| **Business Continuity** | **ID Business Recovery & Response Priorities – Department Managers** |
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| Responsibilities: | When a major disruptive event, the major impacts are often experienced at the department or program service delivery level and they usually extend to community members and other departments, programs and partner agencies. Band governance, administration, reputation, strategic goals, and external relationships may also be affected so it is important that these impacts are recognized early to identify what is required to maintain minimum viable department and program service levels.  **1. Assess the Situation** – Gather information about the business interruption event. Review against department business impact analysis & list of operational priorities. Identify impacts to your department and/or programs, and community members. Identify impacts to other departments and programs, as well as any external to the Band.  **2. Maintain Continuity of Services** – Provide support to department and program staff. Prioritize and identify minimum viable service delivery. Identify temporary resources, alternate locations, and support required to maintain service delivery.  **3. Planning** – Work with Band Manager or Recovery Manager to plan restoration to normal activity levels.  **4. Inform Others** – Notify Band Manager and other Band Department Managers of status. Notify community members and other organizations as appropriate. |
| Report To: | Band Manager |
| Getting Started: these are questions each Department Manager and Program lead can discuss with their work teams. They can then bring their concerns to a meeting with the Band Manager | * Each department manager reviews their business impact analysis and list of operational priorities * Consult with department staff and confirm that the operational priorities have been impacted and if so, is the *Maximum Allowable Downtime* appropriate to the situation   + What other impacts have occurred and how to they affect the operational priorities   + How do the impacts affect other departments   + How do the impacts affect other external agencies   + What resources or decisions are required to continue the daily operations * Compile a list of impacts   + social, business practice, financial, contractual, and/or reputation impacts     - ID areas of vulnerability including critical records & services     - People/community/partner/agency relationships     - Property & critical infrastructure     - External service suppliers     - Information technology   + continuity of mission-critical programs and business practices     - must continue same day     - may reduce to acceptable level of service or productivity     - may postpone until later date   + impacts on dependencies between departments and programs   + impacts on external agencies and programs   + recovery and mitigation needs, resources and timing   + alternate facilities required     - for how long     - for how many people     - what equipment, furniture, supplies and systems access do they need * ensure community members and clients have been notified to extent necessary * ensure external partner agencies and suppliers have been notified and engaged to extent necessary * set regular meeting and communications requirements with Recovery Manager and other Department Managers as appropriate * update Band Manager on a regular basis |
| Service Priorities and Strategies: | If resources are limited, consider the following order of priority for re-establishing department services:   |  |  | | --- | --- | | **Service** | **Maximum Allowable Downtime** | | Have Meeting With Your Department Team | 12 hours | | Identify the Known Impacts to Your Department | 12 hours | | Attend Meeting With Chief & Council, Band Manager, and Other Department Managers | 12 hours | | Determine Minimum Viable Levels of Service | 24 hours | | Develop Plan for Restoring to Full Levels of Service to Your Department | 3 days | |
| Function Aids | * Contact List for Band Staff |
| Meeting Format: this format can be used by Department Managers and Program leads to guide the meetings with their work teams. See the “Getting Started” section above | * Call meeting with Department staff to discuss impacts * Discuss potential sources of risk exposure for the Band, Departments & Programs   + Which department and program business areas were impacted and how   + Identify areas of vulnerability including critical records & services   + Known and potential impacts to community and members   + Critical relationships related to people, community, partners and or agencies   + Impacts on property & critical infrastructure   + Impacts on external service suppliers   + Status of information technology   + continuity of mission-critical programs and business practices to identify     - those that must continue same day     - those that may reduce to acceptable level of service or productivity     - those that can be postpone until later date     - if a need for alternate site(s), and for how long   + Impacts on dependencies between internal programs   + Impacts on dependencies with external programs   + Recovery and mitigation needs, resources and timing   + Determine minimum viable service delivery for each Department and program   + Identify appropriate personnel for the initial activation of the BCP Committee * Identify minimum viable levels of service to deliver essential and critical programs * Identify potential solutions and steps to restoration to full levels of service * Attend meeting with Chief & Council and other Department Managers and report your observations and thoughts |

If you have any questions or just want to bounce an idea or two around, please don’t hesitate to contact me:

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