| **Business Continuity** | **Assessment of Impacted Departments – Band Manager** |
| --- | --- |
| Responsibilities: | When an event impacts the daily business and program activities of the Band, an assessment is required to determine the best way to minimize department and program service delivery. It may be necessary to identify minimum viable levels of service delivery, and the resources required to maintain that. This requires consultation with and input from the Department Managers and program leads, as well as Chief and Council. The impacts can be far reaching and in some cases the Department Managers and program leads may not have the complete “bigger picture” when they are assessing their own internal impacts.  **1. Assess the Situation** – Gather information about the business interruption event. Assess the magnitude and severity of the situation to determine the appropriate type and level of department coordination. Determine impacts internally to community members and across the Band business activities, as well as external to other organizations.  **2. Assess Department Impacts** – Review business impact analysis and confirm scope of impacts. Identify risk exposure to the Band. Set priorities and response objectives for affected services.  **3. Develop Recovery Plan** – Identify accountable Recovery Manager. Prepare recovery plan with Department Managers based on an assessment of the situation and available resources.  **4. Inform Others** – Keep the Chief and Council informed. Engage external agencies as required. Advise community members as appropriate. |
| Report To: | Chief and Council |
| Getting Started: these are questions that the Band Manager can ask Chief and Council, and each Department Manager and Program lead. They can be used to help with the business impact analysis. | * Review the department business impact analysis and list of operational priorities * Review each department list of recovery and response priorities   + which ones are mission-critical programs and business practices that     - must continue same day     - may be reduced to a minimum acceptable level of service or productivity     - may be postponed until later date   + what are risk exposures for the Band     - immediately     - in the short term (1 to 3 months)     - in the medium term (3 to 12 months)     - in the long term (1 year and beyond)   + what are the social impacts   + what are the financial impacts   + what are the impacts to Band governance, administration and the internal team   + what are the relationship impacts with other communities   + what are the relationship impacts with external partners and agencies * What are the needs to ensure continuity of mission critical programs and business practices   + recovery and mitigation needs, resources and timing * Are there any staff or community members who need additional support because of the disruption * Who will lead the recovery * What will their reporting requirements be, and to whom * Are there any external agencies or programs that need focused engagement around the impacts of the disruption * Schedule a regular meeting and communications with the Department Managers * Keep Chief and Council updated regularly |
| Service Priorities and Strategies: | If resources are limited, consider the following order of priority for re-establishing department services:   |  |  | | --- | --- | | **Service** | **Maximum Allowable Downtime** | | 1. Hold Initial Meeting With Chief & Council, and Department Managers | 12 hours | | 1. Each Department Assesses Impacts | 12 hours | | 1. Identify Minimum Viable Levels for Service Delivery | 24 hours | | 1. Hold Meeting of BCP Committee | 24 hours | | 1. Minimum Viable Levels of Service in Place | 48 hours | | 1. Develop Plan for Restoring to Full Levels of Service | 1 week | |
| Function Aids | * Contact List for Band Staff |
| Meeting Format: this format can be used by the Band Manager to guide the meetings with their work teams. See the “Getting Started” section above | * Call meeting with Chief & Council, and Department Managers to discuss impacts * Discuss potential sources of risk exposure for the Band, Departments & Programs   + Which department(s) 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 * Confirm who will be leading the restoration phase and what they are accountable for * Confirm how activities will be funded * Establish regular communications protocol and meeting schedule within the BCP Committee |

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

Steve Newton

Innomergence Solutions

(m) 250.582.9876

steve.newton@innomergence.com