If You Do Nothing Else This Year...

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For a copy of the slides presented during today’s session, please visit: http://agil.me/2016npm3
1. Establish Your Power Needs
2. Reinforce Your Supply Chain Resilience
3. Enhance Your Evacuation / Shelter-In-Place Plan
4. Better Prepare Your Employees
5. Double-Check Insurance Coverage
6. TEST your strategy, whatever it may be
#1 – Establishing Your Power Needs

If You Do Nothing Else This Year...
1. Establishing Your Power Needs

**Power: The most common Mistake made during a Crisis**

- Have an electrician determine your power needs
- List all items that would need to be powered by alternate source
  - Consider needs for cooling equipment in server rooms and other sensitive equipment areas
  - If exterior lighting or HVAC Systems are part of the recovery plan, how are those needs different and how are they part of the plan?
- Establish procedure for restoring electrical service on an item-by-item basis
- Consult with electrician on the wiring of your panel(s)
Questions for electrician:

- Know how you plan to connect back-up generators: Transfer switch or hardwire?
- Know the Size/Type of Generator you need.
- Do you have/need Building owner permission?
- Where do you plan to Locate the generator?
- Length of Cabling required?

Power & Generator Checklist Available Here:

http://agil.me/powerchecklist
Lessons Learned:

• If you are tenant and not property owner, and occupy multi-tenant facility, you may not be LET back in during power outage
• Never assume you can connect a generator, or run cabling through your building without permission
• Be sure to speak with facility managers or other “key” individuals that may control access
• Find a way to “work with less.” Powering an entire building is expensive. Powering only a few areas or departments may be more cost effective.
#2 – Reinforce Your Supply Chain Resilience

If You Do Nothing Else This Year...
Supply Chain (Typical Definition)

A network of suppliers, manufacturers, wholesalers, distributors, and retailers, who turn raw materials into finished goods and services and deliver them to consumers.
2. Supply Chain Resilience (More Applicable Definition)

All of the external vendors and suppliers you rely on to deliver your everyday services and products to clients.

Examples:
- Power Company
- Water/Sewer Authority
- Internet Service Provider
- Telephone (Landline and Wireless) Company
- Data Back-Up Provider (e-mail, etc.)
- Trusted Advisors
  - CPA
  - Insurance Agent
  - Financial Advisor
  - Attorney
2. Supply Chain Resilience

Assessing Suppliers’ Vulnerabilities & Mitigating Risk

- Conduct assessments of suppliers’ business continuity plans (or request self-assessments)
- Work with suppliers to make improvements if weaknesses are discovered
- Develop a strategy to recover from identified threats
- Ensure access to critical resources & assets for recovery
- Consider ways to shorten the duration, therefore minimizing the impact
- Ensure redundancy in your network of suppliers
2. Supply Chain Resilience

Supplier Survey Sample Questions

- Does your organization have documented recovery plan? (Ask to see it)
- Has a formal risk assessment and business impact analysis been completed?
- Are you comfortable with your preparedness to handle an interruption?
- Does your recovery plan include options for alternative facilities?
- When was the last time you tested your recovery plan?
#3 – Enhance Your Evacuation and Shelter-In-Place Plans

If You Do Nothing Else This Year...
3. Enhance your Evac/Shelter Plan

First and Foremost: Conduct an Evacuation Drill

Employee Safety is paramount:
- Establish responsibility for the plan
- Discuss with Property Manager, but don’t rely solely on them
- Drill quarterly & before predictable events
- Applies regardless of geography
- Practice what to take (laptops & power cords, key documents)
- Don’t dismiss employees without a plan to reconvene
Establish a “Grab and Go” List or policy

What to Take When You Evacuate:
http://agil.me/evaclist

Build a Workplace Recovery Kit:

- CASH
- Recovery plan
- Flashlights
- Backup Batteries, Hand Crank, Solar Cellphone Chargers
- Important records (Insurance policies, Fixed asset inventory, Contracts)
- Operating system install disks, Licensing keys, Passwords
- Letterhead and key paper forms
- Office Supplies: Stamps, Writing Utensils, Stapler/Staples, Tape
  Printer Paper, Calculators

3. Enhance your Evac/Shelter Plan
A few Great tools:

- Car Power Inverter
- Rechargeable booster battery
- Combination solar-battery-crank emergency radio w/ USB Charger
#4 – Better Prepare Your Employees

If You Do Nothing Else This Year...
Ensure They Know the Plan

1. Do they know the plan exists?
2. Do they know where to find the plan?
3. Do they know their primary role?
4. Have you shared the plan with new hires?
4. Better Prepare Your Employees

Prepare for Work-From-Home Challenges

- Productivity suffers
- Inability to login to networks
  - Phone/Internet Outages
  - Power Outages
- Unwillingness to report to duty
  - Family or Property in peril
- Distractions
- Child Care Issues

Authentication failed
Authentication was not successful.
Try again
Cross-Train Employees

1. Critical Functions must continue
2. Certain areas/departments may experience greater demand
3. Longer/Odd Hours may require additional staffing
4. Employee Absenteeism will spike

For this checklist and others, please visit: http://www.PrepareMyBusiness.org
Transportation Issues

1. Mass Public Transportation Shut Down
   a. Car Pooling
   b. Overnight accommodations nearby

2. Fuel Shortages
   a. Storage of Fuel for Critical vehicles/staff
   b. Fuel vendor for deliveries

3. Restricted Access to non-Residents

4. Damaged/Destroyed Vehicles
Family Preparedness

1. Do they have a plan?
   a. Evacuation/Shelter plan
   b. Critical Document Storage
   c. Emergency Alert System
   d. Emergency/Go Kit

2. How can your organization help?
   a. Workshops
   b. Checklists
   c. Emergency Kits
   d. Flu Shot Clinics
   e. Family Involvement Days
#5 – Double Check Insurance Coverage

If You Do Nothing Else This Year...
• Ensure you are insured for all potential risks.

• Consider business interruption insurance and added expense insurance.

• Keep photos of your building, equipment lists and policy information stored in a safe and secure offsite location.

• Implement an asset management program.
Check Coverage Limits/Exclusions
1. Power Loss (on or off premise)
2. Type of Interruption
3. Type / Cause of Damage

Establish your Operational Downtime Cost
- Do the Exercise, establish a cost estimate

Insure Against Lost Revenue
- Do you have enough coverage?

Be sure to cover “Added Expenses”
1. Recovery Costs
2. Temporary accommodations
3. Travel Expenses
#6 – TEST Your Strategy... Whatever it is.

If You Do Nothing Else This Year...
Test Data Restoration
- Can you restore with the information at hand?
- How long will it take?
- Can you recover to new/different hardware?
- Do you have access to the necessary software?

Test Alert Notification
- Can you activate the system remotely?
- Can more than one person access the system?
- If you utilize a phone tree, is it updated?
Test Employees’ Knowledge of the Plan
- What happens if YOU aren’t there?
- If the office burns tonight, what is their first step?
- Can they access email/text messages/voicemail remotely?

Test Vendors’ Resilience
- Involve vendors/partners/suppliers in your exercises
- Know their recovery plan and be able to integrate it into your own plan

Know Your Power Needs
- No takeaway MORE IMPORTANT from aftermath of Superstorm Sandy
- Caused multiple, complicated, costly delays
- A SIMPLE test can shown this shortcoming and allowed for an easy fix
Additional Resources

If You Do Nothing Else This Year...
More tools and information available at:

Questions?

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Protecting Organizations of all Types Since 1989

Photo taken by the Agility Recovery team responding to the Tuscaloosa, Alabama tornado disaster
Unfortunately, most organizations are unprepared to quickly recover from disasters and continue serving their communities.
Without a reliable disaster recovery solution, your business becomes another victim of the disaster

- No power to building = Lost sales, inventory, security
- No communications = No ATM/credit transactions
- No phone or internet = Unable to answer customer calls, No orders to vendors
- Office compromised = No place for customers to do business

- Customers will turn to competitors for their needs
- Sales and profits suffer
- Reputation in the community can be damaged
- Possible contractual or legal complications
However, by recovering quickly after a disaster, your organization can…

• Continue to serve customers in need
• Avoid lost sales & protect bottom line
• Avoid legal or regulatory concerns
• Foster good-will within the community
• Increase loyalty, repeat business
• Expand local market share
• Enhance brand reputation
• Help employees get back to work
• Support those most affected by the disaster
Agility Recovery offers a solution that all organizations can afford

For a small monthly membership fee, organizations gain immediate access to Agility's extensive disaster recovery resources and expertise developed over 25+ years
What We Do - Provide “a la carte” access to the following:

1. **Planning**: A secure, online planning portal to create and keep recovery plans, store vital documents and send Alert Notification messages

2. **Power**: Generators from 36kW to 2 Meg for any application, as well as fuel service, electrician assistance & regular maintenance

3. **Communications**: Satellite and/or LTE connectivity to restore telephone and Internet access

4. **Computer Systems**: Computers, servers, routers and fax/copy/print equipment stocked for express delivery. Imaging services available.

5. **Office Space**: Flexible office space options to fit any need, including mobile, commercial and local brick and mortar space, all complete with fully furnished interiors and restroom facilities
Agility’s infrastructure and experience ensures success

- **100% success rate**: Agility has never failed to restore operations for our clients
- 25+ years conducting recoveries of all types, in every corner of the continent
- Rescued 1000’s of organizations, from single locations to large enterprises
- National leader in recoveries conducted, and assets delivered
Within a few hours, Agility will mobilize resources to restore operations to its members in need.
When a Disaster Occurs

• Agility’s operations team works with our clients’ leadership team to determine the exact needs at the time of disaster

• Agility mobilizes assets to quickly and efficiently recover the business

• Agility clients only pay for Agility’s actual out-of-pocket expenses

**Agility never profits from a client’s disaster**
Benefits to a Agility Clients:

• Whether they have Agility Recovery or not, organizations will still have the same recovery needs after a disaster
• But Agility will get it done faster, cheaper and more effectively
• Most importantly, we get it done every time
• Protecting their operations, employees, reputation, bottom line and market share
During a disaster, organizations are vulnerable to being overcharged and underserved.

Instead, choose a partner you can trust:

- 25+ years of experience
- 1000’s of recoveries
- NEVER FAILED. Period.

With Agility’s help during a disaster, your organization can avoid being a victim of the disaster, and instead become a Community Hero.
View case studies, client videos, recovery examples and more.

www.AgilityRecovery.com
Questions?

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