRProd	PeopleSoft PROD HR
13	3	72-96 Hours	Sharepoint-Prod	Sharepoint Production
	3	72-96 Hours	Sharepoint-SQL	Sharepoint SQL Server
	3	72-96 Hours	Sharepoint-Backup	Sharepoint Backup Software
14	4	72-96 Hours	ECM_Objects	G360 Image Repository
15	4	72-96 Hours	File	U/S: Drive Mappings
16	4	72-96 Hours	Printserv	Print Server
	4	72-96 Hours	Print	Print Server
17	4	72-96 Hours	WWW	Web Server
18	5	72-96 Hours	ECM_Automate	G360 Automate
19	5	72-96 Hours	ECM_Markup-COLD	G360 Markup / COLD
20	5	72-96 Hours	ECM_NetFYI-Form	G360 Web Server
21	5	72-96 Hours	ECM_Print-Fax	MergeDoc/Member Sync
22	5	72-96 Hours	Kofax	Kofax
23	6	72-96 Hours	Management-VM	Sophos Antivirus
24	6	72-96 Hours	NetInsight	NetInsight
25	6	72-96 Hours	SQL	MS SQL 2005
26	6	72-96 hours	PS-Report-Prod	PS reporting tools
27	6	72-96 hours	VDI-Connection	VDI Connection Server
	6	72-96 hours	VDI-Transfer	VDI Transfer Server

RTO-Recovery Time Objective- Time frame within which functionality must be restored or the organization may be unable to fulfill its obligations. (Serious business impairment)

Phase 1 – Step 3

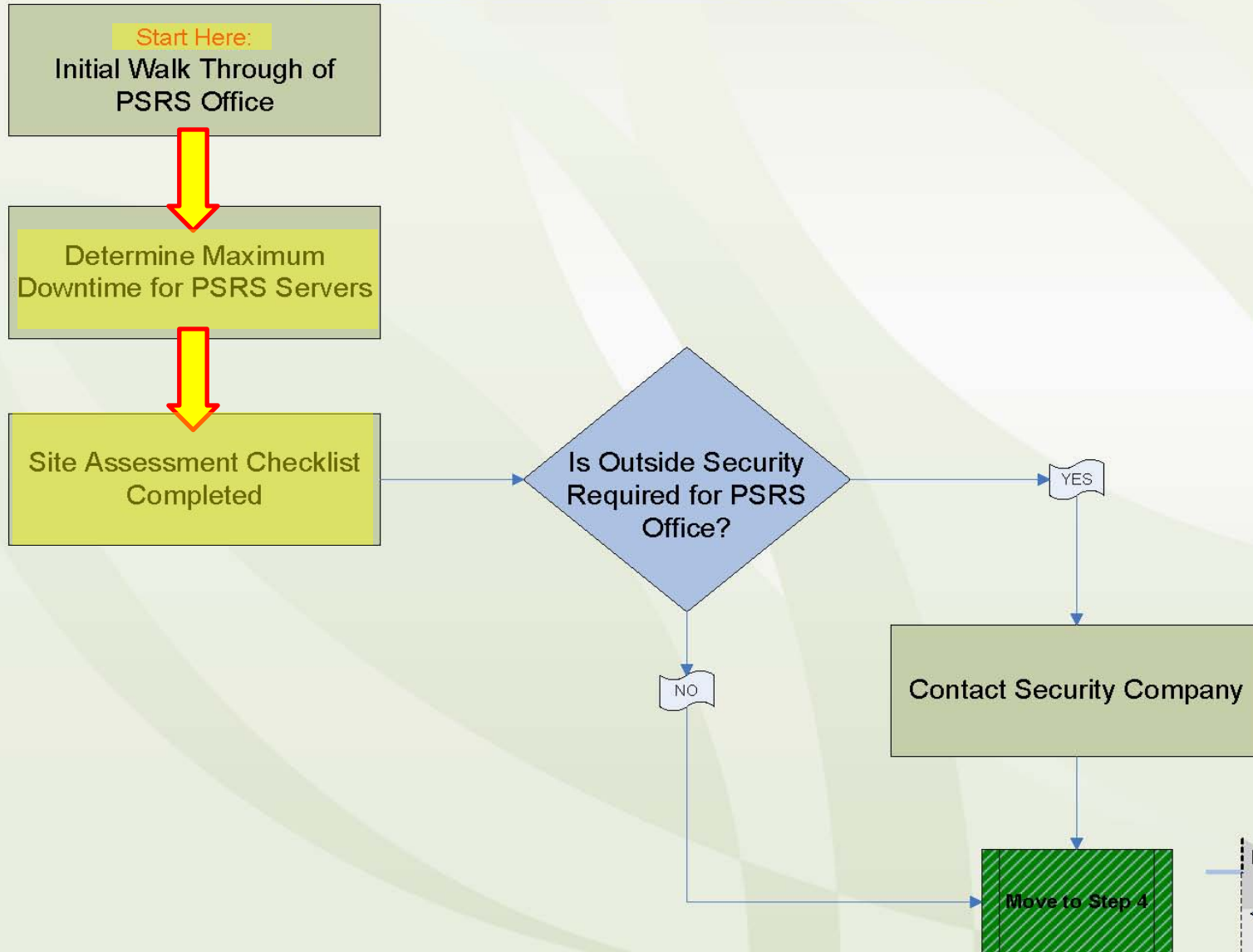
Initial Site Assessment

Step 3



Attached:

- Additional Site Assessment Information
- Maximum Downtime Guidelines
- Site Assessment Checklist
- Security Company contact List
- Vendor Contact List



Legend



SITE ASSESSMENT CHECKLIST

PSRS/PEERS Site Assessment – Priority List and Check List

Site Assessment Checklist

1. CRITICAL	Must be repaired or replaced immediately.
2. PRIORITY	Must be repaired or replaced at earliest possible time.
3. LOW-PRIORITY	Not Essential to business performance or procedures, repair or replace when other priorities have been fulfilled.
4. OK AS IS	No repair or replacement required at this time.

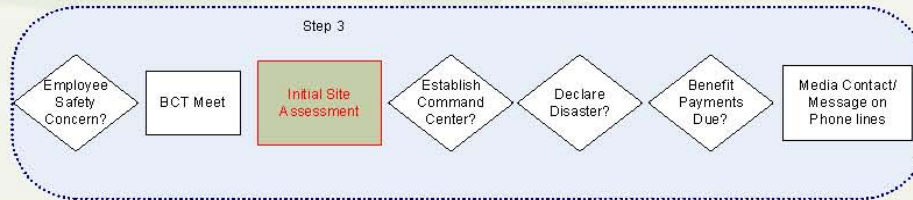
Site Assessment Checklist

Item	Priority	Repair Estimate (# days / weeks / mos.)	Comments	Init
Parking Lot				
Building Structural				
Non-structural Partitioning				
Building Security				
Storage Security				
HVAC Systems				
Water Supply				
Waste Water (Sewer)				
Electrical Supply				
Fire Extinguishers				
Computer Equipment				
Network				
Check Printers				
Software				
Copiers				

[illegible]

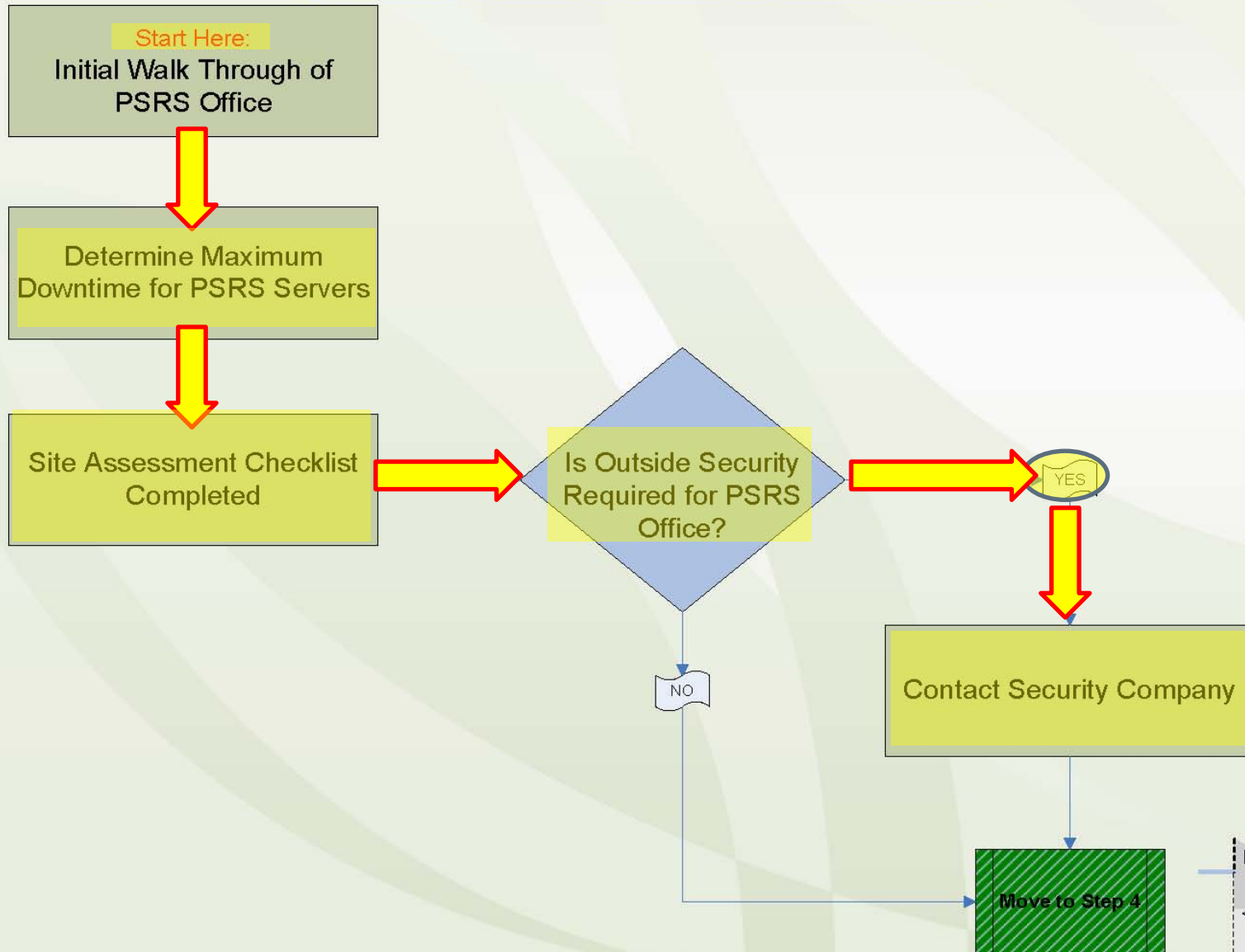
Phase 1 – Step 3

Initial Site Assessment



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Misc. Vendor Contact Information (#1)	
<i>Name</i>	<i>Address/Phone</i>
Insurance Company	Address Phone email
Phone System	Address Phone email
Building Security	Address Phone email
Trash Services	Address Phone email
Plumbing Co.	Address Phone email
Industrial Enterprises Inc.	Address Phone email
Elevator	Address Phone email
Electric Company	Address Phone email
Utilities Company	Address Phone email
Water Supply	Address Phone email
(Door security, Camera's, desktop and server hardware)	Address Phone email
Voice and Internet Services to 3210 W. Truman	Address Phone email

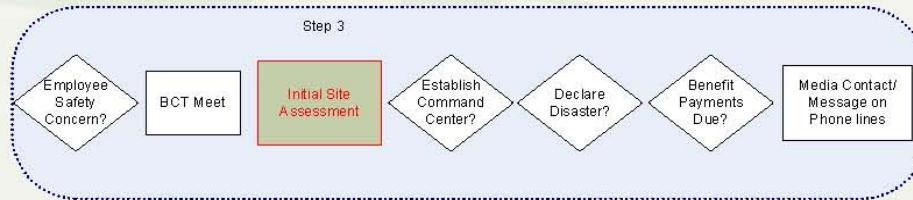
Misc. Vendor Contact Information (#2)	
Generator	Address Phone email
400 Pension System and IBM hardware	Address Phone email
Offsite data storage	Address Phone email
Emergency Web page hosting http://emergency.psrsmo.org	Address Phone email
New Pension System	Address Phone email
Secure Check	Address Phone email
Desktop/printer equipment	Address Phone email
Uninterruptable Power Supply (UPS computer room)	Address Phone email

As soon as permitted by civil authorities; Building Engineer or Information Technology Director will secure site. (If necessary)

Security Company Contact Information	
Security Company	Address Phone email
Security Company	Address Phone email

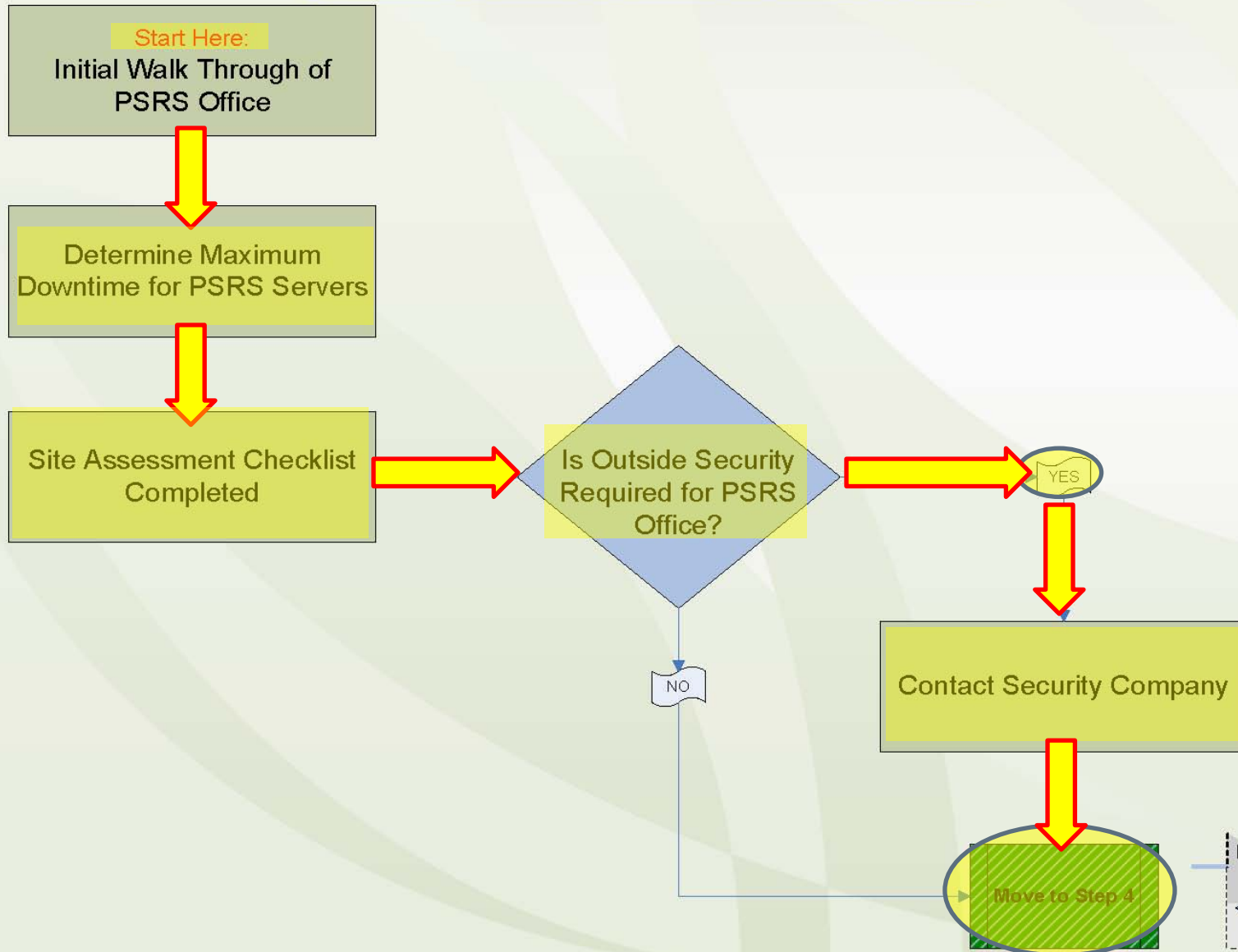
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Initial Site Assessment



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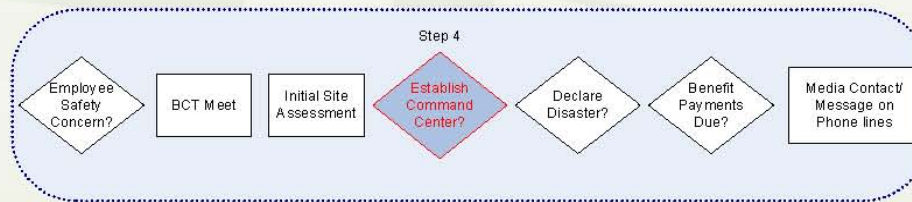


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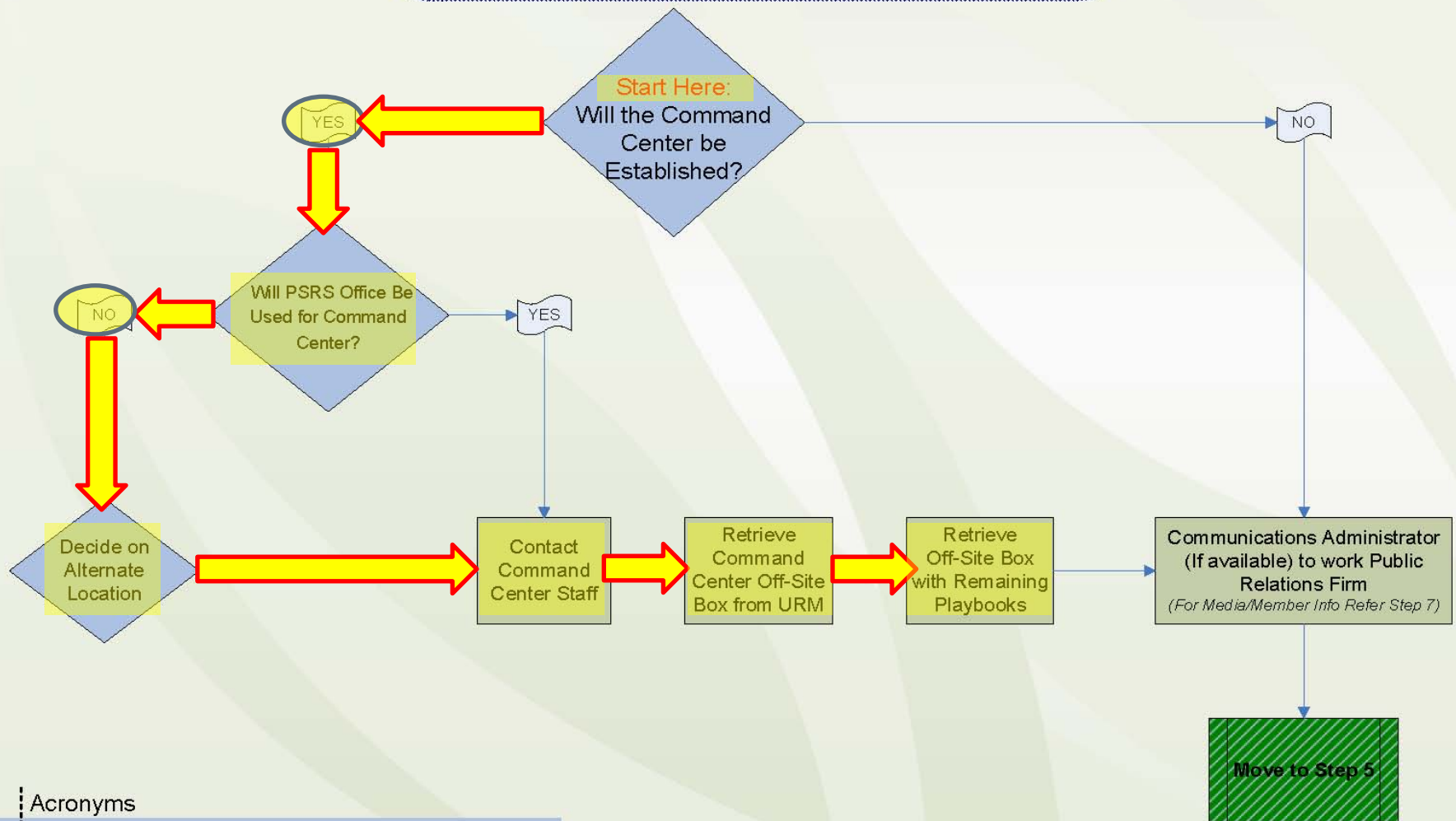
Phase 1 – Step 4

Establish Command Center?



Attached:

- Command Center Staff Contact Information
- URM Contact Information
- Listing of URM Authority
- PR Firm Contact Information
- Command Center Guidance



Acronyms

Command Center- Location where predetermined staff will gather and prepare periodic updates and act as a support to the BCT.

URM- Underground Records Management. Storage facility in Columbia holding off-site boxes.

Legend

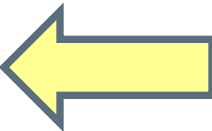


PHASE 1—STEP 4
Establish Command Center



Command Center Staff Contact Information	
Internal Auditor	Address Home # Cell #
Executive Asst.	Address Home # Cell #
Administrative Asst.	Address Home # Cell #
Legislative Director	Address Home # Cell #
Legal Staff	Address Home # Cell #

Underground Record Management (URM)



adress

Primary #
Secondary #

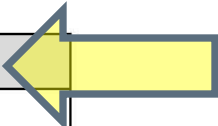
Those with authority to order and retrieve off-site boxes 24/7 (in preferred order):

1. Designated IT Personnel
 - Includes:
2. Management Team
 - Includes:
3. Command Center
 - Includes:
4. Miscellaneous Others:
 - Includes:

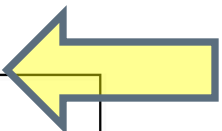
Those with authority to only retrieve off-site boxes:

✓ xxxxx

Public Relations Firm Contact Information	
Contact #1	address Work Cell email
Contact #2	address Work Cell email



When requesting the Command Center Boxes and Playbooks from URM, one will need to specify which boxes are needed. Use the following box numbers when requesting the Boxes.

Command Center Box 1 – 000000	 Disaster Recovery Playbooks: 000000 Includes: Phase 1, Phase 2, Phase 3, Phase 4, & Human Resource Initial Response
Command Center Box 2 – 000000	
Command Center Box 3 – 000000	
Case of White Paper – 000000	
Easel – 000000	
Easel Pads – 000000	
White Board – 000000	

Pre-Positioned Supplies for Command Center

PSRS/PEERS have corporate off-site boxes (3) containing the basic supplies required to set up the Command Center. These are:

Box 1:

- Master Key to PSRS Office Building
- Copies of Playbooks Forms
- Command Center Log-in Sheets
- Clip Boards (2)
- First Aid Kit
- Box of writable CDs
- Dry Erase Markers
- Tape Dispenser
- Scissors
- Pencil sharpener
- Stapler
- Disaster Recovery Box Inventory Sheet
- Current Year PSRS/PEERS Media Kit
- Web site Disaster Disk with Web Message
- Current Year Newspaper Directory
- Current Year Mo. Broadcaster Media Directory

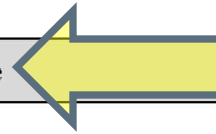
Box 2:

- Boxes of Kleenex (3)
- Roll of Masking Tape
- Steno Books (2)
- Ink Pens (black, blue, red and green)
- Rolls of Scotch Tape (2)
- Post-it Notes (various sizes)
- Correction Tape
- Binder Clips
- Staples
- Markers (black)
- Sharpies (black)
- Pencils
- File Folders
- Legal Pads
- Paper Clips

Box 3:

- Shake for Power Flashlights (4)
- Antibacterial Wipes
- Windex
- Paper Towels (2)
- Package of Heavy Towels
- Germ X
- Mail Gloves

Command Center Guidance



Duties Include:

- a) Maintaining the Status Board
- b) Handling Projects for the BCT as assigned
- c) Taking detailed notes
- d) Answering telephones
- e) Making phone calls as needed
- f) Distributing messages
- g) Tracking personnel participating in the recovery
- h) Tracking expenses
- i) Collecting receipts
- j) Other duties assigned by the BCT

When assisting the BCT, keep tabs on everything. It is important that a central place is established where information can be posted. This easily available information assists in providing quick answers to questions and in bringing team members reporting to the BCT up to speed. The recommended methodology is to utilize a “white board” with erasable markers.

Information displayed on the board should be updated as needed and at least every 2 hours. Try to keep it as uncluttered as possible while still covering all the important information. This is a sample of how the board can be set up.

Event Description (Fire, Flood, Tornado, etc.)			
Extent of Damage to:			
<ul style="list-style-type: none">• Building• Technology• Telecommunications			
Deaths and Injuries			
Estimate of outage time			
Recovery Activities Ongoing			
--			
--			
Relocations:			
Business Unit/Dept	# of Employees	Location	Phone
#			
--			
--			

Throughout a disruption, the Command Center will prepare periodic updates for dissemination by the Executive Director.

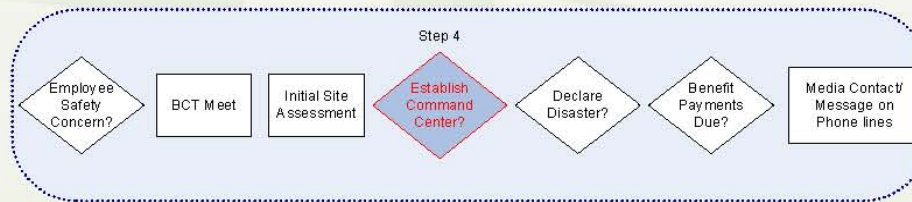


PUBLIC SCHOOL & EDUCATION EMPLOYEE
RETIREMENT SYSTEMS OF MISSOURI

Command Center Support Team Selection and Duties

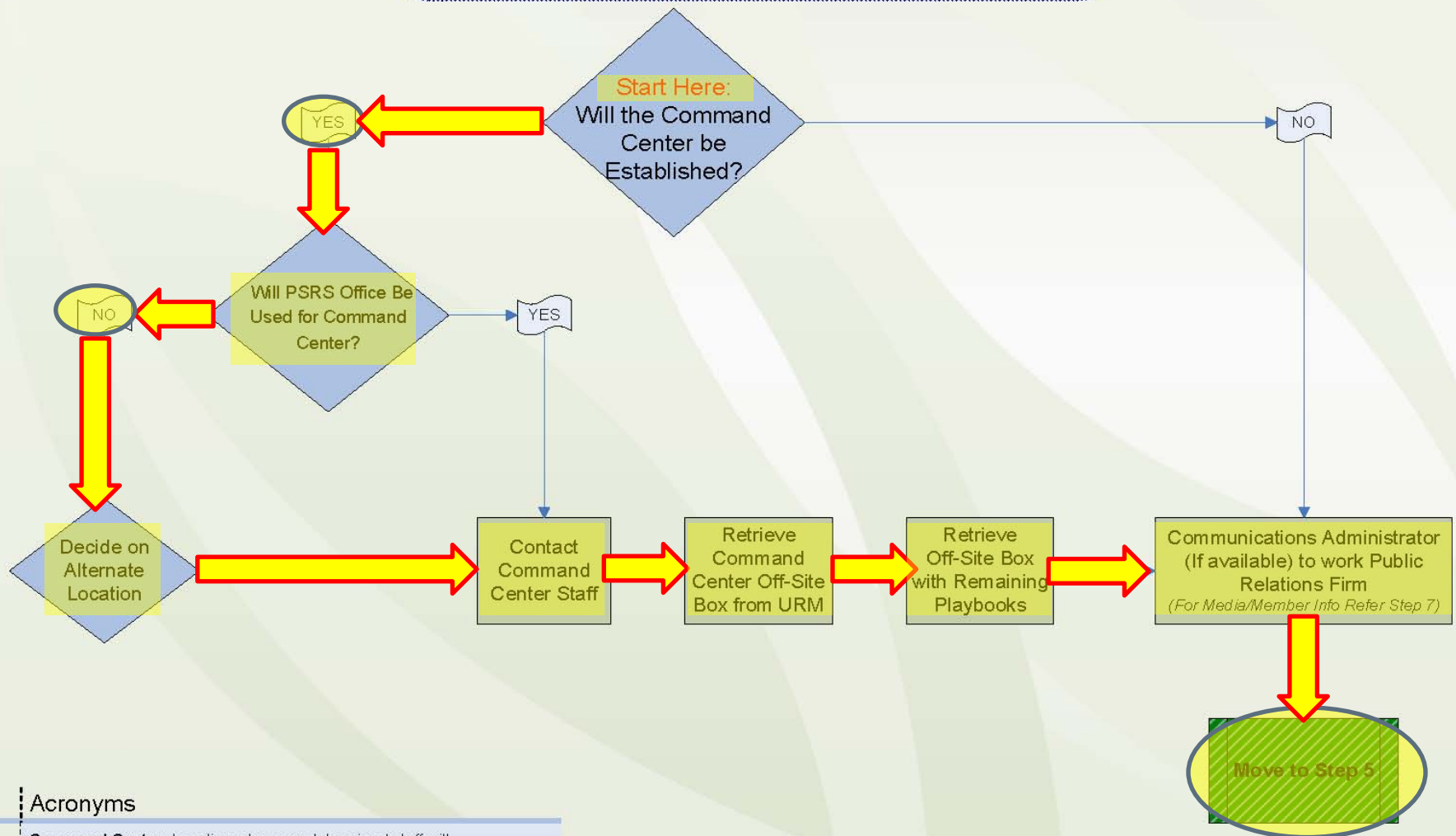
Phase 1 – Step 4

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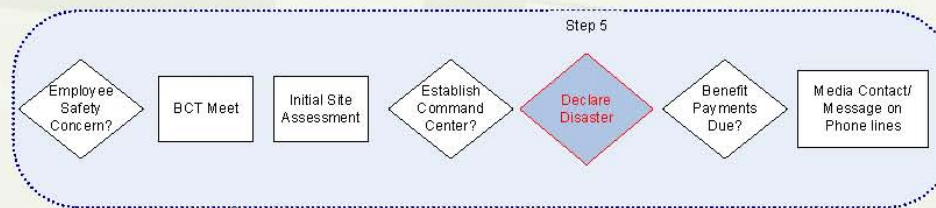
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Legend



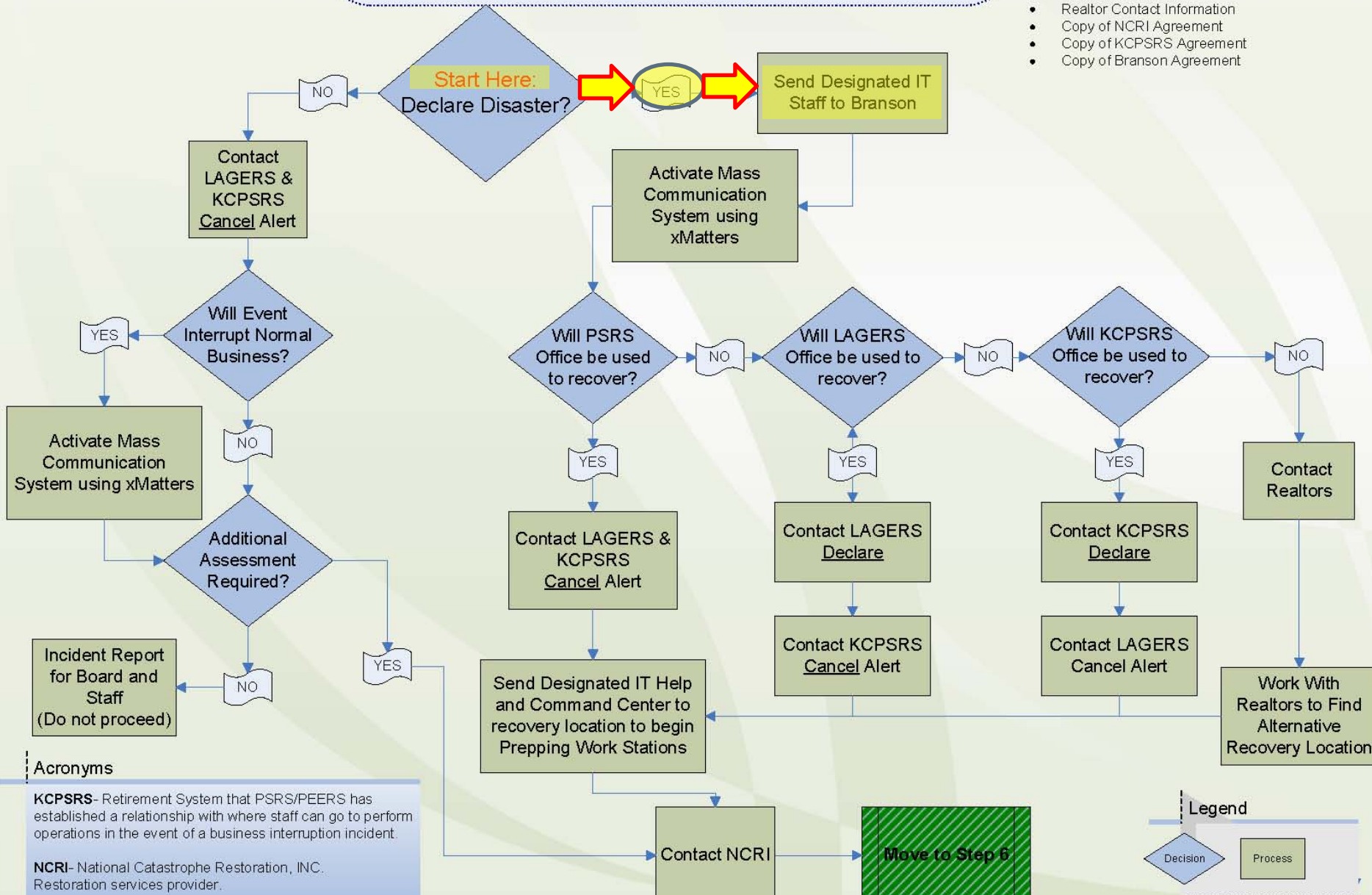
Phase 1 – Step 5

Declare Disaster?



Attached:

- xMatters Mass Communication Instructions
- Media Contact Informations
- NCRI Contact Information
- KCPSRS Contact Information
- Designated IT Staff
- Realtor Contact Information
- Copy of NCRI Agreement
- Copy of KCPSRS Agreement
- Copy of Branson Agreement

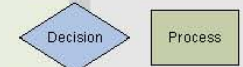


Acronyms

KCPSRS- Retirement System that PSRS/PEERS has established a relationship with where staff can go to perform operations in the event of a business interruption incident.

NCRI- National Catastrophe Restoration, INC. Restoration services provider.

Legend



PHASE 1—STEP 5

Declare Disaster

- If PSRS/PEERS toll-free number is unavailable or employees phone's are known to be down contact the following media outlets:
 1. KRCG, Main # 573-896-4534, news@krcg.com
 2. KOMU TV, Stacey Woelfel, News Director, (WoelfelS@missouri.edu) 573-882-3630
 3. KMIZ TV, General # 573-449-0917, Newsroom # 573-449-1700
 4. Radio Stations call the 24-hour hotline 573-895-8506
- National Catastrophe Restoration Inc (NCRI) – 800-598-6274
 2. Any member of BCT has the ability to contact NCRI

KCPSRS Notification Procedures:

Call KCPSRS let them know that we have to declare a disaster and that staff will be relocated to Kansas City to use their facility.

Contact:

LAGERS Notification Procedures:

Call to let LAGERS know that we have to declare a disaster and that staff will be relocated to use their facility.

Contact:

Preferred Designated IT Personnel

BRANSON IT Staff Name	Address Home Cell
BRANSON IT Staff Name	Address Home Cell
LAGERS/KC IT Staff Name	Address Home Cell
LAGERS/KC IT Staff Name	Address Home Cell
LAGERS/KC IT Staff Name	Address Home Cell

Jack Henry (Branson) Contact Information

Primary Contact:

xxxxxx
xxxxxx
xxxxxx

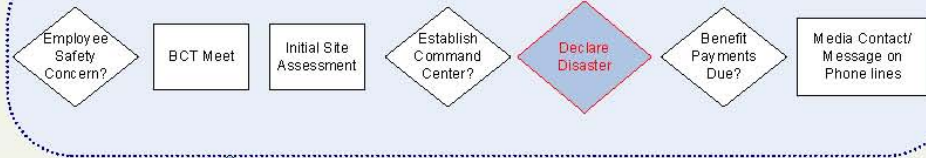
Backup Contact:

xxxxxx
xxxxxx
xxxxxx

Phase 1 – Step 5

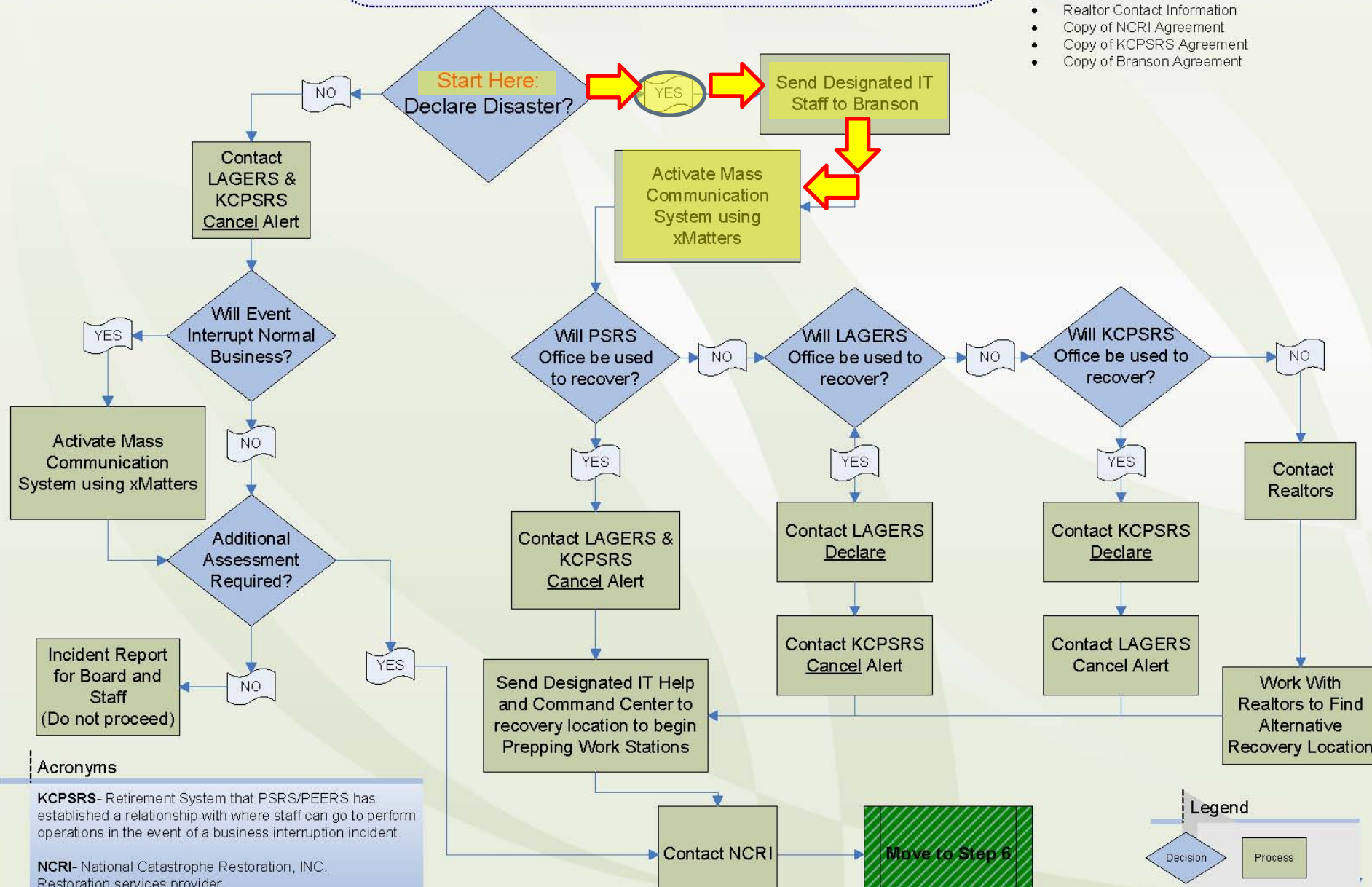
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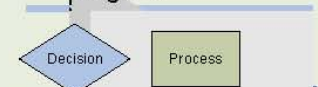


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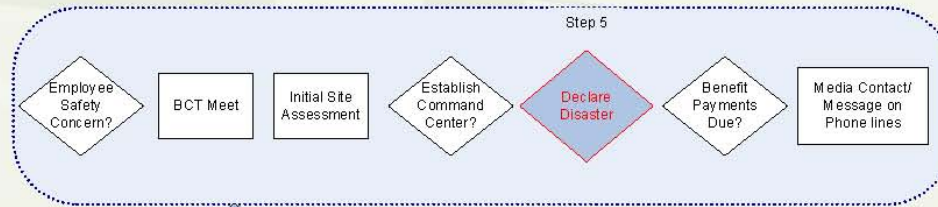
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x-Matters Mass
Communication Quick
Reference Guide

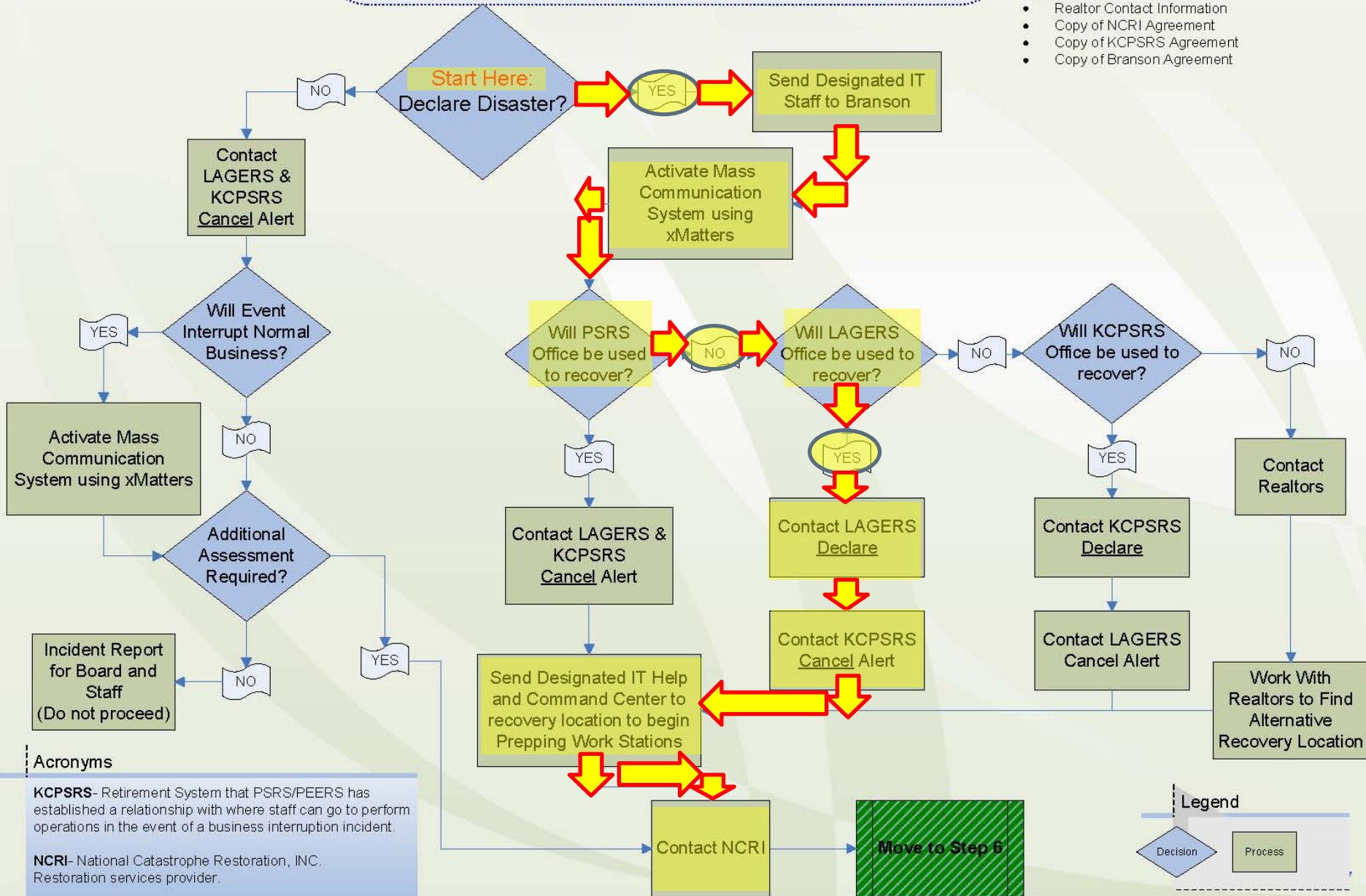
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PHASE 1—STEP 5

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1. KRCG, Main # 573-896-4534, news@krcg.com
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3. KMIZ TV, General # 573-449-0917, Newsroom # 573-449-1700
4. Radio Stations call the 24-hour hotline 573-895-8506



National Catastrophe Restoration Inc (NCRI) – 800-598-6274

2. Any member of BCT has the ability to contact NCRI



KCPSRS Notification Procedures:

Call KCPSRS let them know that we have to declare a disaster and that staff will be relocated to Kansas City to use their facility.

Contact:

LAGERS Notification Procedures:

Call to let LAGERS know that we have to declare a disaster and that staff will be relocated to use their facility.

Contact:

Preferred Designated IT Personnel

BRANSON IT Staff Name	Address Home Cell
BRANSON IT Staff Name	Address Home Cell
LAGERS/KC IT Staff Name	Address Home Cell
LAGERS/KC IT Staff Name	Address Home Cell
LAGERS/KC IT Staff Name	Address Home Cell



Jack Henry (Branson) Contact Information

Primary Contact:

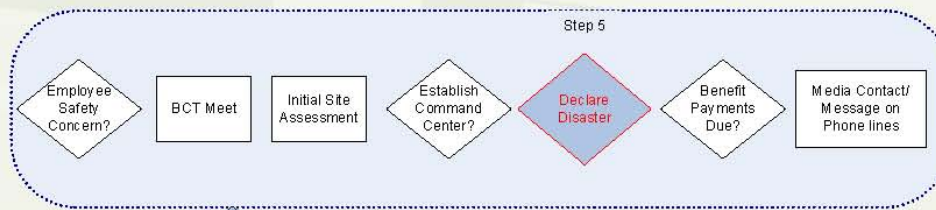
XXXXXX
XXXXXX
XXXXXX

Backup Contact:

XXXXXX
XXXXXX
XXXXXX

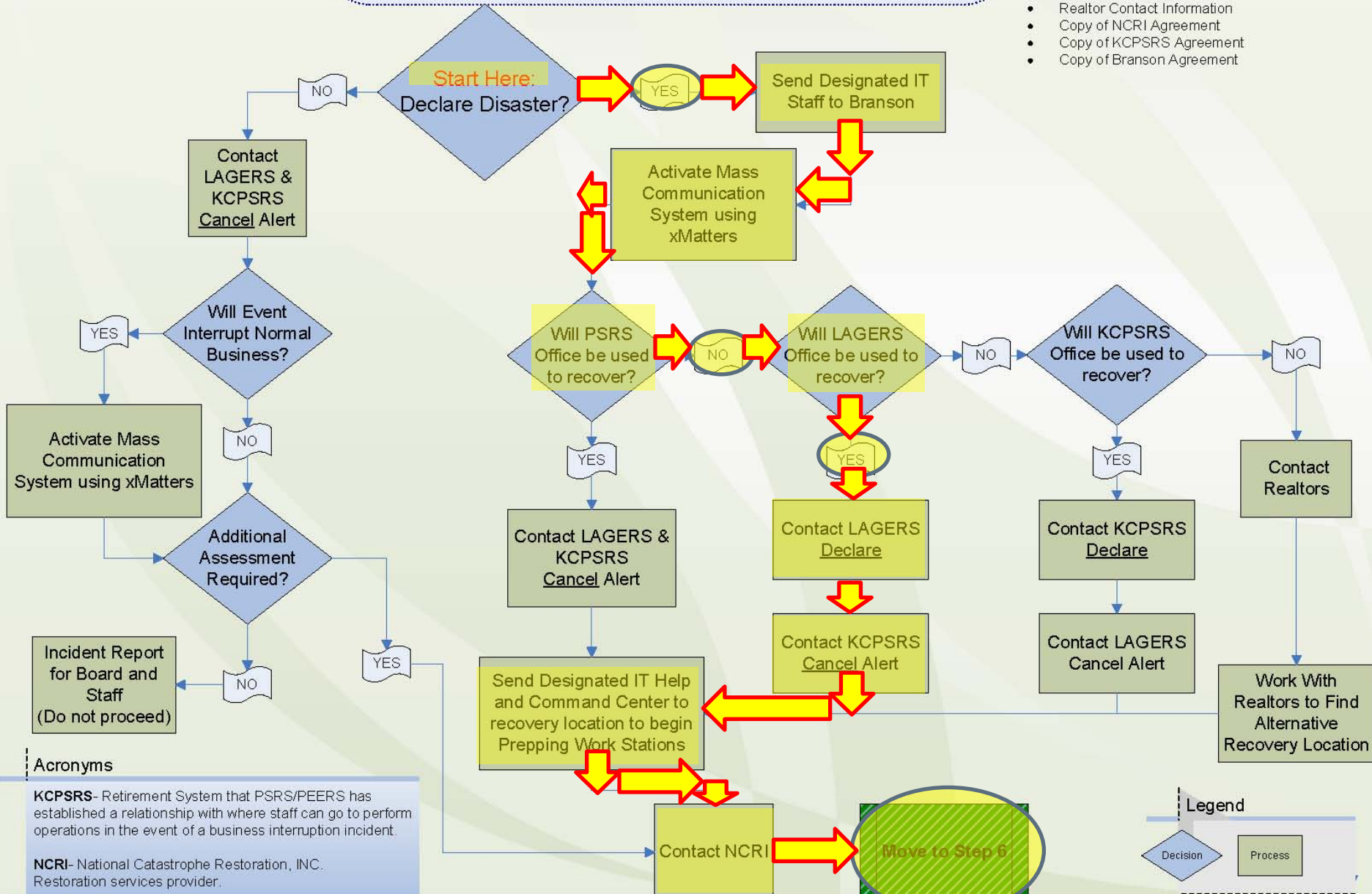
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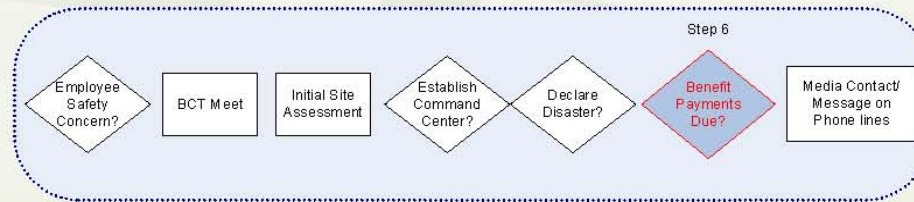
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Legend



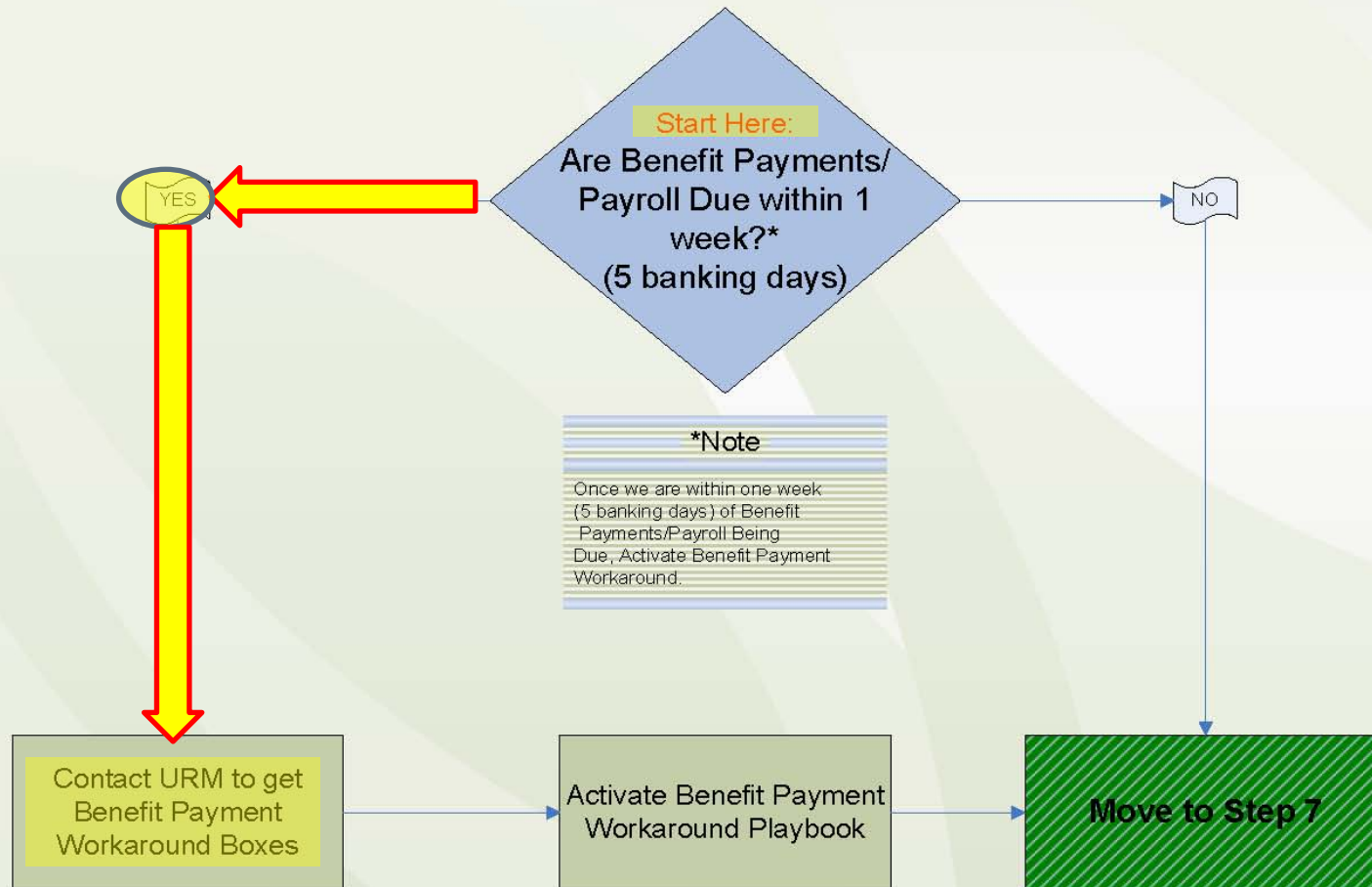
Phase 1 – Step 6

Benefit Payments



Attached:

- URM Contact Information
- Box Recovery Information



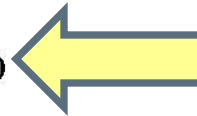
Acronyms

URM- Underground Records Management. Storage facility in Columbia holding off-site boxes.

Legend



Underground Record Management (URM)



address

Primary #

Secondary #

Those with authority to order and retrieve off-site boxes 24/7 (in preferred order):

1. Designated IT Personnel
 - Includes:
2. Management Team
 - Includes:
3. Command Center
 - Includes:
4. Miscellaneous Others:
 - Includes:

Those with authority to only retrieve off-site boxes:

✓ xxxxx

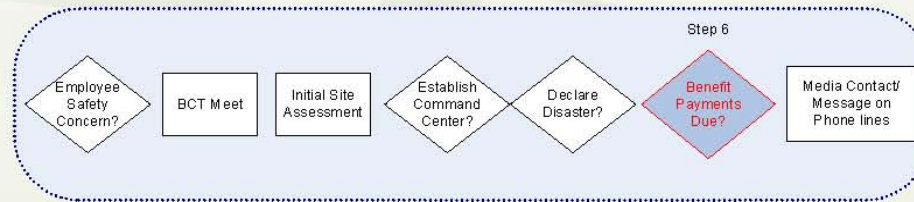
Contact URM and retrieve the following locked cases:



1. Benefit Payment Workaround Cases #xxxxx and #xxxxx-Contains 1,000 Blank Checks and Envelopes and the *Benefit Payment Workaround Playbook*
2. Code to locked Cases: xxxxxx

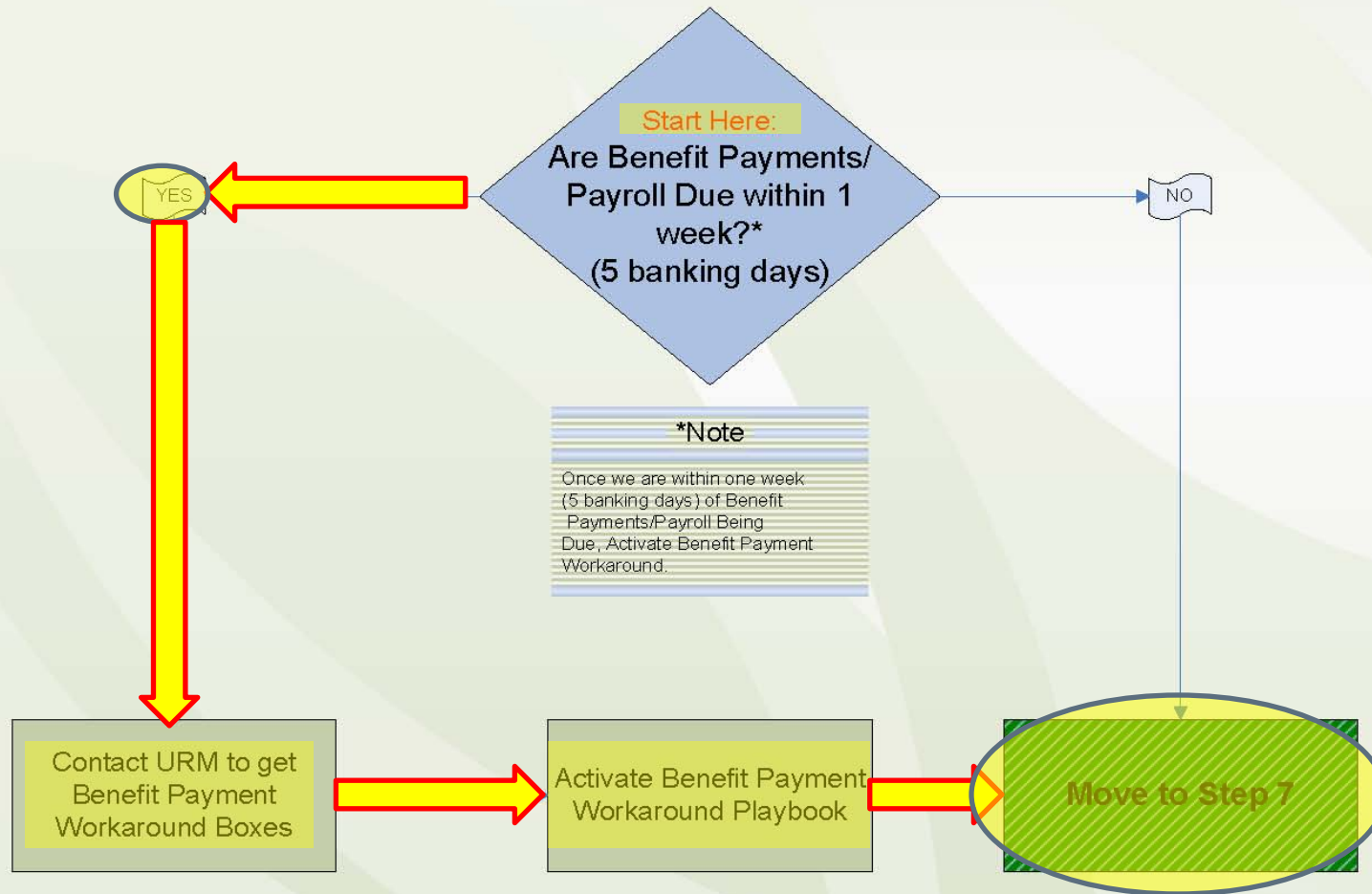
Phase 1 – Step 6

Benefit Payments



Attached:

- URM Contact Information
- Box Recovery Information



Acronyms

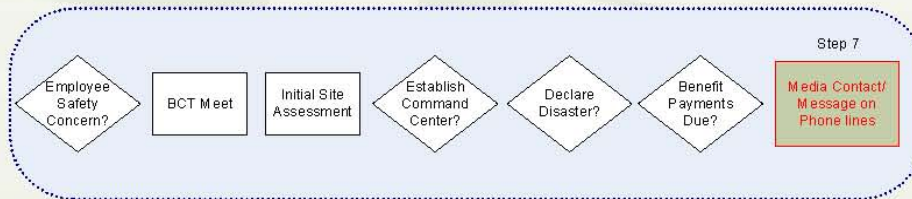
URM- Underground Records Management. Storage facility in Columbia holding off-site boxes.

Legend



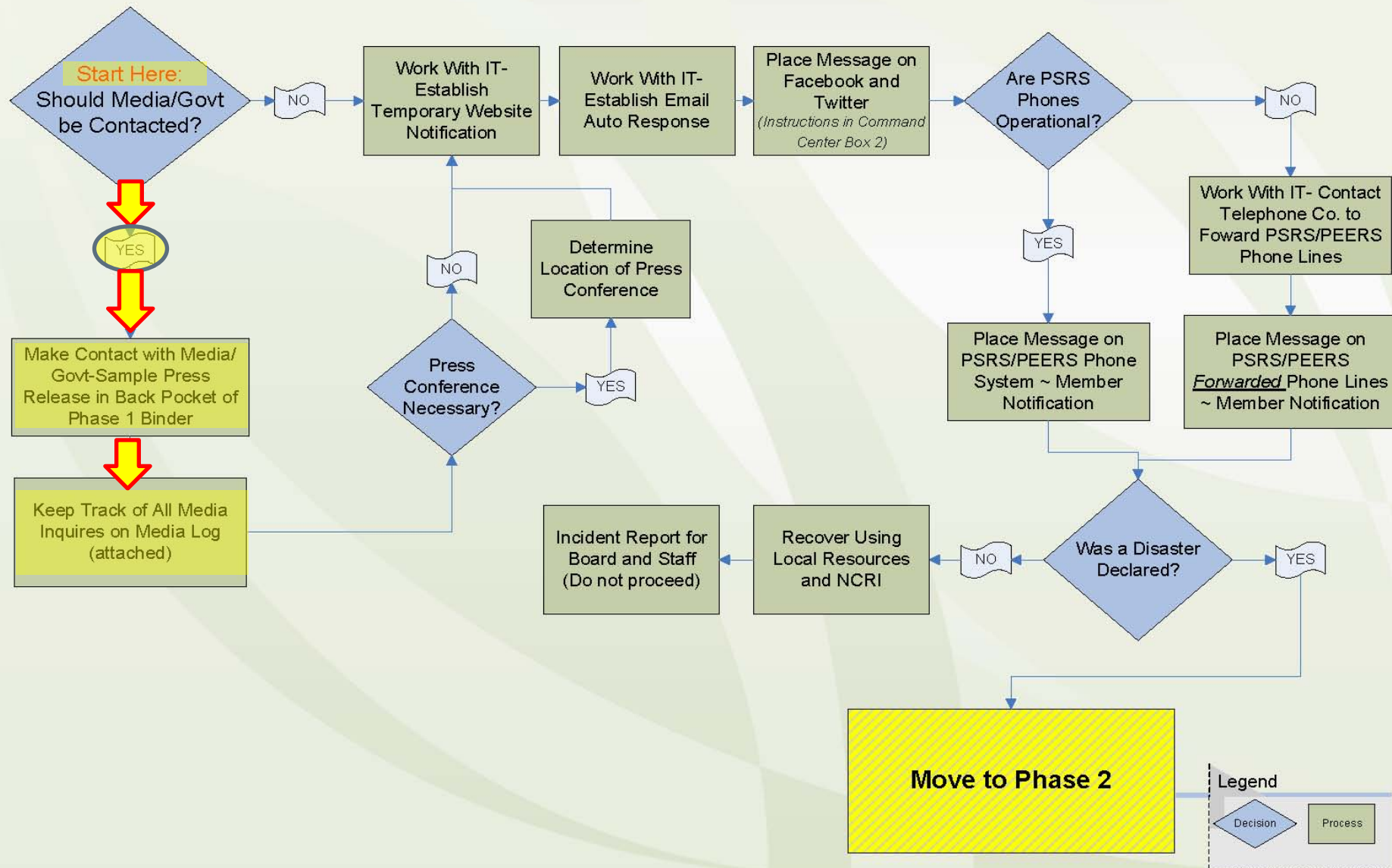
Phase 1 – Step 7

Media Contact/ Communication



Attached:

- Media Guidance
- Media Log
- Agency Contact Information
- Procedures for Temporary Website
- Sample message for Website, Facebook, Twitter
- Sample Auto-Email Response
- Procedures for Placing Message on PSRS/PEERS Phone Line and Forwarded Line
- Sample Message for Phones

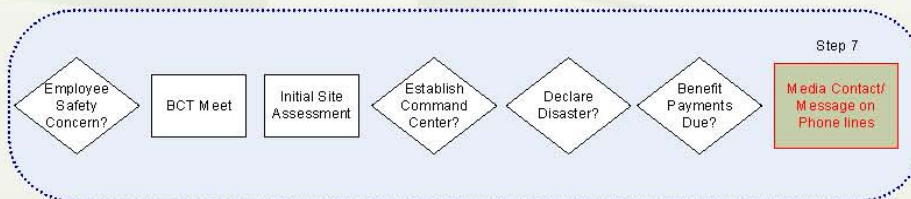


Media Log

Date	Time	Media Outlet	Contact Name	Contact Phone	Inquiry
4/29/2011	9:45 a.m.	XYZ Newspaper	Joe Smith	xxx-xxx-xxxx	Will members get benefits this month?

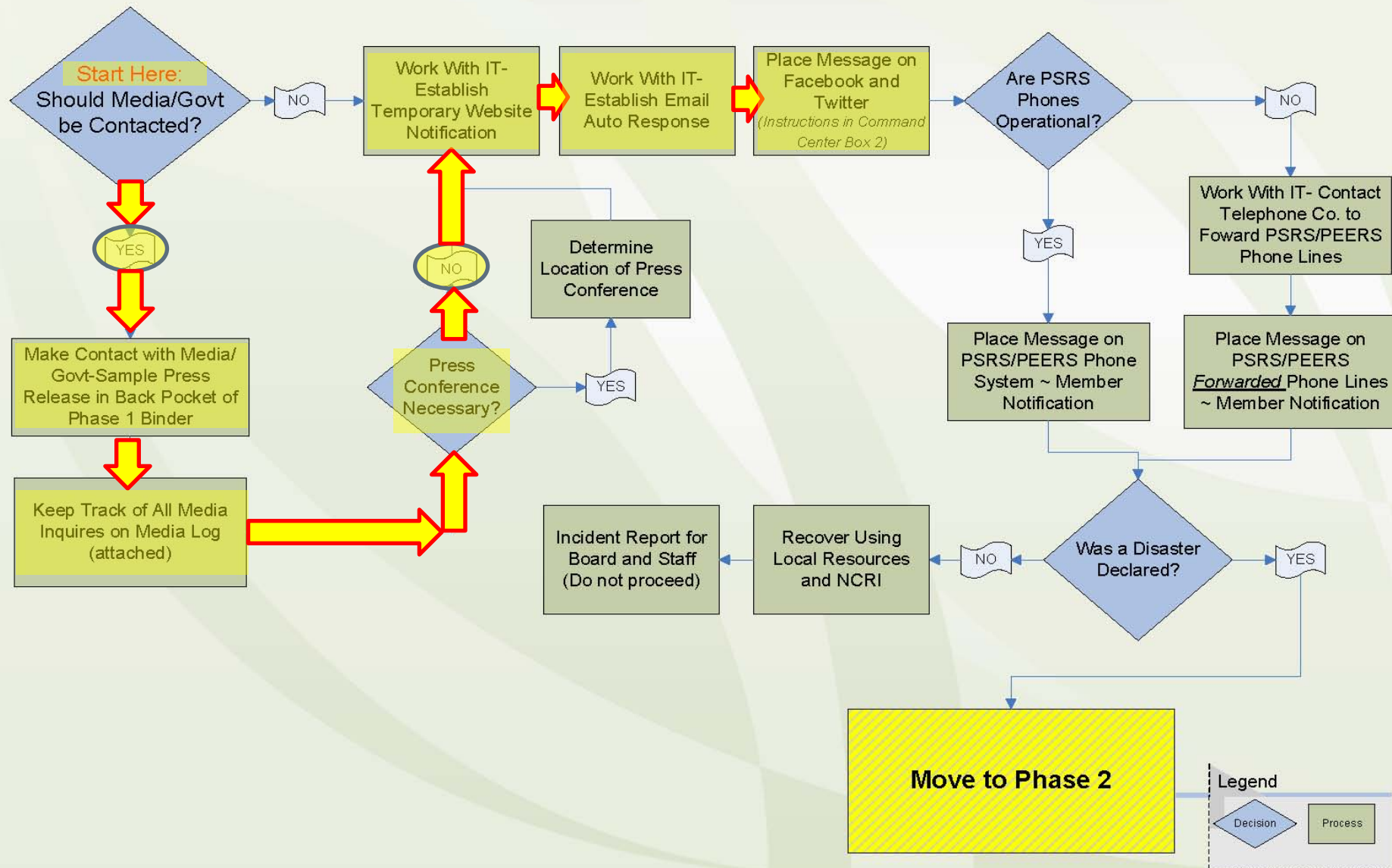
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Media Contact/ Communication



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Procedures for Setting up Temporary Web Page with Disaster Notification Message:

- Retrieve CD Titled *Web Page Disaster Notification* and Instructions from Command Center off-site box
- Contact IT staff so they can redirect PSRS/PEERS Web address to new domain
- If necessary deliver CD to IT Staff (IT also has a copy of the CD in their disaster off-site box)

Message that will be placed on Web page is as follows and may need to be adjusted to reflect the disaster situation:

An event has occurred that has caused PSRS/PEERS office to close unexpectedly. As a result, we are temporarily unreachable by phone or email, and our Web site is current unavailable. The PSRS/PEERS staff is presently working with a team of experts to restore operations as quickly as possible. Please check back to this Web page for more information as it becomes available.

- Work with IT staff to get the appropriate message on the Web page. *Include language canceling any Pre-Retirement Seminars/Mid-Career Workshops until further notice, if necessary.*

SAMPLE TEXT FOR EMAIL AUTO-RESPONSE MESSAGE:

You have reached the Public School and Education Employee Retirement Systems of MO. Due to [a fire, flood, tornado, etc.] we are unable to personally respond to your email at this time. Please be assured that our formal recovery plan is in operation, member information is safe and benefit payments are unaffected. Until further notice any scheduled Pre-Retirement Seminars and Mid-Career Workshops are cancelled. We expect to have our email system fully operational by [date] and we apologize for the inconvenience.

Note: If the company decides to put a date in the message it needs to stay current. If it appears the organization cannot make the date, the message must be changed and an additional explanation provided.

Placing a message on the PSRS/PEERS phone lines ~ Member Notification

- *IT will have to work with Towner to place a disaster related message on PSRS/PEERS phone lines. If IT is not available to get this done quickly, forward/reroute the PSRS/PEERS phone lines to temporary number and place message on the forwarded number. See instructions below for details.*



PUBLIC SCHOOL & EDUCATION EMPLOYEE
RETIREMENT SYSTEMS OF MISSOURI

Steps for posting on the PSRS/PEERS Facebook Fan Page

1. Go to www.facebook.com
2. Log in at the top using our email address and the Password is.
3. Hit Login.
4. Name New Device screen is next (security check). Enter your name to identify yourself so I know who is logging in. Hit Save Device.
5. Under Search start to type Public and our PSRS/PEERS page should pop up, select our page
6. Under the Share section where it says Write Something...you can post your message in that box and you have the option to attach a photo, link or video to your sentence.
7. When your status update is ready, hit Post.

Receiving Comments

Currently comments to posts can be seen on the Facebook page itself and they are sent to email (You have to get access to this email from IT). In the event that the PSRS/PEERS email is not available, comments can be directed to a new email by:

1. Clicking on the Account drop down menu in the upper right hand corner of Facebook page.
2. Select Account Settings.
3. In the general account settings tab to the right of Email, select edit.
4. Select Add Another Email. Enter the new email address (such as BCT team members personal email). Enter current Facebook Password. Click Save Changes.

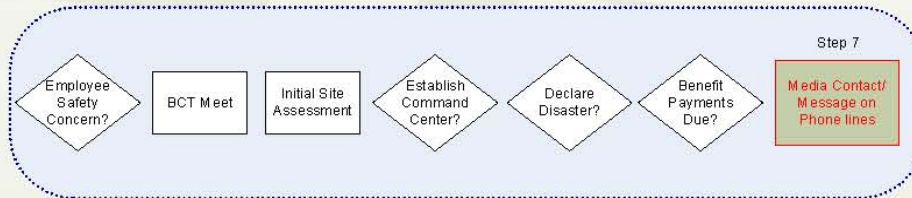
Steps for posting on the PSRS/PEERS Twitter Page

1. Go to www.twitter.com
2. Log in at the top using our email address and the PW is P
3. Hit Sign In.
4. Under what's happening enter in your message and hit tweet. Message must be 140 characters or less.

If you need to change the email address the notifications are sent to in the top right hand corner click on the arrow by the wheel image. Click settings. In the email field type in your new email address then scroll down to hit save changes. Please be aware changing the email address may change your login id as well.

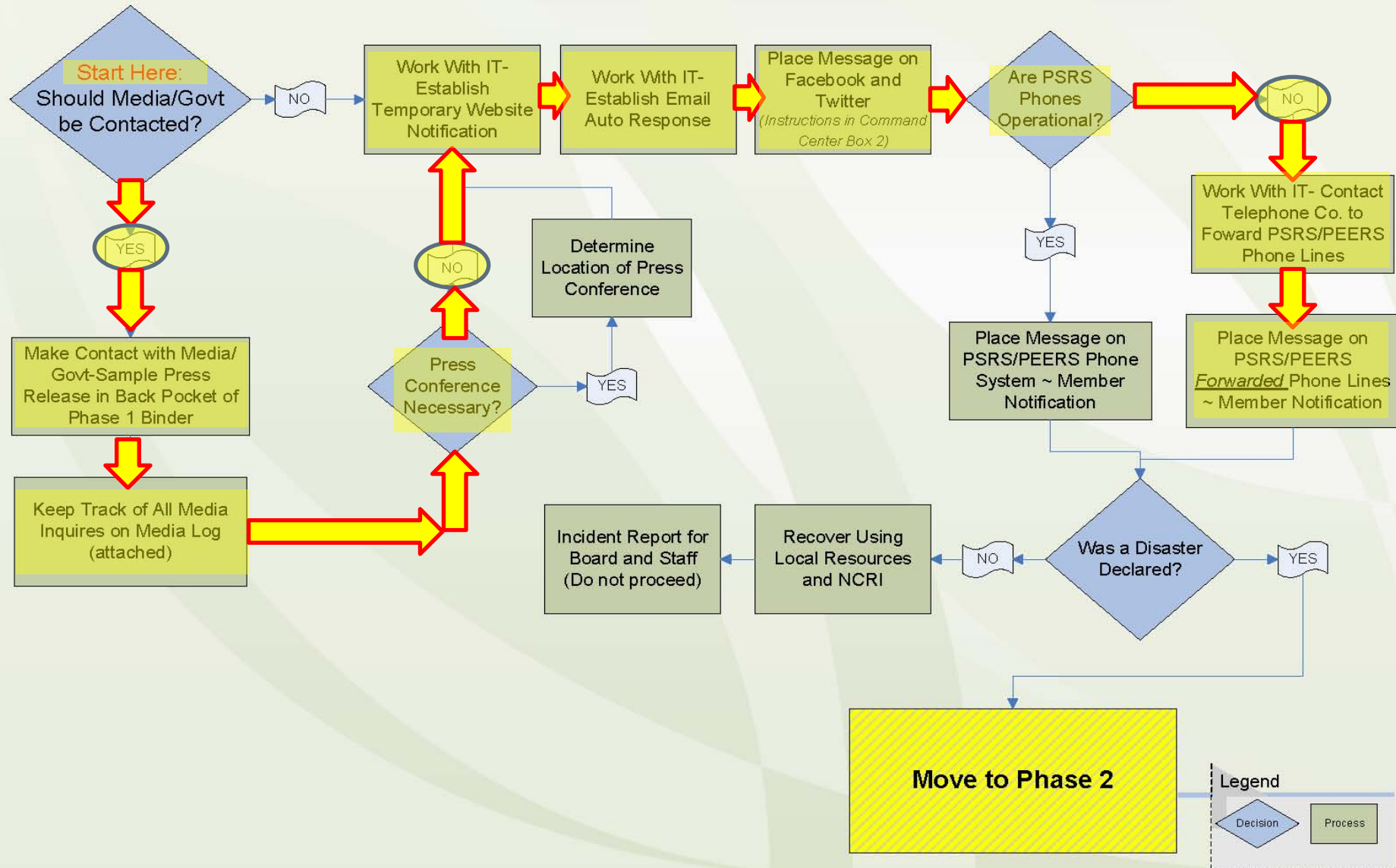
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Media Contact/ Communication



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Instruction on Forwarding/Rerouting PSRS/PEERS Phone lines

We would have to call socket at "1-800-xxxx-xxxx" to fail the lines over. When the phone lines are failed over to the DR number all the numbers will be forwarded to a recording message line "573-xxxx-xxxx". Steve Yoakum and Mary Hiatte 800 number will be forward to their cell phone. When this line is active we will have to add a day message and night message for our callers to hear.

Authorized Employees:

Password: xxxxxx

Socket will not activate Disaster Recovery if a caller is not on the list of authorized users Socket will not activate Disaster Recovery if a caller does not provide the password

Public School Retirement System (PSRS) is responsible to:

- call to activate or deactivate Disaster Recovery plan
- reference a sales order xxxxxx
- provide password

Socket is responsible to:

- verify caller is on the list of authorized users
- verify password
- open a trouble ticket
- activate call rerouting

The way we have your auto attendant setup right now, it will never play after hours recording.

The best suggestion is to advise in your instructions to employees to ignore that part.

Make changes to this line with your cell phone.

Changing Day message

1. Dial 1-573-xxx-xxxx
2. Enter your mailbox id
3. Then passcode
4. Press 1 to change the greeting
5. Press 1 to change the business hours greeting
6. Press 1 to record a business hours greeting.
7. Record your message and press # when done.
8. Press 2 to listen to the business hours greeting.
9. Press * to go back to the previous menu.
10. Then hang up.
11. Then you can call the 573-xxxx-xxxx line and it should give you the correct message. If it during the day it will give you the day message. If it is after hours it will give you the after hour message.

SAMPLE TEXT FOR MESSAGE:

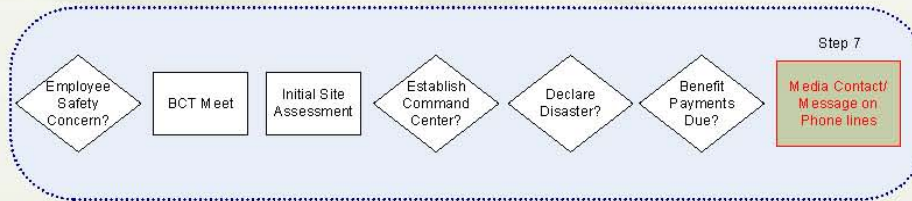
You have reached the Public School and Education Employee Retirement Systems of MO. Due to [a fire, flood, tornado, etc.] we are unable to personally take your call at this time. Please be assured that our formal recovery plan is in operation, member information is safe and benefit payments are unaffected. Until further notice any scheduled Pre-Retirement Seminars and Mid-Career Workshops are cancelled. We expect to have our phone system fully operational by [date] and we apologize for the inconvenience.

Note: If the company decides to put a date in the message it needs to stay current. If it appears the organization cannot make the date, the message must be changed and an additional explanation provided



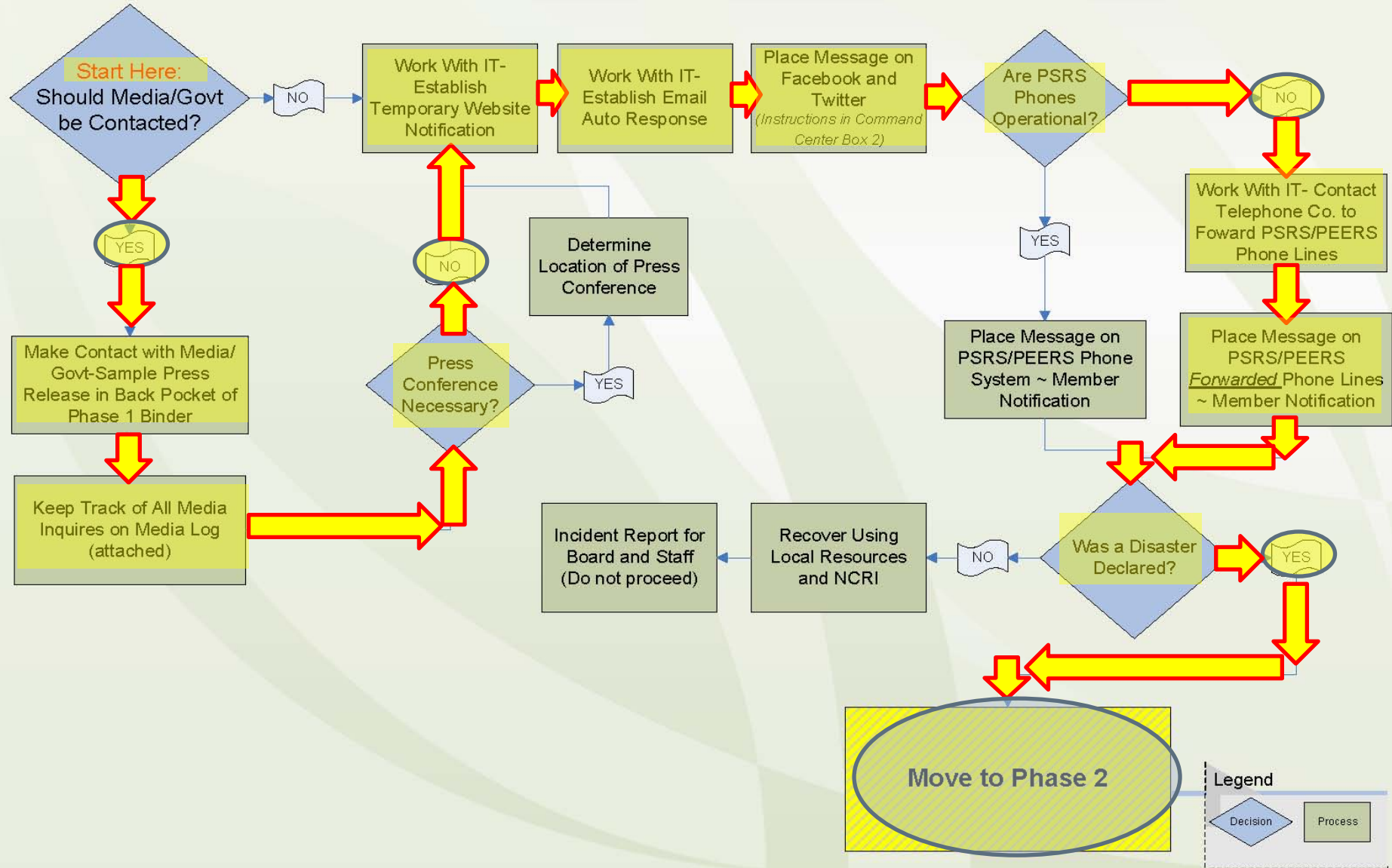
Phase 1 – Step 7

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PHASE 2: FACILITY RECOVERY

BUSINESS CONTINUITY PLAN



FACILITY RECOVERY



PUBLIC SCHOOL & EDUCATION EMPLOYEE
RETIREMENT SYSTEMS OF MISSOURI

Phase 2: Facility Recovery Overview

Phase 2

Initial Recovery

Facility Recovery

Functionality
Recovery

Permanent Space
Recovery

Step 1

Step 2

Step 3

Step 4

Step 5

INFORMATION TECHNOLOGY

IT Staff Meet at
Recovery
Location

Establish
Communication

Restore Critical
Servers

Set up
Workstations

BCT

Contact
Employees

Establish Shifts
and Assign
Workstations

Acquire
Temporary Help
(if necessary)

Prepare
"Statement" for
Telephones

COMMAND CENTER

Continue
Assisting BCT

Retrieve
Departmental
Off-site Boxes

Acquire Supplies

Recover
Salvaged
Documents

Workstations
Ready

Move to Phase 3

Acronyms

BCT- Business Continuity Team – Comprised of Senior Officers of PSRS/PEERS. They have the responsibility for managing the incident and restoring the organization.

Command Center- Location where predetermined staff will gather and prepare periodic updates and act as a support to the BCT.

Legend

Decision

Process

PHASE 3: FUNCTIONALITY RECOVERY

BUSINESS CONTINUITY PLAN

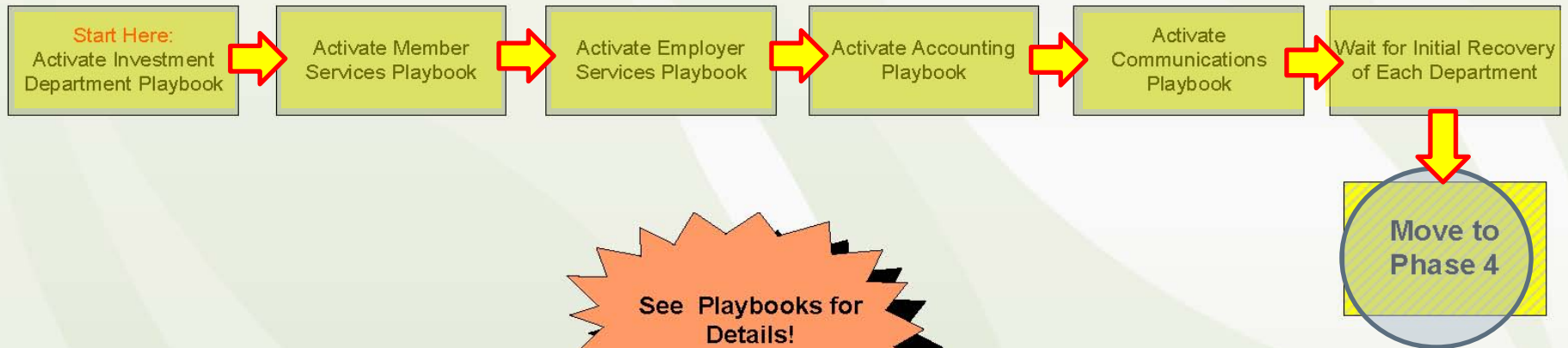


MANAGEMENT OVERVIEW

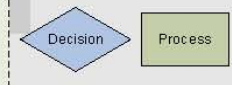


Phase 3 – Management Overview

Activate Departmental Playbooks



Legend



PHASE 4: PERMANENT SPACE RECOVERY

BUSINESS CONTINUITY PLAN



PERMANENT SPACE RECOVERY



PUBLIC SCHOOL & EDUCATION EMPLOYEE
RETIREMENT SYSTEMS OF MISSOURI

Phase 4: Permanent Space Recovery Overview

Initial Recovery

Facility Recovery

Functionality Recovery

Permanent Space Recovery

Phase 4

Step 1

Step 2

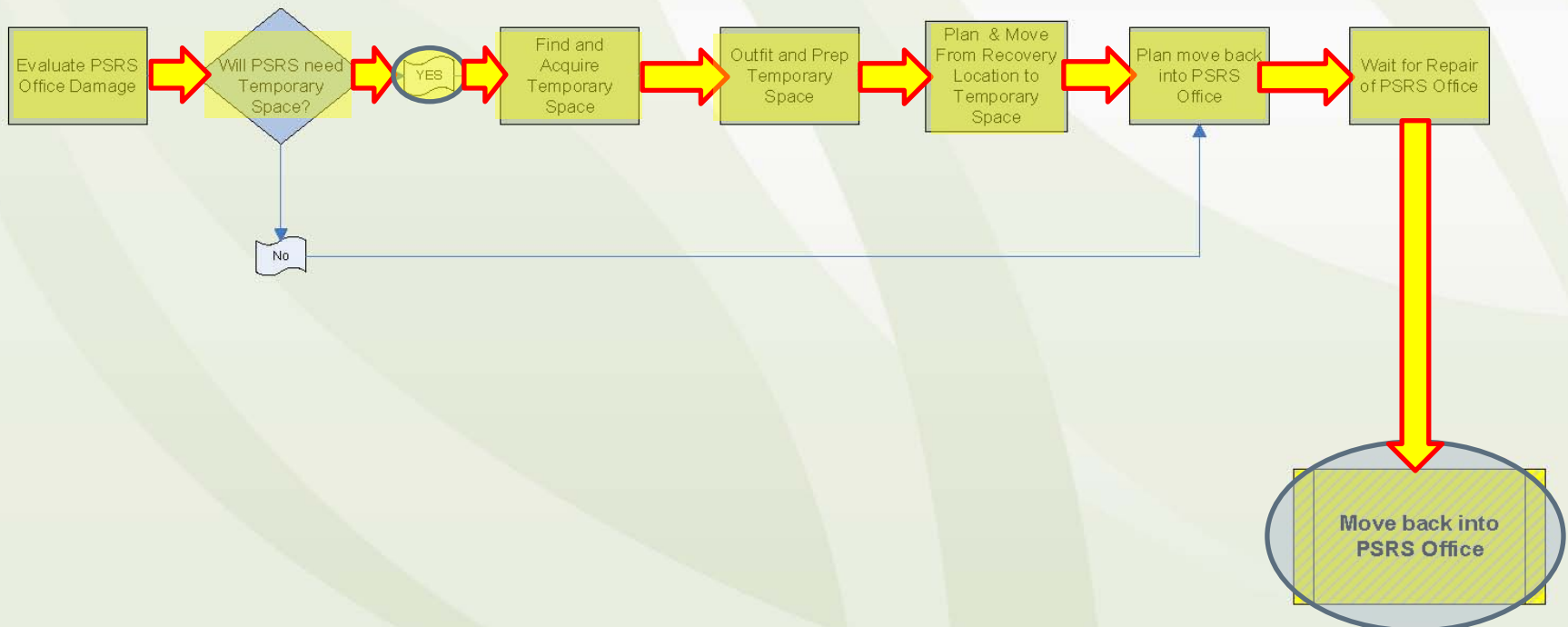
Step 3

Step 4

Step 5

Step 6

Step 7



Legend

Decision

Process

SPECIAL PLAYBOOKS- HUMAN RESOURCE INITIAL RESPONSE



SPECIAL PLAYBOOKS- HUMAN RESOURCE INITIAL RESPONSE

- Purpose of the Human Resource-Initial Response Playbook is to ensure PSRS/PEERS most valuable resource, its employees, are taken care of during an event.

SPECIAL PLAYBOOKS- BENEFIT PAYMENT WORKAROUND

BUSINESS CONTINUITY PLAN



PSRS/PEERS
PUBLIC SCHOOL & EDUCATION EMPLOYEE
RETIREMENT SYSTEMS OF MISSOURI

SPECIAL PLAYBOOKS- BENEFIT PAYMENT WORKAROUND

- The Benefit Payment Workaround (BPW) is implemented if a disaster occurs within 5 banking days of benefits and/or payroll being paid
- The purpose of the BPW is to pay last month's benefits and payroll again, if needed.

DISASTER PLAYBOOKS

- Playbooks are stored at a variety of locations:
 - Full set at the Underground Records Management-URM (the Caves) in Columbia, MO
 - Full electronic version online (PDF)
 - Phase 1 and HR Playbooks Only:
 - Briefcases for those that can declare (5 individuals)
 - 1 set in the PSRS office building

DISASTER PLAYBOOKS

- Playbooks = ACTIONABLE plan
 - Create as much calm as possible in the midst of chaos!
- No person or business is ever 100% safe from a disaster
- The goal is to prepare staff as best as possible to handle any given scenario

WHERE ARE WE GOING?

- Keep the plans off the shelf and dust-free
- Testing
- Continue to keep DR a priority

YOUR CHALLENGE

- Your Challenge:
 - Learn about your plan
 - Do you give it enough importance now?
 - Do you know your role during and after an event?
 - Hard to spend resources on something that potentially will never happen
 - However, being prepared could mean the difference between achieving your business continuity objectives and failure

QUESTIONS?

