

Sample High-Level Procedure

3.1 Recovery Site Utilization

3.1.3 Assess Situation and Update Key Personnel

Responsibility: Business Continuity Team

Involved Parties: Senior Management

System: Outlook Email

Procedure:

1. Upon notification of a disruption, Business Continuity Team gathers more information on the disruption including:
 - Severity of the disruption
 - Data impacted
 - Estimated time of recovery
2. Business Continuity Team notifies senior management of the situation.
3. Business Continuity Team assesses the situation and prepares an update for staff and key clients.
4. Business Continuity Team communicates update to staff and key clients (via email contact list) explaining the situation and steps being taken to resolve the issue (initially provide updates to staff every 30 min).
5. As necessary, depending on the nature of the disruption, the Business Continuity Team continues to monitor the following:
 - Whereabouts of personnel
 - Health and safety
 - Computer operations
 - Communications
 - Building/Equipment
 - Disaster situation
6. If necessary, the Business Continuity Team designates an inbound phone number for employees to report injuries, update the progress of recovery or find specific persons.
7. Business Continuity Team determines if the recovery site needs to be invoked based on the severity of the disaster or disruption, business requirements and estimated recovery timeframe. (see 3.2.1 Invoke Recovery Site)