

# Plan Maintenance - Distribution List Form

## Plan Distribution List

- » Send a copy of the Business Continuity Plan only to those on list. Document where the binder will be stored.
- » Ensure “receipt memo” received from all who were sent a plan and the version they received.

Version No.	Given to: Name – Agency - Location	Date 1st Edition Sent Out	Date Revision Sent Out
<i>Example only Ver. 1</i>	<i>Shana Dennis – Tahltan Band Manager - Band office</i>	March 31 <sup>st</sup> / 2019	March 31 <sup>st</sup> 2020
	...to fill out		

## Record of Amendments Form – Business Continuity Plan

Amendment Change Number (e.g. Ver 11 – 1)	Description of Change	Page or Appendix	Date Amended	Revision Made by? (initial)	Approved by Chief and Council? Sent to Distribution List? (initial)
<i>Ver 11</i>	<i>Full revision</i>	<i>All</i>	<i>2019-11-01</i>	<i>Urban Systems</i>	<b><i>SAMPLE</i></b>

If you have any suggestions for changes to this plan, please contact:

## Appendix 1-3

Business Continuity	<b>Assessment of Impacted Departments – Band Manager</b>
<b>Responsibilities:</b>	<p>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.</p> <ol style="list-style-type: none"> <li><b>1. Assess the Situation</b> – 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.</li> <li><b>2. Assess Department Impacts</b> – Review business impact analysis and confirm scope of impacts. Identify risk exposure to the Band. Set priorities and response objectives for affected services.</li> <li><b>3. Develop Recovery Plan</b> – Identify accountable Recovery Manager. Prepare recovery plan with Department Managers based on an assessment of the situation and available resources.</li> <li><b>4. Inform Others</b> – Keep the Chief and Council informed. Engage external agencies as required. Advise community members as appropriate.</li> </ol>
<b>Report To:</b>	Chief and Council
<b>Getting Started:</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Review the department business impact analysis and list of operational priorities</li> <li><input type="checkbox"/> Review each department list of recovery and response priorities <ul style="list-style-type: none"> <li><input type="checkbox"/> which ones are mission-critical programs and business practices that <ul style="list-style-type: none"> <li><input type="checkbox"/> must continue same day</li> <li><input type="checkbox"/> may be reduced to a minimum acceptable level of service or productivity</li> <li><input type="checkbox"/> may be postponed until later date</li> </ul> </li> <li><input type="checkbox"/> what are risk exposures for the Band <ul style="list-style-type: none"> <li><input type="checkbox"/> immediately</li> <li><input type="checkbox"/> in the short term (1 to 3 months)</li> <li><input type="checkbox"/> in the medium term (3 to 12 months)</li> <li><input type="checkbox"/> in the long term (1 year and beyond)</li> </ul> </li> <li><input type="checkbox"/> what are the social impacts</li> <li><input type="checkbox"/> what are the financial impacts</li> <li><input type="checkbox"/> what are the impacts to Band governance, administration and the internal team</li> <li><input type="checkbox"/> what are the relationship impacts with other communities</li> <li><input type="checkbox"/> what are the relationship impacts with external partners and agencies</li> </ul> </li> </ul>

## Appendix 1-3

	<ul style="list-style-type: none"> <li><input type="checkbox"/> What are the needs to ensure continuity of mission critical programs and business practices             <ul style="list-style-type: none"> <li><input type="checkbox"/> recovery and mitigation needs, resources and timing</li> </ul> </li> <li><input type="checkbox"/> Are there any staff or community members who need additional support because of the disruption</li> <li><input type="checkbox"/> Who will lead the recovery</li> <li><input type="checkbox"/> What will their reporting requirements be, and to whom</li> <li><input type="checkbox"/> Are there any external agencies or programs that need focused engagement around the impacts of the disruption</li> <li><input type="checkbox"/> Schedule a regular meeting and communications with the Department Managers</li> <li><input type="checkbox"/> Keep Chief and Council updated regularly</li> </ul>														
<b>Service Priorities and Strategies:</b>	<p>If resources are limited, consider the following order of priority for re-establishing department services:</p> <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr style="background-color: #cccccc;"> <th style="width: 70%;">Service</th> <th style="width: 30%;">Maximum Allowable Downtime</th> </tr> </thead> <tbody> <tr> <td>1. Hold Initial Meeting With Chief &amp; Council, and Department Managers</td> <td>12 hours</td> </tr> <tr> <td>2. Each Department Assesses Impacts</td> <td>12 hours</td> </tr> <tr> <td>3. Identify Minimum Viable Levels for Service Delivery</td> <td>24 hours</td> </tr> <tr> <td>4. Hold Meeting of BCP Committee</td> <td>24 hours</td> </tr> <tr> <td>5. Minimum Viable Levels of Service in Place</td> <td>48 hours</td> </tr> <tr> <td>6. Develop Plan for Restoring to Full Levels of Service</td> <td>1 week</td> </tr> </tbody> </table>	Service	Maximum Allowable Downtime	1. Hold Initial Meeting With Chief & Council, and Department Managers	12 hours	2. Each Department Assesses Impacts	12 hours	3. Identify Minimum Viable Levels for Service Delivery	24 hours	4. Hold Meeting of BCP Committee	24 hours	5. Minimum Viable Levels of Service in Place	48 hours	6. Develop Plan for Restoring to Full Levels of Service	1 week
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<b>Function Aids</b>	<p>» Contact List for Band Staff</p>														
<b>Meeting Format</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Call meeting with Chief &amp; Council, and Department Managers to discuss impacts</li> <li><input type="checkbox"/> Discuss potential sources of risk exposure for the Band, Departments &amp; Programs             <ul style="list-style-type: none"> <li><input type="checkbox"/> Which department(s) were impacted and how</li> <li><input type="checkbox"/> Identify areas of vulnerability including critical records &amp; services</li> <li><input type="checkbox"/> Known and potential impacts to community and members</li> <li><input type="checkbox"/> Critical relationships related to people, community, partners and or agencies</li> <li><input type="checkbox"/> Impacts on property &amp; critical infrastructure</li> <li><input type="checkbox"/> Impacts on external service suppliers</li> <li><input type="checkbox"/> Status of information technology</li> <li><input type="checkbox"/> continuity of mission-critical programs and business practices to identify                 <ul style="list-style-type: none"> <li><input type="checkbox"/> those that must continue same day</li> <li><input type="checkbox"/> those that may reduce to acceptable level of service or productivity</li> <li><input type="checkbox"/> those that can be postpone until later date</li> <li><input type="checkbox"/> if a need for alternate site(s), and for how long</li> </ul> </li> </ul> </li> </ul>														

## Appendix 1-3

	<ul style="list-style-type: none"><li><input type="checkbox"/> Impacts on dependencies between internal programs</li><li><input type="checkbox"/> Impacts on dependencies with external programs</li><li><input type="checkbox"/> Recovery and mitigation needs, resources and timing</li><li><input type="checkbox"/> Determine minimum viable service delivery for each Department and program</li><li><input type="checkbox"/> Identify appropriate personnel for the initial activation of the BCP Committee</li><li><input type="checkbox"/> Identify minimum viable levels of service to deliver essential and critical programs</li><li><input type="checkbox"/> Identify potential solutions and steps to restoration to full levels of service</li><li><input type="checkbox"/> Confirm who will be leading the restoration phase and what they are accountable for</li><li><input type="checkbox"/> Confirm how activities will be funded</li><li><input type="checkbox"/> Establish regular communications protocol and meeting schedule within the BCP Committee</li></ul>
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## Appendix 1-4

Business Continuity	<b>ID Alternate Site Location &amp; Set-up - Band Manager or Designate</b>
<b>Responsibilities:</b>	<p>The Band Manager is responsible for activating the business continuity plan to ensure that Band governance is maintained, and departments and programs can continue their service delivery. In extreme cases, this may require short term relocation of department and program workspaces, and/or a long-term move into a temporary facility. The Band Manager may do the sourcing and procurement or may choose to delegate this to the Recovery Manager or someone else.</p> <ol style="list-style-type: none"> <li><b>1. Assess the Situation</b> – 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. Identify department minimum viable needs for facilities. Identify potential sites.</li> <li><b>2. Support Department(s)</b> – Provide support to Department Managers and ensure that all relocation actions are coordinated within the established priorities. Ensure that logistics support for the move is in place.</li> <li><b>3. Develop Action Plan</b> – Prepare a plan for the move, including resource needs, budget and timing.</li> <li><b>4. Inform Others</b> – Notify Chief and Council and other Band Department Managers that the plan has been activated. Keep the Chief and Council informed.</li> </ol>
<b>Report To:</b>	Policy Group – Chief and Council
<b>Getting Started:</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Ensure safety of all staff and community members</li> <li><input type="checkbox"/> Confirm who is leading the business recovery activities and who is responsible to securing the alternate location(s) and communicate that to Department Managers and program leads</li> <li><input type="checkbox"/> Identify the minimum viable needs of impacted business units and/or programs?</li> <li><input type="checkbox"/> Physical space required and for what activities</li> <li><input type="checkbox"/> Number of staff and workstations</li> <li><input type="checkbox"/> Public access required</li> <li><input type="checkbox"/> Parking for staff and/or public visitors</li> <li><input type="checkbox"/> Communications and IT needs</li> <li><input type="checkbox"/> Security or confidentiality requirements, including secure document access &amp; storage</li> <li><input type="checkbox"/> Access to existing records, forms and other documents</li> <li><input type="checkbox"/> Access to audio visual equipment, photo copiers, and/or other equipment</li> <li><input type="checkbox"/> Any additional or unusual requirements</li> <li><input type="checkbox"/> Consult the business continuity checklist(s) for each for more insights</li> <li><input type="checkbox"/> Identify potential sites &amp; confirm availability</li> <li><input type="checkbox"/> Lease or rental contract required</li> <li><input type="checkbox"/> Power, water, phone &amp; internet services</li> <li><input type="checkbox"/> Potable water and air quality tested</li> <li><input type="checkbox"/> Heating and/or air conditioning works</li> <li><input type="checkbox"/> Any permits required to operate from facility</li> <li><input type="checkbox"/> Security assessment on the facility if required</li> </ul>

## Appendix 1-4

	<ul style="list-style-type: none"> <li><input type="checkbox"/> Identify what furniture, equipment, supplies and/or records are to be moved from the existing facility             <ul style="list-style-type: none"> <li><input type="checkbox"/> Do they require any special cleaning or decontamination</li> <li><input type="checkbox"/> Are there any technical specialists required to move anything</li> <li><input type="checkbox"/> Are staff going to do the move or will you hire a moving company</li> <li><input type="checkbox"/> Is there any special equipment required for the move</li> <li><input type="checkbox"/> Are there Lease</li> <li><input type="checkbox"/> any items or equipment that require security and/or confidentiality in the move</li> </ul> </li> <li><input type="checkbox"/> Identify what furniture, equipment or supplies need to be purchased or leased for the duration of the relocation</li> <li><input type="checkbox"/> Confirm the number of staff who will need access codes and/or keys, and develop a list of who gets what code and/or key</li> <li><input type="checkbox"/> Ensure that staff will be instructed on proper access procedures, including security systems, as appropriate</li> <li><input type="checkbox"/> Identify or confirm phone numbers by workstation location and/or staff member, and ensure that the person leading the business recovery activities is provided with a list for broader distribution</li> <li><input type="checkbox"/> Schedule the moving activities and ensure access to the alternate site and facilities as necessary</li> <li><input type="checkbox"/> Confirm any instruction for access to facility has been delivered</li> <li><input type="checkbox"/> Ensure that staff have set up their workstations and that:             <ul style="list-style-type: none"> <li><input type="checkbox"/> Telephones work</li> <li><input type="checkbox"/> Internet &amp; connectivity to work systems works</li> </ul> </li> <li><input type="checkbox"/> Report status back to Recovery Manager and/or Band Manager on regular basis as required</li> </ul>														
<b>Service Priorities and Strategies:</b>	<p>If resources are limited, consider the following order of priority for re-establishing department services:</p> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="text-align: center;">Service</th> <th style="text-align: center;">Goal to Completion</th> </tr> </thead> <tbody> <tr> <td>Brief Chief and Council; Band Manager if Done by Designate</td> <td style="text-align: center;">12 hours</td> </tr> <tr> <td>Confirm Needs for Each Department</td> <td style="text-align: center;">12 hours</td> </tr> <tr> <td>Identify Potential Facilities &amp; Contractual or Procurement Requirements</td> <td style="text-align: center;">24 hours</td> </tr> <tr> <td>Brief Chief &amp; Council, and Department Managers on Relocation Plan</td> <td style="text-align: center;">48 hours</td> </tr> <tr> <td>Conduct Initial Move of Equipment &amp; Furniture</td> <td style="text-align: center;">3 days</td> </tr> <tr> <td>Minimum Levels of Service Being Delivered</td> <td style="text-align: center;">4 days</td> </tr> </tbody> </table>	Service	Goal to Completion	Brief Chief and Council; Band Manager if Done by Designate	12 hours	Confirm Needs for Each Department	12 hours	Identify Potential Facilities & Contractual or Procurement Requirements	24 hours	Brief Chief & Council, and Department Managers on Relocation Plan	48 hours	Conduct Initial Move of Equipment & Furniture	3 days	Minimum Levels of Service Being Delivered	4 days
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<b>Alternate Resources:</b>	<p>Consider contingencies in the order shown for each resource type:</p> <p><b><u>For Personnel:</u></b></p> <ul style="list-style-type: none"> <li>» Additional labour within Band staff</li> <li>» Temporary hire or volunteers from the community</li> </ul> <p><b><u>For Facilities:</u></b></p> <ul style="list-style-type: none"> <li>» Move operations to 1) People’s Haven Building, 2) Dease Lake Community Hall, 3) Telegraph Creek Fire Hall 4) Rented trailers.</li> </ul>														

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	<ul style="list-style-type: none"> <li>» Allow double occupancy of limited workstations (shifts).</li> <li>» Allow staff to work from home.</li> </ul> <p><b><u>For Office Equipment:</u></b></p> <ul style="list-style-type: none"> <li>» Borrow office equipment from another Band function.</li> <li>» Rent or purchase office equipment.</li> </ul> <p><b><u>For Communications:</u></b></p> <ul style="list-style-type: none"> <li>» Use landlines</li> <li>» Use radios if available</li> </ul> <p><b><u>For Information Technology Hardware and Data:</u></b></p> <ul style="list-style-type: none"> <li>» Consult with IT contractor.</li> <li>» Allow Administration staff to work from home.</li> </ul> <p><b><u>For Vital Paper Records:</u></b></p> <ul style="list-style-type: none"> <li>» Relocate files if safe to do so:             <ul style="list-style-type: none"> <li>○ Current year operational files</li> <li>○ Past year operational files</li> <li>○ Additional resources as necessary</li> </ul> </li> </ul> <p><b><u>For Vehicles and Fuel:</u></b></p> <ul style="list-style-type: none"> <li>» Use fleet vehicles</li> <li>» Rent moving truck</li> </ul>
<b>Function Aids</b>	<ul style="list-style-type: none"> <li>» Contact List for Band Staff</li> </ul>



## Appendix 1-5

Business Continuity	<b>ID Business Recovery &amp; Response Priorities – Department Managers</b>
<b>Responsibilities:</b>	<p>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.</p> <ol style="list-style-type: none"> <li><b>1. Assess the Situation</b> – Gather information about the business interruption event. Review against department business impact analysis &amp; 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.</li> <li><b>2. Maintain Continuity of Services</b> – 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.</li> <li><b>3. Planning</b> – Work with Band Manager or Recovery Manager to plan restoration to normal activity levels.</li> <li><b>4. Inform Others</b> – Notify Band Manager and other Band Department Managers of status. Notify community members and other organizations as appropriate.</li> </ol>
<b>Report To:</b>	Band Manager
<b>Getting Started:</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Each department manager reviews their business impact analysis and list of operational priorities</li> <li><input type="checkbox"/> Consult with department staff and confirm that the operational priorities have been impacted and if so, is the <i>Maximum Allowable Downtime</i> appropriate to the situation <ul style="list-style-type: none"> <li><input type="checkbox"/> What other impacts have occurred and how to they affect the operational priorities</li> <li><input type="checkbox"/> How do the impacts affect other departments</li> <li><input type="checkbox"/> How do the impacts affect other external agencies</li> <li><input type="checkbox"/> What resources or decisions are required to continue the daily operations</li> </ul> </li> <li><input type="checkbox"/> Compile a list of impacts <ul style="list-style-type: none"> <li><input type="checkbox"/> social, business practice, financial, contractual, and/or reputation impacts <ul style="list-style-type: none"> <li><input type="checkbox"/> ID areas of vulnerability including critical records &amp; services</li> <li><input type="checkbox"/> People/community/partner/agency relationships</li> <li><input type="checkbox"/> Property &amp; critical infrastructure</li> <li><input type="checkbox"/> External service suppliers</li> <li><input type="checkbox"/> Information technology</li> </ul> </li> <li><input type="checkbox"/> continuity of mission-critical programs and business practices <ul style="list-style-type: none"> <li><input type="checkbox"/> must continue same day</li> </ul> </li> </ul> </li> </ul>

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	<ul style="list-style-type: none"> <li><input type="checkbox"/> may reduce to acceptable level of service or productivity</li> <li><input type="checkbox"/> may postpone until later date</li> <li><input type="checkbox"/> impacts on dependencies between departments and programs</li> <li><input type="checkbox"/> impacts on external agencies and programs</li> <li><input type="checkbox"/> recovery and mitigation needs, resources and timing</li> <li><input type="checkbox"/> alternate facilities required             <ul style="list-style-type: none"> <li><input type="checkbox"/> for how long</li> <li><input type="checkbox"/> for how many people</li> <li><input type="checkbox"/> what equipment, furniture, supplies and systems access do they need</li> </ul> </li> <li><input type="checkbox"/> ensure community members and clients have been notified to extent necessary</li> <li><input type="checkbox"/> ensure external partner agencies and suppliers have been notified and engaged to extent necessary</li> <li><input type="checkbox"/> set regular meeting and communications requirements with Recovery Manager and other Department Managers as appropriate</li> <li><input type="checkbox"/> update Band Manager on a regular basis</li> </ul>												
<p><b>Service Priorities and Strategies:</b></p>	<p>If resources are limited, consider the following order of priority for re-establishing department services:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;">Service</th> <th style="text-align: center;">Maximum Allowable Downtime</th> </tr> </thead> <tbody> <tr> <td>Have Meeting With Your Department Team</td> <td style="text-align: center;">12 hours</td> </tr> <tr> <td>Identify the Known Impacts to Your Department</td> <td style="text-align: center;">12 hours</td> </tr> <tr> <td>Attend Meeting With Chief &amp; Council, Band Manager, and Other Department Managers</td> <td style="text-align: center;">12 hours</td> </tr> <tr> <td>Determine Minimum Viable Levels of Service</td> <td style="text-align: center;">24 hours</td> </tr> <tr> <td>Develop Plan for Restoring to Full Levels of Service to Your Department</td> <td style="text-align: center;">3 days</td> </tr> </tbody> </table>	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
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<p><b>Meeting Format</b></p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Call meeting with Department staff to discuss impacts</li> <li><input type="checkbox"/> Discuss potential sources of risk exposure for the Band, Departments &amp; Programs             <ul style="list-style-type: none"> <li><input type="checkbox"/> Which department and program business areas were impacted and how</li> <li><input type="checkbox"/> Identify areas of vulnerability including critical records &amp; services</li> <li><input type="checkbox"/> Known and potential impacts to community and members</li> <li><input type="checkbox"/> Critical relationships related to people, community, partners and or agencies</li> <li><input type="checkbox"/> Impacts on property &amp; critical infrastructure</li> <li><input type="checkbox"/> Impacts on external service suppliers</li> <li><input type="checkbox"/> Status of information technology</li> <li><input type="checkbox"/> continuity of mission-critical programs and business practices to identify                 <ul style="list-style-type: none"> <li><input type="checkbox"/> those that must continue same day</li> </ul> </li> </ul> </li> </ul>												

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