

Are you ready for “PS-PREP”? Evaluating Your Preparedness Program

2010 New England Area PDC & Expo

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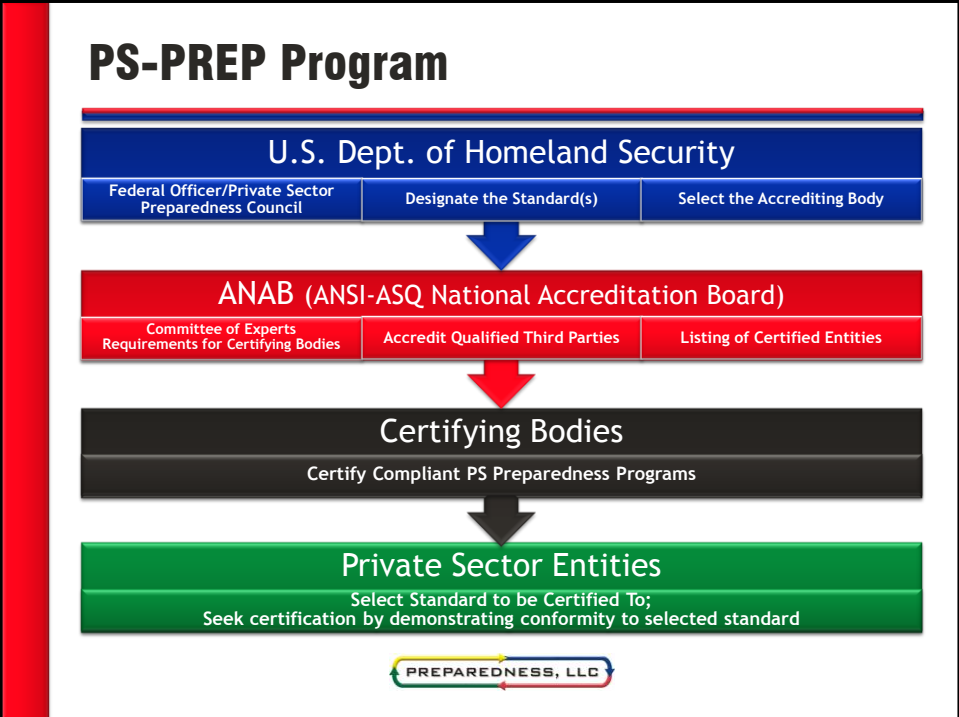
Chair, NFPA 1600 Technical Committee



Agenda

- ▶ Title IX of Public Law 110-53 “PS-PREP”
- ▶ Designated Standards
- ▶ What is “Preparedness”
- ▶ How to evaluate your preparedness program
- ▶ Questions & Answers





PS-PREP Designated Standards

**NFPA 1600
Standard on
Disaster/Emergency
Management
and Business
Continuity Programs
2010 Edition**

**AMERICAN NATIONAL
STANDARD**

Organizational Resilience:
Security, Preparedness, and Continuity
Management Systems—Requirements with
Guidance for Use
ANSI SP-1-2009
ASIS

BRITISH STANDARD
BS 25999-2:2007
**Business continuity
management –
Part 2: Specification**
BSI

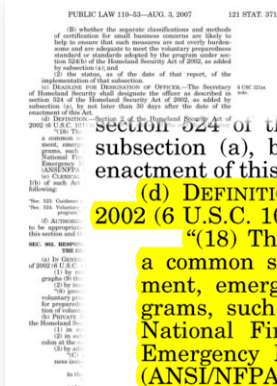
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What is NFPA 1600?

- ▶ It's not a "how-to" guide and does not prescribe a development process
- ▶ Specifies the management and essential elements of a program for effective emergency management and business continuity



What is Preparedness?



Section 524 of the Homeland Security Act of 2002, as added by subsection (a), by not later than 30 days after the date of the enactment of this Act.

(d) DEFINITION.—Section 2 of the Homeland Security Act of 2002 (6 U.S.C. 101) is amended by adding at the end the following:

“(18) The term ‘voluntary preparedness standards’ means a common set of criteria for preparedness, disaster management, emergency management, and business continuity programs, such as the American National Standards Institute’s National Fire Protection Association Standard on Disaster/Emergency Management and Business Continuity Programs (ANSI/NFPA 1600).”

(e) CLERICAL AMENDMENTS.—The table of contents in section 1(b) of such Act is further amended by adding at the end the following:



Getting Started

- ▶ Gather documents
- ▶ Arrange interviews
- ▶ Prepare for on-site activities
- ▶ Survey facility(ies)
- ▶ Conduct interviews
- ▶ Review documentation
- ▶ Prepare report



Gather Documentation

- ▶ Facility information
- ▶ Policy statement
- ▶ Program objectives, development plan, schedule, budget, and milestones
- ▶ Program committee/steering committee:
 - membership roster
 - agendas
 - meeting minutes
 - action items
 - communications with senior management
- ▶ Finance & administration framework and procedures
- ▶ Records management practices
- ▶ Program audits (internal audits), reviews, and post-incident critiques
- ▶ Corrective action procedures, plans and status reports
- ▶ Risk assessment and business impact analysis documentation
- ▶ Recovery time objectives
- ▶ Prevention and mitigation strategies, plans and status
- ▶ Resource inventory
- ▶ Mutual aid agreements
- ▶ Plan documents:
 - emergency operations
 - business continuity including business continuity strategies, relocation, manual workarounds, data restoration
 - IT disaster recovery plan
 - crisis management
 - crisis communications
 - Incident management
- ▶ Organizational charts:
 - emergency response
 - business continuity
 - crisis communications
- ▶ Training, drill, testing, exercise records
- ▶ Incident reports and critiques



Arrange Interviews

- ▶ Program Coordinator(s)
- ▶ Program, advisory, or steering committee members
- ▶ Team Leaders
 - Emergency response
 - Business continuity
 - Crisis communications
- ▶ Senior management
- ▶ Information Technology
- ▶ Business operations
 - Sales/customer service
 - Supply chain management
 - Manufacturing
 - Distribution
- ▶ Others
 - EHS
 - Security
 - Human Resources
 - Risk Management
 - Internal Audit



Research Regulatory Requirements

Regulations

- ▶ Fire prevention code
- ▶ Life Safety Code®
- ▶ Occupational safety & health
- ▶ Environmental
- ▶ Hazardous materials
- ▶ Industry specific
- ▶ Information security
- ▶ Business continuity or IT disaster recovery

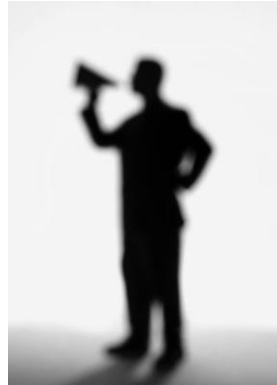
Criteria

- ▶ Construction
 - Height (e.g., high-rise)
 - Size
- ▶ Use or Occupancy
- ▶ Hazards
 - Hazardous materials
 - Hazardous processes
- ▶ Location
 - Proximity to waterways
- ▶ Scope of emergency response operations



Program Management

- ▶ Policy statement
- ▶ Program committee membership roster, agendas, meeting minutes, and communications with senior management on program status
- ▶ Program objectives
 - Hazard identification
 - Risk assessment
 - Business impact analysis
 - Short term and long term needs
- ▶ Program development plan, schedule, budget, and milestones



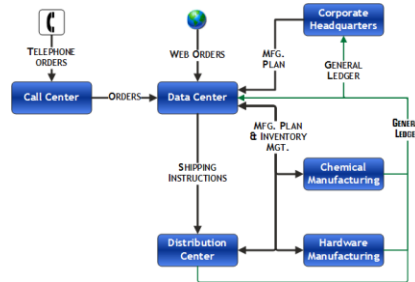
Risk Assessment & Business Impact Analysis

- ▶ Hazard identification
 - ▶ Probability analysis
 - ▶ Vulnerability assessment
 - ▶ Impacts analysis
- Have scenarios been developed to provide the information needed for emergency response and crisis communications plans?**
- ▶ Business impacts
 - Revenue; cash flow
 - Regulatory
 - Contractual
 - Image and reputation
 - ▶ Critical business functions
 - ▶ Recovery time objectives



Prevention & Mitigation Plans

- ▶ Prevention programs
- ▶ Mitigation strategy
- ▶ Interim and long-term actions to reduce vulnerabilities
- ▶ Monitor hazards and adjust the level of preventive measures



Resource Management

- ▶ Review the resource inventory to identify resources needed:
 - Personnel
 - Equipment
 - Funding
 - Materials & supplies
 - Technology
 - Information and intelligence
- ▶ Resource needs meet program needs?
 - Quantity
 - Response time
 - Capability
 - Limitations
 - Cost
 - Liability
- ▶ Logistics capability; ability to overcome shortfalls?



Emergency Response Plan

- ▶ Clearly stated objectives
- ▶ Identifies functional roles, responsibilities, and lines of authority of:
 - internal and external agencies
 - organizations
 - departments
 - positions.
- ▶ Coordinated with public agencies
- ▶ Includes organizational statement for fire brigades and hazmat teams
- ▶ Does the plan include?
 - Communications and warning
 - Protective actions for life safety (e.g., evacuation, shelter-in-place, and lockdown)
 - Incident stabilization
 - Property conservation
- ▶ Does the plan follow a recognized incident management system?
- ▶ Do plans align with the hazard scenarios?



Business Continuity Plan

- ▶ Consult business owners first
- ▶ Identify critical business units and functions
- ▶ Interview critical business recovery leaders to determine:
 - Recovery time frames
 - Recovery strategy
 - Relocation requirements
 - Equipment requirements
 - Information technology requirements
- ▶ Determine how business units will function without technology
- ▶ Gain a sense as to the true level of preparedness



Information Technology

- ▶ Can applications and data be recovered within time frames required by the business?
- ▶ Will replacement computing equipment be available at the alternate site?
- ▶ When will voice communications be restored?
- ▶ Have recovery capabilities been demonstrated by testing?
- ▶ Do capabilities match business recovery requirements and expectations?
- ▶ Is IT outsourced?



Crisis Communications Plan

- ▶ Central contact facility
- ▶ Scalable communications structure
- ▶ Pre-scripted bulletins
- ▶ Capability to disseminate and respond to requests for pre-incident, incident, and post-incident information
- ▶ Able to provide information to internal and external audiences, including the media, and deal with their inquiries.
- ▶ Procedures to advise the public of threats to people, property, and the environment.
- ▶ Public awareness program if the public is potentially impacted by a hazard at the facility.



Training, Drills & Exercise Program

- ▶ Training
 - Records
 - Certifications
- ▶ Drills
 - Protective actions
 - Team specific
- ▶ Exercises
 - Objectives
 - Evaluations
 - After-action reports
- ▶ IT DRP Plan Testing
 - Procedures
 - Reports



Program Evaluation

- ▶ Periodic program audits, reviews, and post-incident critiques
- ▶ Engage in the planning process on a regularly scheduled basis or when the situation has changed to put the accuracy of the existing plan into question.
- ▶ Post-Incident Critiques
- ▶ Lessons Learned
- ▶ Corrective action program



Tips for Auditing

- ▶ Don't forget the goals: protect life, property, business operations, and the environment
- ▶ Don't take plans at face value
- ▶ Corroborate statements from interviews with other evidence
- ▶ Look for disconnects between expectations and capabilities
- ▶ Ask the obvious 'next' question



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[Audit Guide and Resources for Program Development](#)

