

Who, What, When, Why, and How?

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V4.0.0



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One of the largest financial institutions in Oregon

- Investment Banking - Manage the State's pension fund
- Issue all State debt
- Central bank for State agencies
- Administer 529 College Savings program
- Manage Public Funds Collateralization program



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- **1996** L&I Basement Flooded, Business Disrupted
- **1998-2000** Y2K –first formal business continuation plans
- **2000** SunGard contract - development of business continuity plans for:
 - Incident Management
 - Finance
 - Investments
 - Information Services



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- **2000-2008** Series of incremental off-site tests & plan validation exercises SunGard facility
- **April 2002** Co-Location Server @ Philadelphia
- **January 2004** Ice Storm, Business Disrupted
- **June 2006** Water pipe breaks in Server Room – Business Disrupted
- **July 2006** Co-Location Server moved to Scottsdale, AZ
- **July 2006** Statewide BIA effort coordinated by Enterprise BC Program
- **October 2006** eBRP installation
- **February 2008** Technical Test/Remote Installation – SunGard facility
- **May 2008** Production Server Failure – Business Disrupted
- **Q3 2008** E-mail availability services – SunGard



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Business/IT Focused Approach

Leverage Assumptions

- *We are down – everyone else is up*
- *Qualified treasury staff are available*
- *Offsite storage backup files are intact*
- *Only mission critical functions (48 hours)*



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Testing

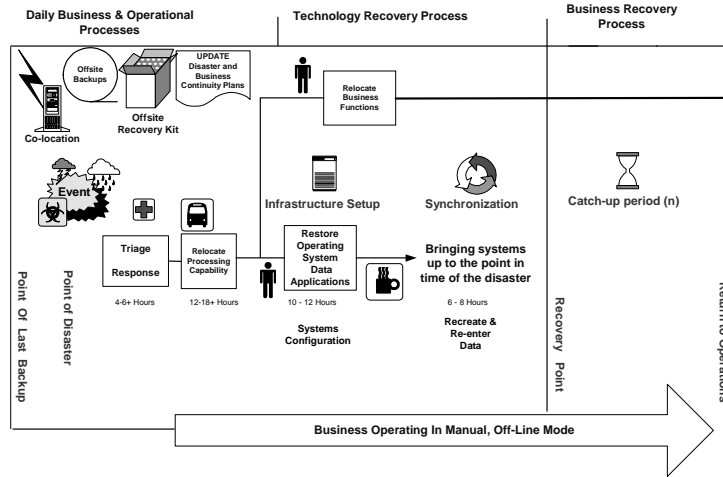
Test the plan not the people

- *Test ASAP and regularly*
- *Treat the test as a project*
Initiation, Planning, Execution, Close
- *Table tops, Simulations, Technical Test*



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Strategy



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The Challenge Ahead



You must learn from your past mistakes, but not lean on your past successes-- Dennis Waitley

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Building upon the foundation



Make it strategic

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.”

- Planning
- Maintaining
- Responding
- Recovery



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Integrate BC into the business

- Risk Management
- Strategic Planning
- Internal Audits
- Information Security
- Project Management Office
- Emergency Response



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Take Advantage of Opportunities

- Business Interruptions
- Fire and Earthquake Drills
- Ice, Floods, Power Outages



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Perspective



Relationships not the sum of the parts - Systems Thinking

“No agency and very few functions can operate independently. State agencies must exercise due diligence in developing business continuity plans, and coordinate those plans with other state agencies where dependencies exist.”

*BIA Executive Summary & Recommended Roadmap For Program Design
January 11, 2006 Prepared by SunGard Availability Services for the State of Oregon*



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Leadership Challenge



Aligning people and process

Be concerned about **connecting** the dots, not about **rearranging** them or **gathering** them.



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The Opportunities Ahead

Moving from project to program

Opportunity to Build, Create, Improve



Seeing the forest as well as the trees



Opportunity to Broaden Horizons, Shift Viewpoint

Opportunity to Grow as Leader



Build Community



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The Opportunities Ahead



“**Excellence** is the unlimited ability to improve the **quality** of what you have to offer.” -- Rick Pitino

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