



SAMPLE

Table of Contents and Introduction for a

Business Continuity Plan

Table of Contents

1	Executive Summary	2
2	Introduction.....	2
2.1	Purpose	3
2.2	Scope	3
3	Business Continuity Plan Overview	
3.1	Origins	
3.2	Objectives	
3.3	Organization	
3.4	Business Continuity Phases	
3.4.1	Response Phase – Immediate.....	
3.4.2	Resumption Phase – First day to week	
3.4.3	Recovery Phase – Steady state.....	
3.4.4	Restoration Phase – Return to full capacity	
3.5	Critical Success Factors and Issues	
3.6	IT Critical Systems/Applications/Services	
3.7	Threats	
3.7.1	Probable Threats	
4	Plan	
4.1	Plan Management	
4.2	Business Continuity Teams	
5	Appendices.....	
5.1	Appendix A – Phone Tree and Sample Client and Funder Letters	
A.	Phone Trees by Department.....	
B.	Employee and Volunteer Communications.....	
5.2	Appendix B – Technical Business Interruption Scenarios	
5.3	Appendix C – Building Damage Scenarios	
5.4	Appendix D – Emergency Disaster Recovery Team Staffing and Tasks.....	
5.5	Appendix E – Disaster Site Contact and Directions.....	
5.6	Appendix F – Vendor Contact List.....	
5.7	Appendix G – Documentation List.....	
5.8	Appendix H – Plan Maintenance Procedures	
5.9	Appendix I – Annual Test Procedures.....	

1 EXECUTIVE SUMMARY

[This should be written upon completion of plan. The summary may include introductory descriptions from each section in the plan, or present a simple overview of the plan].

2 INTRODUCTION

This document contains the Business Continuity Plan for the [Name of Nonprofit]. It is the document containing the information needed to post-interruption decision-making and the agency's response to any disruptive or extended interruption of the organization's normal operations and services.

This plan represents the [Name of Nonprofit] commitment to response, resumption, recovery, and restoration planning. This plan must be kept current to ensure the accuracy of its contents. Each individual responsible for information or materials in the document must ensure that resources are committed to the maintenance of its contents.

The [Name of Nonprofit] Business Continuity Plan is intended to provide a framework for constructing plans to ensure the safety of employees, volunteers and consumers (clients) and the resumption of time-sensitive operations and services in the event of an emergency (fire, power or communications blackout, tornado, hurricane, flood, earthquake, civil disturbance, etc.) disaster, or other business interruption.

Although this plan provides guidance and documentation upon which to base emergency response, resumption, and recovery planning efforts, it is not intended as a substitute for informed decision-making. Senior management, middle management, board members and staff must identify services for which disruption will result in significant financial and/or operational losses. Plans should include detailed responsibilities and specific tasks for emergency response activities and business resumption operations based upon pre-defined time frames.

A Business Continuity Plan is not a one-time commitment. Instead, a Business Continuity Plan is an on-going, funded business activity budgeted to provide resources required to:

- Perform activities required to construct and maintain plans
- Train and retrain employees
- Develop and revise policies and standards as the department changes
- Exercise strategies, procedures, team and resources requirements
- Report on-going business continuity planning to senior management
- Research processes and technologies to improve resumption and recovery efficiency

Developing a Business Continuity Plan that encompasses activities required to maintain a viable continuity capability ensures that a consistent planning methodology is applied to all of the [Name of Nonprofit] operations. Business continuity plan elements necessary to create a viable, repeatable and verifiable continuity capability include:

- Implementing accurate and continuous vital records, data backup, and off-site storage

- Implementing capabilities for rapid switching of voice and data communication circuits to alternate site(s)
- Providing alternate sites for business operations
- Constructing a business contingency organization
- Implementing Business continuity strategies

2.1 PURPOSE

The purpose of this plan is to enable the sustained execution of mission critical activities following an interruption that prevents service delivery under regular circumstances.

2.2 SCOPE

This plan applies to the following locations:

[address of Nonprofit here; single or multiple locations]

2.3 PLAN INFORMATION

The Business Continuity Plan contains information in two parts. The first part contains the plan's static information (i.e. the information that will remain constant and will not be subject to frequent revisions). The second part contains the plan's dynamic information (i.e. the information that must be maintained regularly to ensure that the plan remains viable and in a constant state of readiness).

Both static and dynamic information resides in a shared file located at: [location on nonprofit's network.] The static information should be read and understood by all key staff and contract personnel. The dynamic information, which resides in the appendixes of this document, should be read by anyone with a role in resumption of business.