

*[municipality]*

# **Business Continuity Plan TEMPLATE**

**For use in preparing Business Unit  
Business Continuity Plans**

***“Before You Get Started”***

*Welcome to the world of business continuity planning. One of the most frequently asked questions when developing a Business Continuity Plan (BCP) is, "What should I include in my plan?"*

*Recognizing that there are just as many plan configurations, as there are actual plans, the following template has been designed to assist municipal business units in the preparation of their BCP. The template outlines the key components of a BCP, however, you may wish to modify the plan to meet the needs of your unit.*

*It is important to remember that while the unique characteristics of your business unit must be reflected in the plan, the basic elements detailed in this template represent the foundation on which every BCP should be built.*

*The phases of a good BCP can be broken down into planning/mitigation, emergency response, recovery and restoration. All of these elements will be addressed by using this template.*

**Instructions:**

*Fill in the template using the headings as a guide to develop your business unit BCP. Delete this page and any italicized text from the document you develop.*

*Should you have any questions regarding the development of your BCP you can contact your EMO Field Officer, Ernest Hills at 705-286-6653 or email at [ernest.hills@ontario.ca](mailto:ernest.hills@ontario.ca).*

## **1. Business Continuity Plan Objective**

To manage and sustain business operations under adverse conditions through business continuity and emergency management planning

including the delivery and resumption of Municipal services during and following an emergency

## 2. Description of Business

*Describe briefly the role and services provided by your municipality, reporting relationships and overall structure. An organizational chart along with a floor plan and building location map should be included. If you have several offices you may wish to design plans for each business unit.*

## 3. Crisis Response Team – Roles and Responsibilities

*List all Crisis Response Team members indicating roles and contact information.*

*Example:*

Team Member	Role	Contact Information
John Doe	Team Lead	416-555-1212
Jane Doe	Communications	416-522-1212
Tom Thumb	Building Contact	416-523-1212
Tiny Tim	Support Member	416-524-1212

## 4. Program Recovery Team – Roles and Responsibilities

*List all Program Recovery Team members indicating roles and contact information.*

*Example:*

Team Member	Role	Contact Information
John Doe	Team Lead	416-555-1212
Jane Doe	Communications	416-522-1212
Tom Thumb	Building Contact	416-523-1212
Tiny Tim	Support Member	416-524-1212
John Smith	Support Member	416-524-1212

## 5. Critical Services

Priority	Service	Business Unit	Recovery Time Objective (RTO)	Location (Street Address)	Dependencies/Rec
1	Snowplowing	Roads Dept./Public Works	2 hrs	Admin. Office/patrol yards	Drivers Plow trucks
2	Waste management	Property Management	48 hrs summer	Admin office/location of landfill sites	Bulldozer for cover material Attendant to disposal operations at e

*Identify the business unit critical services and Recovery Time Objective (RTO) for each critical service. The RTO is defined as the period of time a function or service can be disrupted without significant impact to public safety, essential services, production,*

*customer service, revenue, or public confidence. Provide a brief explanation as to why these services are important to the municipality in meeting its mandate during an emergency.*

*Prioritize and refine your Business Unit's critical services based on the Time-Critical Services Criteria and provide additional information as to the location of services and the service's dependencies and essential support requirements.*

## **6. Notification and Emergency Response Procedures**

*Describe what plans are in place to react to and manage an emergency event that impacts the delivery of the unit's business services. Outline what steps will be taken to protect staff, assets and the operations of the business unit.*

*Indicate what Notification Process and Communication Strategy will be used to inform staff, internal and external stakeholders and others of both the emergency and plans to restore business services. Indicate who will be responsible for what, how and when this information will be shared.*

*Example:*

<b>Step</b>	<b>Procedures</b>	<b>Lead</b>
1	Crisis team meets to assess emergency and impact to business operations.	J. Doe
2.	Determination made to leave primary site. Staff advised.	J. Smith

## **7. Alternate Recovery Site/Emergency Operations Centre Procedures**

*Describe what work location alternatives will be put in place to ensure critical services of the business unit are up and running based on their Recovery Time Objective (RTO). Indicate whether a work from home, Alternate Service Delivery Location (ASDL), or other arrangement will be used.*

*Indicate if an ASDL has been confirmed and provide details regarding its location; the equipment arranged for use; the staffing requirements at that location; a confirmation that the arrangement has been negotiated; and an approximate cost associated with working from this site based on the RTO. Directions, maps and contact information at the site are all useful.*

*Example:*

<b>ASDL Location</b>	<b>Directions to ASDL</b>	<b>Contact at ASDL</b>	<b>Contact Information at ASDL</b>
222 Windsor Avenue, Toronto, Ontario.	Corner of Wilson and Sheppard Avenue, across from the arena.	John Doe Jane Doe	416-333-2333 416-555-4545

## **8. Business Recovery Requirements/Strategies and Procedures**

*Identify all recovery strategies and related procedures that will be used once an assessment of the situation has been completed. Consideration should be given to the geographic area of the disruption; estimated duration of the disruption; impact on assets and resources; and other related factors. The following details these considerations when developing the recovery strategies and procedures.*

*Geographic area: the disruption could be limited to part, or all of a building, and could have implications on the availability of possible alternate sites.*

*Estimated duration: an analysis of what services will be affected over the estimated duration of the emergency should be considered using the identified recovery time objectives of the business unit.*

*Impacts on assets and resources: all, or only some, of the office resources and assets could be affected. The impact could also be either temporary or permanent.*

*Recovery strategies should detail procedures or plans to restore IT. Include a detailed listing of the unit Recovery Box items and who is responsible for maintaining the box.*

*Example:*

<b>Step</b>	<b>Procedures</b>	<b>Lead</b>

1	Move to alternate site determined.	J. Doe
2.	Critical services restored and staff in place.	J. Smith

## **9. Communication Management Roles and Responsibilities**

*Provide a description of what communication strategies/messaging will be used with staff and key stakeholders both inside and outside the ministry, in the event of an emergency. Key messages, indicating what services will be provided and how stakeholders can be contacted, should be included. If possible include any standard and scripted messages that have been developed and will be used.*

## **10. Information Technology Plan**

*Indicate what Information Technology strategies will be used by the business unit toward restoring services as quickly as possible. References to the use of laptop computers with necessary software, systems and reference documents would be useful. Indicate how the approach fits within the broader MCSCS technology strategy. Include this overarching strategy as an appendix to your plan.*

## **11. Plan Testing and Maintenance**

*Describe how the plan will be tested and the frequency of the testing. Also indicate how the plan will be updated and the frequency of this process.*

## **12. Resource Requirements**

*Describe what resource requirements are necessary to ensure an effective Response and Recovery of critical services including any equipment, suppliers/vendors and related goods.*

## **13. Appendix**

*Attach any information, maps, contact lists, telephone trees, floor plans, etc.*

