



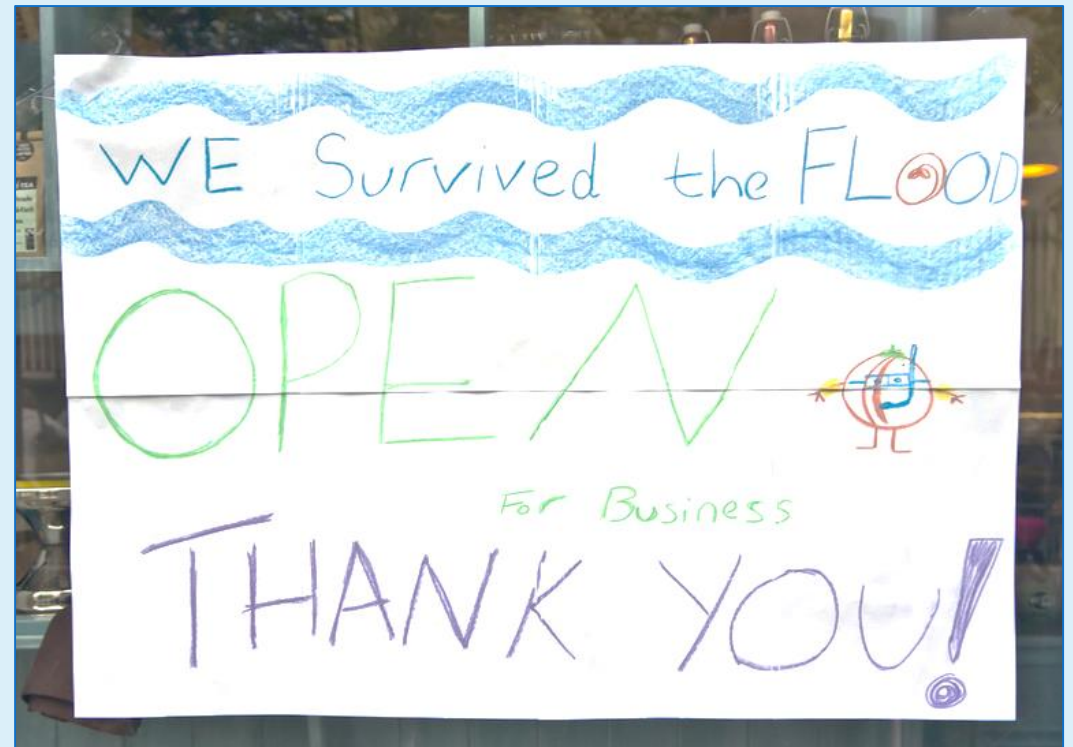
Preparing For Disruption

Facility Awareness & Planning Tool



The Role of Business Continuity

- Planning for a disruption
- Response to a situation that disrupts normal process operations



But...How?

1. Determine and prioritize time-critical processes
2. Establish resource requirements for each process
3. Determine alternative work arrangements (remote worker, backup faculty etc.)



Examples of work you've already done!

| Workstation or Facility Dependencies | |
|--|--|
| Recovery of Operations Mode | 120 Desks at <4H. 120 Chairs at <4H. 2 Regular Filing Cabinets at <4H. 1 Meeting Room at <4H. Secure Work Area at <4H. |
| Net New For TOD | 120 Desks at <4H. 120 Chairs at <4H. |
| IT or Technology Dependencies | |
| Recovery of Operations Mode | 1 CoT BlackBerry at <4H. 1 Printer at <4H. 1 Copier at <4H. 1 Fax at <4H. 1 Document Scanner at <4H. 120 Desktop PCs at <4H. |
| Net New For TOD | 1 CoT BlackBerry at <4H. 120 Desktop PCs at <4H. 85 Centrex Land Lines at <4H. 1 TV (Cab or Sat) at <4H. |
| Software, Application, or Secure Access Dependencies | |
| Recovery of Operations Mode | 120 Lagan at <4H. 120 Verint at <4H. 1 Blue Pumpkin at <4H. 1 Web View at <4H. |
| Net New For TOD | 120 Lagan at <4H. 120 Verint at <4H. 1 Blue Pumpkin at <4H. |

| | Process Impact Information | | | |
|---|----------------------------|----------|-----------|---------|
| | < 4 H | 4 – 12 H | 12 – 24 H | 1 – 3 D |
| Legal / Regulatory / Continuity of Government | Nil | Nil | Nil | Nil |
| Business Svcs. Delivery & Operational Impacts | High | High | High | High |
| Media Attention | Medium | Medium | Medium | Medium |
| Public Confidence & Reputation | Medium | Medium | Medium | Medium |
| Financial Impact (Revenue, Contractual & SLA) | Nil | Nil | Nil | Nil |
| Work Arrangements & Collective Agreements | Low | Medium | Medium | Medium |
| Environment, Health, Life & Safety (P & EEs) | Low | Low | Low | Low |



But...How?

1. Determine and prioritize time-critical processes
2. Establish resource requirements for each process
3. Determine alternative work arrangements (remote worker, backup faculty etc.)
4. Determine locations where alternative work arrangements can take place



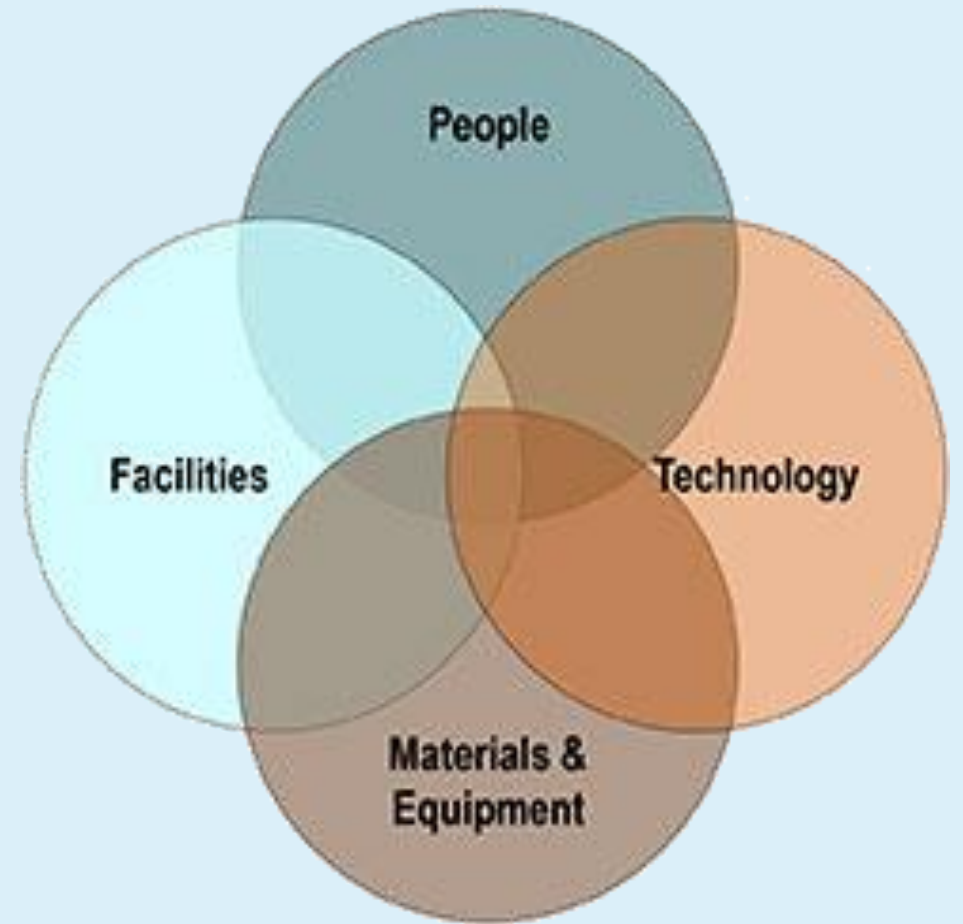
Key Questions:

What facilities are nearby?

What other processes are managed from my location?

What are their RTOs?

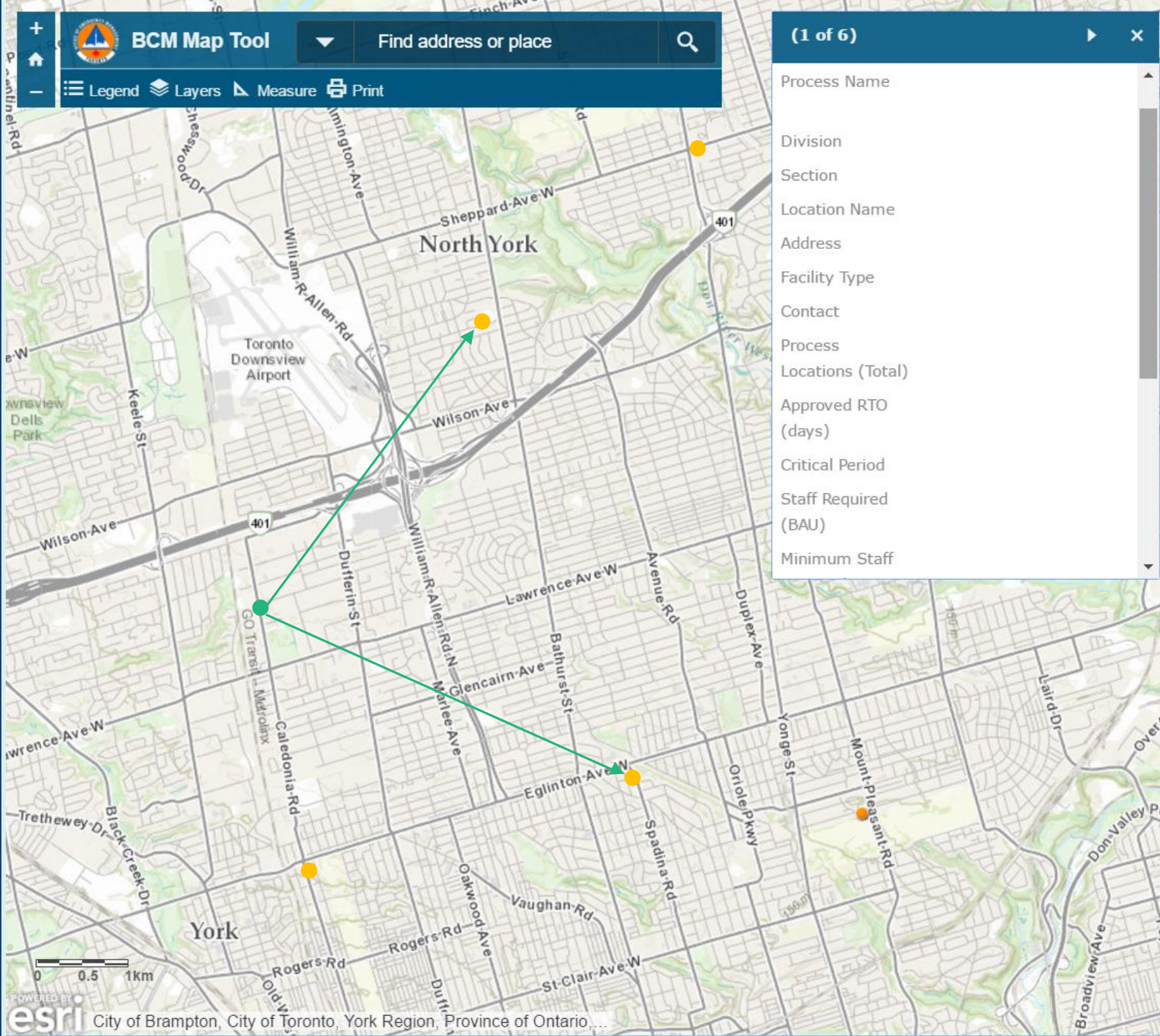
Are they more/less time-critical than my process?



Methods for Obtaining information: Desired State

Current state +

A tool which allows BCM process owners and leads to access and share data about City facilities and the processes that reside there.



Example platform

- ArcGIS
- Interactive
- Searchable
- Shows relationships between locations
- Shows summary information
- Available anywhere, even outside city network

The foundation
for our desired
state is good
quality, well-
organized
data.



The Key: Address Format

To enable process owners and leads to plan for relocation, **common address format** is needed.

Then, a **comprehensive tool** can be created and utilised anywhere, and by any division.



Short-term objectives

1. Answer outstanding data questions:
 - *What do we have?*
 - *Who has it?*
 - *How do they have it (format)?*
 - *What are they using it for?*
2. Review existing data, data needs, requirements for tool
 - *Job Incentive Program placement opportunity*
3. Establish a common address format

What Next?

We need your input!

- Would such a tool be useful for your process or Division?
- What features would be most useful?
- What (address) data does your Division have?