

Book keeping

Business Continuity Plan

Date Updated: 2019-04-01
Team Leader: Jennifer Meyer

Plan Scope and Objectives

The Business Continuity Plan (BCP) is an on-going, coordinated program of strategies, plans, and procedures that provide guidance to manage and ensure the availability of the company's resources in the event of a disruption to any part of the business operations. It prepares the organization to respond to a disruption event and to continue critical business processes to ensure the survivability of the organization.

An event or disaster is defined as an interruption to the normal daily operations for longer than 24 hours as defined by the results of the Business Impact Analysis and how it affects First Minnetonka City Bank's customers.

The purpose of this Plan is to provide guidance and document resources that will effectively manage an event and minimize the impact to the organization, customers, and employees. The objective of this printed plan is to provide tasks and resource documentation to the identified team to continue their business processes that were identified within the Business Impact Analysis.

The responsibility of the business continuity teams will be to document and continually update the Plan and designate appropriate backup and implementation personnel. If an event or disaster is declared, the team will be instructed to implement their plans. The components put into action will be defined by the type of event or disaster.

This plan addresses the following scenarios:

- Loss of First Minnetonka City Bank's Country Village branch including the Data Center.

The BCP is reviewed by the Continuity Management Team to ensure business continuity requirements are assessed, resources are allocated, and recovery and continuity strategies and procedures are completed and tested.

1. Business Processes and Recovery Time Objectives

This plan is responsible for the resumption of the following business processes:

Recovery Time Objective (RTO): *the timeframe that a business process can either not be performed or can be performed manually before significant harm to a business occurs.*

Recovery Point Objective (RPO): *The point in time when the loss of data becomes unacceptable.*

| Department Name | Business Process Name | RTO (in days) | RPO (in days) |
|-----------------|------------------------|---------------|---------------|
| Bookkeeping | Accounts Payable | 1 | 1 |
| Bookkeeping | ACH Manager Processing | 1 | 1 |

Assumptions

The following assumptions have been established as the basis for the development of the Plan:

- The plan is designed to recover from the total loss of the Country Village location, including the Data Center. The Country Village location is uninhabitable. The disaster assumed destruction of the technology. All technology is unsalvageable. Business processes being performed at this location cannot be done.
 - This kind of destruction assumes that the Information Systems department would need to obtain replacement systems, not just failed components (which would be covered by standard warranties).
- First Minnetonka City Bank’s main data center is at the Country Village branch and it houses systems for the Core Fiserv environment as well as the Intel environment. The recovery strategy for the bank’s critical systems is to recover at the Baseline Data Services location. The Baseline Data Services location hosts some of the critical backup systems which are replicated from the production systems on a scheduled basis.
 - It is assumed that the event or disaster does not affect both the Country Village or Baseline Data Services locations at the same time.
- Off-site inventory and equipment acquired through vendors or stored at Glen Lake branch is an alternative resource to recover. Baseline Data Services is the main resource with which to recover computer processing. Items at the Country Village branch are not expected to be salvageable and used for recovery.
- Each branch location is identified as the alternate workplace facility for the other branch and can support critical staff and processes with access to workstations, office services, telecommunications and critical applications. Some staff can work from home.
- The required skill sets would be available to continue the critical business processes. No more than 40% loss of life or inability to respond to the bank’s disaster is assumed as part of the event.
- There is a succession plan for executives of the bank. If a disaster has been declared, the Continuity Management Team may direct employees to start business transactions for the next day instead of continuing business for the current day.
- During an event, department staffing may need to be adjusted and reallocated to support critical business processes.

Teams and Team Members

The following employees will execute this plan:

Leader
Jennifer Meyer

Alternate Leader

| Full Name | Primary Contact | Email | Address |
|-------------|-----------------|------------------|-----------|
| Nikki Edman | 708-999-9999 | kbd235@gmail.com | Glen Lake |

Team Members

| Full Name | Primary Contact | Email | Address |
|------------------|-----------------|--------------------------|-----------------|
| Megan Waskosky | 630-999-9998 | megan.waskosky@grc.com | Country Village |
| Beth Lacoursiere | 630-999-9997 | beth.lacoursiere@grc.com | Country Village |
| Mitzi Mohrbacher | 312-999-9998 | mitzi.mohrbacher@grc.com | Country Village |

2. Continuity Management Team

The following are members of the Continuity Management Team.

Leader

| Full Name | Primary Contact | Email |
|-----------|-----------------|-------------------|
| Del Smith | 708-999-9995 | del.smith@grc.com |

Alternate Leader

| Full Name | Primary Contact | Email |
|-----------|-----------------|-------------------|
| Liz Young | 312-999-9994 | liz.young@grc.com |

Members

| Full Name | Primary Contact | Email |
|----------------|-----------------|-----------------------|
| Kevin VonBank | 708-999-9994 | kevin.vonbank@grc.com |
| Kurt Wilkowske | 708-999-9991 | kurt.wilowske@grc.com |
| Tom Rogers | 708-999-9990 | tom.rogers@grc.com |