

**FUNCTION:** Business Continuity Management  
**ACTIVITY:** Program Charter

**POLICY:** To assure that the Office of the State Treasurer (OST) critical business functions and services continue to operate in the event of any disruption, OST will maintain an effective Business Continuity Management program. As appropriate, OST will work with other State of Oregon agencies as they develop, implement and test business continuity plans to ensure the operability of recovery interface between the agency and OST.

**DEFINITION:** Business Continuity Management is a holistic and ongoing management process that identifies potential impacts that threaten an organization and provides a framework for building resilience and the capability to ensure that critical business processes are available within a specified and agreed upon timeframe after any emergency, disaster, or other unplanned event, whether natural or man-made.

**PROCEDURE:** The Deputy State Treasurer is responsible for the overall Business Continuity Management program. The Director of Business Continuity Management will manage the program and assist OST divisions in business continuity planning, development, maintenance, and testing. Division Directors and their staff will provide support in planning, development, maintenance, and testing of business continuity plans and procedures for their divisions to ensure continued performance of essential business processes.

## **Executive Division Framework**

### **Critical Processes**

#### **Business Continuity Management (BCM)**

##### **Key Activities**

- Develop continuity framework including emergency response, continuity planning and resumption planning
- Conduct regular business impact analysis and risk assessment of business processes
- Identify & categorize critical business processes
- Ensure currency of response, continuity & resumption plans for critical business systems
- Ensure procedures for conducting post service interruption reviews
- Manage 3<sup>rd</sup> party contracts for BCM program
- Plan and conduct continuity training for OST staff
- Ensure effective coordination with enterprise BCP program

**Process Measures**

Frequency of business impact analysis review of critical processes

Frequency of review for business, technology, and response plans

% of identified critical business processes with plans

% of business, technology, and response plans tested annually

Frequency of service interruption of critical business processes

% of responses to emergencies and disasters within agreed time frames for critical business processes and emergency response

% of incident reviews to actual service interruptions

Average hours of training per staff member regarding procedures, roles, and responsibilities for emergency/incident/disaster response

**3-Year Goals and 1-Year Tasks**

**Business Continuity Management**

Develop and maintain a sustainable and effective business continuity management program ensuring that business functions remain operational when services are disrupted by unplanned interruptions or disasters.

- Review the current organizational structure for business continuity management and evaluate the effectiveness of how the current model is carrying out the core business continuity/recovery areas: planning, maintaining, testing & responding.
- Coordinate OST divisions in developing, maintaining, and testing continuity plans for critical business functions ensuring the plans are current (up-to-date) and effective (meeting desired test results).
- Coordinate the consolidation of current business continuity and recovery plans into eBRP software to provide for centralized, staff-maintained, Internet-accessible business continuity and recovery plans.
- Participate in enterprise-wide BCP planning and development to build a foundation for multiple state agency recovery planning and testing.