County of Orange

BUSINESS CONTINUITY PLAN

FOR

REGISTRAR OF VOTERS

October 2017

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IN CASE OF BUSINESS DISRUPTION: Incident Response Checklist

A. Discovery

Step #	Target Timing		Incident Response Action	Resource	Assigned to	Communications	☒
	Duration	Elapsed					
A.1							☐
A.2							☐
A.3							☐
A.4							☐
A.5							☐

B. Reporting and Notifications

Step #	Target Timing		Incident Response Action	Resource	Assigned to	Communications	☒
	Duration	Elapsed					
B.1							☐
B.2							☐
B.3							☐
B.4							☐
B.5							☐

C. Assessment / Verification

Step #	Target Timing		Incident Response Action	Resource	Assigned to	Communications	☒
	Duration	Elapsed					
C.1							☐
C.2							☐
C.3							☐
C.4							☐
C.5							☐

D. Declaration and Activations

Step #	Target Timing		Incident Response Action	Resource	Assigned to	Communications	☒
	Duration	Elapsed					
D.1							☐
D.2							☐
D.3							☐
D.4							☐
D.5							☐

E. Response Initiation

Step #	Target Timing		Incident Response Action	Resource	Assigned to	Communications	☒
	Duration	Elapsed					
E.1							☐
E.2							☐
E.3							☐
E.4							☐
E.5							☐

F. Continuing Communications

Step #	Target Timing		Incident Response Action	Resource	Assigned to	Communications	☒
	Duration	Elapsed					
F.1							☐
F.2							☐
F.3							☐
F.4							☐
F.5							☐

G. Situation Monitoring

Step #	Target Timing		Incident Response Action	Resource	Assigned to	Communications	☒
	Duration	Elapsed					
G.1							☐
G.2							☐
G.3							☐
G.4							☐
G.5							☐

H. Incident Resolution

Step #	Target Timing		Incident Response Action	Resource	Assigned to	Communications	☒
	Duration	Elapsed					
H.1							☐
H.2							☐
H.3							☐
H.4							☐
H.5							☐

I. Return to Normal Operations

Step #	Target Timing		Incident Response Action	Resource	Assigned to	Communications	☒
	Duration	Elapsed					
I.1							☐
I.2							☐
I.3							☐
I.4							☐
I.5							☐

J. Debrief and Lessons Learned

Step #	Target Timing		Incident Response Action	Resource	Assigned to	Communications	☒
	Duration	Elapsed					
J.1							☐
J.2							☐
J.3							☐
J.4							☐
J.5							☐

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Statement of Confidentiality

All County of Orange Business Continuity Plans are to remain confidential. Plans must be distributed prudently since they contain strategies for the recovery of critical business functions, applications, systems and time sensitive data, and may contain the names, addresses and telephone numbers of employees. Consequently, each County agency/department must maintain a list of the personnel to whom the plan has been distributed.

Each individual possessing a copy of an agency/department Business Continuity Plan is responsible for maintaining the confidentiality and control of the plan document(s) in accordance with County policy for the protection of confidential information.

Revision History

Date	By	Description

Plan Approvals

We, the undersigned, approve the Business Continuity Plan (BCP) for the **Registrar of Voters** dated **[DATE] .** We have reviewed the plan and agree that it:

1. Represents the business processes critical to the agency/department's core business operations
2. Accurately identifies critical information technology (IT) dependencies
3. Adequately documents delegations of authority, succession planning, and team responsibilities and assignments as might be required to continue critical business operations after a disruptive incident
4. Indicates the alternate facilities at which the agency/department can conduct business in the event of the loss of its primary or other critical facility
5. Identifies the agency/department's incident response and communications procedures, modes of communication, vendor contacts, and communications resources
6. Provides continuity strategies for the agency/department's critical business processes and their IT dependencies

The plan will be reviewed, maintained and tested in accordance with the schedule included in Section II of this document.

Signatures

Agency Director or Designee	Date
Neal Kelley, Registrar of Voters	

Print Name

Agency IT Director/Manager or Designee	Date
Justin Berardino, Operations Manager	

Print Name

Business Continuity Working Group (BCWG) Representative	Date
Mike Hirad, IT Manager	

Print Name

SECTION I: County of Orange Business Continuity Program

1. Executive Summary

The County of Orange Business Continuity (BC) Program is designed to assist County agencies/departments in the identification of risks to operations and their impact on critical business processes; developing strategies and plans to mitigate those risks; and ensuring ongoing business operations in the event of a disruption. The program provides a framework for determining agency/department critical business processes and enabling the organization to survive the loss of part or all of its operational capabilities.

1.1 Business Continuity Planning

A major focus for the BC Program is the facilitation of Business Continuity Plan development by County agencies/departments.

Business Continuity Planning is the process of developing and testing the internal operational plans and processes needed to maintain critical service delivery in the event of a disruptive incident. When activated, Business Continuity Plans allow organizations to continue serving customers by:

- Ensuring that people in critical jobs are available and have the processes, equipment, resources and facilities they need to provide essential services
- Bringing networks and critical systems and applications back into service in support of critical business processes (IT Disaster Recovery)

Agency/department Business Continuity Plans support the Orange County Emergency Response and Recovery Plan (ERRP). They differ from the ERRP in that they focus on restoring agency/department internal operations rather than the larger external issues involved with coordinated emergency responses by states, counties, cities, special districts and local agencies.

2. Program Scope and Limitations

2.1 Scope

The County of Orange Business Continuity Program aids County agencies/departments in:

- Identifying business critical processes and services
- Identifying the IT, equipment, facility and workforce resources on which those processes/services are dependent
- Preparing activities and plans for the continuity of critical processes/services after the initial response to a disruptive incident or disaster
- Addressing internal incident response procedures
- Training workforce members in BC-related issues
- Testing and maintaining plan elements

2.2 Limitations

The Business Continuity Program does not address the continuity or recovery requirements of the Orange County Operational Area or the County at large. It is specifically concerned with *internal* County agency/department operations – in other words, the day-to-day *business* of the County.

Major disruptive incidents (e.g., large earthquake, regional flooding) resulting in severe impacts on County services will be managed via the County Emergency Management Bureau (EMB) and the ERRP. In such cases, agency/department response will need to address both internal operations and the requirements for external response as outlined by the ERRP and the OC Recovery Plan and as determined by the Director of Emergency Services (DES), the CEO and the Board of Supervisors.

3. Responsibilities

Responsibility for the day-to-day efforts and deliverables associated with the BC Program lie primarily with the Office of the CIO and the participating agencies/departments.

3.1 Office of the CIO

Program elements for which the Office of the CIO is responsible are typically handled by the County's Business Continuity and Disaster Recovery Program Manager, a member of the CIO / Program Management Office (PMO) staff.

Specific Office of the CIO responsibilities include:

- Promoting countywide understanding of Business Continuity and IT Disaster Recovery
- Program direction and support of County agencies/departments
- BC plan framework and best practices
- Program lifecycle
- Standards and methodologies
- Establishing an environment for continuous improvement of agency plans and processes
- Program maintenance and improvements
- The PrepareOC web portal
- The OCDC Business Recovery Center
- OCDC IT Disaster Recovery Program management

3.2 County Agencies/Departments

Program elements for which the agency/department is responsible are facilitated by the agency/department's Business Continuity Working Group (BCWG) representative(s) in conjunction with the agency/department's executive and senior managers.

Specific agency/department responsibilities include:

- Commitment at all levels of the agency
- Allocation of adequate resources
- Participation in program initiatives
- Participation in the BC Working Group
- Conducting Risk Assessments and Business Impact Analyses as required
- Development of incident response and continuity plans adequate to address agency/department critical process/service uptime requirements

- Staff commitment and participation
- Agency/department communications, awareness and training
- Plan testing
- Plan maintenance and distribution
- Maintenance of assets maintained at designated alternate facilities, including applications and systems housed at the Solano County Disaster Recovery Warm Site

SECTION II: Business Continuity Plan Overview

1. Plan Organization

This plan is organized into three main sections:

I. County of Orange Business Continuity Program

- Program summary
- Definition of Business Continuity Planning (BCP)
- Program scope, limitations and responsibility
- Plan overview and administration

II. Business Continuity Plan Essentials

- Agency/department's business critical processes and their associated IT dependencies
- Delegations of authority
- Orders of succession
- Team responsibilities and detail
- Alternate facilities
- Communications flowcharts, modes and resources
- Vital records
- Workforce planning
- Incident response workflow and decision matrix
- Have employee contacts backed up at our offsite Disaster Recovery data center.

III. Continuity and Recovery Strategies

- Continuity strategies for each agency/department critical business process
- Recovery strategies for each agency/department critical business process IT dependency

2. Plan Administration

2.1 Distribution

Completed agency/department plans are maintained in RecoverOC under the agency/department's assigned folder. The agency/department's Business Continuity Working Group (BCWG) representative is responsible for ensuring that staff members requiring access to RecoverOC have requested and received system access.

The agency/department may also distribute the plan via other media (e.g., paper, thumb drive, DVD, etc.). The type(s) of plans that have been distributed and the personnel to whom they have been distributed are recorded in section **III.A.1. Plan Distribution Matrix**.

2.1.1 Accessing RecoverOC

To access RecoverOC:

Go to www.PrepareOC.org.

Click on the Portal Login link.

The **PrepareOC Login** screen will appear in a new window.

Enter your user name in the **User Name** field.

Enter your password into the **Password** field.

Click on the **Login** button.

The **PrepareOC Home** page will open on your screen. From this page, you will be able to navigate to any of the four sub-sites, **PlanOC**, **ReadyOC**, **RespondOC** and **RecoverOC**, by clicking on the tabs located on the upper left-hand side of the screen.

2.2 Maintenance

A Business Continuity Plan is only as valid as the information it contains. To ensure that the plan can be used effectively in the event of a disruption, it must be accurate, timely, and complete. It is imperative, therefore, that the plan be reviewed and revised periodically.

It is the responsibility of the agency/department to ensure that the printed and online versions of the plan remain current at all times.

Scheduled maintenance requirements are documented in section **III.A.2. Three-Year Plan Maintenance, Training and Testing Schedule**. In addition, the agency/department will complete unscheduled updates to plan components as required by changes in processes, personnel, resources, or infrastructure. Changes to the plan may also be required at the completion of each agency/department plan testing exercise.

3. Testing

The agency/department is responsible for regular testing of some or all elements of the plan. The testing schedule is maintained in section **III.A.2. Three-Year Plan Maintenance, Training and Testing Schedule** of this plan.

Agency/department testing will encompass incident response and communications; critical business process continuity, and the recovery of critical assets, specifically critical IT dependencies. Tests of these continuity components may be conducted individually or in conjunction with one another (e.g., a test that combines the recovery of critical business processes by enabling critical applications and systems at an alternate facility / warm site.

Each test, no matter the type, requires that the agency/department complete a formal test plan. In developing and documenting the test plan, the agency/department:

- Identify the test team members and assign roles and responsibilities for the testing
- Determine the type of test to be performed as well as its scope, objectives, and expected outcome(s)
- Develop or acquire any necessary documentation
- Revise existing or develop new procedures

- Perform necessary staff training and/or cross-training
- Acquire, install and pre-test any recommended critical infrastructure components (hardware, software)
- Perform formal testing and document actual results against expected results
- Document and assign corrective action items based on test results
- Complete plan revisions as indicated by test results

A comprehensive test plan template is available in RecoverOC for the agency/department's use in developing and documenting its tests.

SECTION III: Business Continuity Plan Essentials

A. Administration

A.1 Plan Distribution Matrix

List the names and positions of all individuals who have received one or more copies of this Business Continuity Plan. If the Plan Recipient is not a member of one of the Business Continuity teams, leave that field blank. Indicate all types of media distributed to the Plan Recipient, the publication date of the plan provided, and the date distributed. Indicate who distributed the plan to the recipient. Update this matrix when plan updates are completed and a new distribution takes place.

Plan Recipient	Media (check all that apply)	Publication Date(s)	Distribution Date(s)	Distributed by
Name: **Position:** Registrar of Voters **Team:** All	☒ Paper ☐ PrepareOC/RecoverOC ☐ Thumb drive ☐ DVD/CD ☒ Other: Email	▪ ▪ ▪ ▪ ▪	▪ ▪ ▪ ▪ ▪	
Name: **Position:** **Team:** Managers	☒ Paper ☒ PrepareOC/RecoverOC ☐ Thumb drive ☐ DVD/CD ☐ Other:	▪ ▪ ▪ ▪ ▪	▪ ▪ ▪ ▪ ▪	
Name: **Position:** **Team:** Managers	☒ Paper ☐ PrepareOC/RecoverOC ☐ Thumb drive ☐ DVD/CD ☐ Other:	▪ ▪ ▪ ▪ ▪	▪ ▪ ▪ ▪ ▪	
Name: **Position:** Administrative Manager **Team:** Managers	☒ Paper ☐ PrepareOC/RecoverOC ☐ Thumb drive ☐ DVD/CD ☐ Other:	▪ ▪ ▪ ▪ ▪	▪ ▪ ▪ ▪ ▪	

Plan Recipient	Media (check all that apply)	Publication Date(s)	Distribution Date(s)	Distributed by
Name: **Position:** Election Services Manager **Team:** Managers	☒ Paper ☐ PrepareOC/RecoverOC ☐ Thumb drive ☐ DVD/CD ☐ Other:	▪ ▪ ▪ ▪ ▪	▪ ▪ ▪ ▪ ▪	
Name: **Position:** Candidate and Voter Services Manager **Team:** Manager	☒ Paper ☐ PrepareOC/RecoverOC ☐ Thumb drive ☐ DVD/CD ☐ Other:	▪ ▪ ▪ ▪ ▪	▪ ▪ ▪ ▪ ▪	
Name: **Position:** Election Logistics & Warehouse Manager **Team:** Facilities Manager	☒ Paper ☐ PrepareOC/RecoverOC ☐ Thumb drive ☐ DVD/CD ☐ Other:	▪ ▪ ▪ ▪ ▪	▪ ▪ ▪ ▪ ▪	
Name: **Position:** IT Manager **Team:** Manager	☒ Paper ☐ PrepareOC/RecoverOC ☐ Thumb drive ☐ DVD/CD ☐ Other:	▪ ▪ ▪ ▪ ▪	▪ ▪ ▪ ▪ ▪	
Name: **Position:** **Team:**	☐ Paper ☐ PrepareOC/RecoverOC ☐ Thumb drive ☐ DVD/CD ☐ Other:	▪ ▪ ▪ ▪ ▪	▪ ▪ ▪ ▪ ▪	

A.2 Three-Year Plan Maintenance, Training and Testing Schedule

This schedule does not include any required and/or scheduled maintenance for the upkeep of agency/department applications, systems and data residing at the County's warm site in Solano County, California. The agency / department is responsible for patching, upgrades, system updates, data refreshes and all other maintenance associated with its IT assets at the Solano facility.

Activity	Frequency	2013				2014				2015			
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Planning													
Risk Assessment	3 yrs				x								
Business Impact Analysis (BIA) (completed 2010)	3 yrs				x								
MOUs	3 yrs												
Documentation													
BC Plan Essentials	≤ 18 mos			x						x			
Business Process Continuity Plans	As change			x									
IT Disaster Recovery Plans	As change			x									
Disease Response Plan (completed 2009)	5 yrs					x							
Training													
Executive/Senior Management	Annual				x				x				x
Response Teams	Annual				x				x				x
General Workforce	Annual				x				x				x
Testing													
Communications	6 mos				x		x		x		x		x
Tabletop / Walk-Through (BC)	Annual				x				x				x
Tactical (BC)	≤ 18 mos												
Alternate Facility (BC)	≤ 24 mos												
Tabletop / Walk-Through (DR)	Annual				x				x				x

Activity	Frequency	2013				2014				2015			
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Tactical (DR)	≤ 18 mos												
Alternate Facility (DR)	≤ 24 mos					x							
Warm Site – Access (DR)	≤ 6 mos			x		x		x		x		x	
Warm Site – Recovery (BC/DR)	≤ 24 mos												
Governance													
RecoverOC Active User List Audit	6 mos			x		x		x		x		x	
RecoverOC Access Audit	6 mos												
Plan Distribution Audit	Annual												
RecoverOC Document Repository	6 mos												
BCWG Reps / Attendance	Qtrly												
Basis:	☒ **Calendar Year** (Jan – Dec) ☐ **Fiscal Year** (July – June)												

B. Critical Business Processes / Essential Functions

B.1 Critical Process Listing by Recovery Plan Number

Process #	Division	Process Name	Process Owner	Process Approver	RTO	Level	RPO	Classification
ROV.001		Absentee Ballot Processing			24 hrs	High	24 hrs	Compliance
ROV.002		Administration Services			72 hrs	Low	72 hrs	Compliance
ROV.003		Ballot Generation and Translation			24 hrs	High	24 hrs	Compliance
ROV.004		Campaign Disclosure			1 wk	Low	24 hrs	Compliance
ROV.005		Candidate Filing			8 hrs	High	24 hrs	Compliance
ROV.006		Community Outreach			1 wk	Low	1 wk	Compliance
ROV.007		DRE Equipment Distribution			1 wk	Med	24 hrs	Compliance
ROV.008		DRE Equipment Maintenance			1 wk	Low	1 wk	Compliance
ROV.009		Early Voter Coordination			1 wk	Low	1 wk	Compliance
ROV.010		Election Canvassing			24 hrs	High	24 hrs	Compliance
ROV.011		General Services			72 hrs	Low	72 hrs	Compliance
ROV.012		Media Relations			24 hrs	High	24 hrs	Compliance
ROV.013		Petition Processing			24 hrs	Med	24 hrs	Compliance
ROV.014		Phone Bank Operations			24 hrs	High	24 hrs	Compliance
ROV.015		Poll Site Support			48 hrs	High	24 hrs	Compliance
ROV.016		Poll Worker and Polling Places Recruitment			72 hrs	Med	24 hrs	Compliance
ROV.017		Poll Worker Training			72 hrs	Med	24 hrs	Compliance
ROV.020		Provisional Ballot Processing			24 hrs	High	24 hrs	Compliance
ROV.021		Recount Processing			24 hrs	High	24 hrs	Compliance
ROV.023		Sample Ballot Generation and Translation	Mike Hirad	Neal Kelley	24 hrs	High	24 hrs	Compliance
ROV.024		Vote Tallying	Justin Berardino	Neal Kelley	8 hrs	High	8 hrs	Compliance
ROV.025		Voter Registration	Justin Berardino	Neal Kelley	24 hrs	High	24 hrs	Compliance
ROV.026		Voter Supply Distribution	Imelda Carrillo	Neal Kelley	24 hrs	High	24 hrs	Compliance

B.2 Critical Process Listing by Recovery Priority Order

Process #	Division	Process Name	Process Owner	Process Approver	RTO	Level	RPO	Classification
ROV.024		Vote Tallying			8 hrs	High	8 hrs	Compliance
ROV.001		Absentee Ballot Processing			24 hrs	High	24 hrs	Compliance
ROV.010		Election Canvassing			24 hrs	High	24 hrs	Compliance
ROV.025		Voter Registration			24 hrs	High	24 hrs	Compliance
ROV.003		Ballot Generation and Translation			24 hrs	High	24 hrs	Compliance
ROV.007		DRE Equipment Distribution			1 wk	Med	24 hrs	Compliance
ROV.020		Provisional Ballot Processing			24 hrs	High	24 hrs	Compliance
ROV.021		Recount Processing			24 hrs	High	24 hrs	Compliance
ROV.023		Sample Ballot Generation and Translation			24 hrs	High	24 hrs	Compliance
ROV.005		Candidate Filing			8 hrs	High	24 hrs	Compliance
ROV.012		Media Relations			24 hrs	High	24 hrs	Compliance
ROV.014		Phone Bank Operations			24 hrs	High	24 hrs	Compliance
ROV.015		Poll Site Support			48 hrs	High	24 hrs	Compliance
ROV.026		Voter Supply Distribution			24 hrs	High	24 hrs	Compliance
ROV.013		Petition Processing			24 hrs	Med	24 hrs	Compliance
ROV.016		Poll Worker and Polling Places Recruitment			72 hrs	Med	24 hrs	Compliance
ROV.017		Poll Worker Training			72 hrs	Med	24 hrs	Compliance
ROV.002		Administration Services			72 hrs	Low	72 hrs	Compliance
ROV.004		Campaign Disclosure			1 wk	Low	24 hrs	Compliance
ROV.006		Community Outreach			1 wk	Low	1 wk	Compliance
ROV.008		DRE Equipment Maintenance			1 wk	Low	1 wk	Compliance
ROV.009		Early Voter Coordination			1 wk	Low	1 wk	Compliance
ROV.011		General Services			72 hrs	Low	72 hrs	Compliance

C. Authorities and Protocols

C.1 Delegations of Authority Matrix

Identify, by position, the authorities for making policy determinations and decisions for the executive, administrative, operational and/or other functional areas of the agency/department as appropriate. Indicate the circumstances under which the authority would be exercised in a continuity scenario as well as the circumstances under which authorities would become effective and when they would terminate.

Authority	Type(s) of Authority	Position(s) Holding Authority	Triggering Conditions	Terminating Conditions
Media contacts	Media relations		▪ Any	▪ Event has concluded
Activation of BCP	Business continuity		▪ Disruption to business	▪ Deactivation of BCP
Prioritize business processes	Business continuity		▪ Disruption to business	▪ Deactivation of BCP
Disaster recovery process	Business continuity		▪ Disruption to business	▪ Disaster recovery complete
All others	All others		▪ All	▪ All
			▪	▪
			▪	▪
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C.2 Orders of Succession Matrix

Identify, by position, the position(s) that are responsible for ensuring that critical business processes are carried out in the event that the individual currently assigned to the key position is unable to perform the responsibilities of that position (e.g., due to illness, injury, special assignment, termination of employment, etc.). Successors will assume the authorities granted to the key position during the period of succession as well as responsibility for the operational and personnel tasks normally performed by the position.

Ensure that all functional areas of the organization responsible for identified critical business processes have established orders of succession. In determining the successors, consider the qualifications necessary to perform in the key position and the qualifications of the successor positions, as well as their organizational and geographical proximity. The same successors may be named for different key positions, but avoid designating the same position as the first-level successor to several key positions.

If the individual assigned to a successor position is unavailable, responsibility and authority passes to the next position on the list. To ensure adequate organizational coverage, identify at least two (and preferably three) successors for each position.

Key Position	Functional Area	Successors	Succession Trigger(s)	Responsibilities
		1.	▪	▪
		1.	▪	▪
		1.	▪	▪
		1.	▪	▪
		1.	▪	▪
		1. 2. 3.	▪	▪
		1. 2. 3.	▪	▪
		1. 2. 3.	▪	▪
		1. 2. 3.	▪	▪

Key Position	Functional Area	Successors	Succession Trigger(s)	Responsibilities
		1. 2. 3.	▪	▪
		1. 2. 3.	▪	▪
		1. 2. 3.	▪	▪
		1. 2. 3.	▪	▪
		1. 2. 3.	▪	▪

D. Team Responsibilities and Detail

D.1 Team RACI Matrix

RACI Definitions

Responsible Person or role responsible for ensuring that the item is completed
Accountable Person or role responsible for actually doing or completing the item
Consulted Person or role whose subject matter expertise is required in order to complete the item
Informed Person or role that needs to be kept informed of the status of item completion

Activity \ Role	Agency Director	~~BC Planning Team Exec Mgr~~	BCWG Representative(s)	~~EMC Sub Member(s)~~	Agency Safety Officer / DSR	Facilities Manager/Team	~~Incident Management Team~~	~~Incident Assessment Team~~	~~Incident Response Team~~	~~Communications Team~~	Human Resources Team	Business Recovery Team(s)	Agency Process Owners	IT Recovery Team(s)	Agency IT Manager/SMEs	CEO Risk Management	CEO BC Program Manager	CEO DR Program Manager	OC Data Center
Program oversight																			
PrepareOC/RecoverOC																			
BCP Team sponsorship/guidance																			
Liaison to exec mgmt / CEO																			
Policy development																			
Policy documentation																			
Policy approval																			
Policy dissemination																			
Policy enforcement																			
BC Plan coordination/maintenance																			
Facility safety training																			
Facility Emergency Response Plan																			
BCWG membership																			

Activity \ Role	Agency Director	~~BC Planning Team Exec Mgr~~	BCWG Representative(s)	~~EMC Sub Member(s)~~	Agency Safety Officer / DSR	Facilities Manager/Team	~~Incident Management Team~~	~~Incident Assessment Team~~	~~Incident Response Team~~	~~Communications Team~~	Human Resources Team	Business Recovery Team(s)	Agency Process Owners	IT Recovery Team(s)	Agency IT Manager/SMEs	CEO Risk Management	CEO BC Program Manager	CEO DR Program Manager	OC Data Center
EMC Subcommittee membership																			
BCWG – EMC Sub communications																			
Agency liaison to County EOC																			
Blackboard Connect configuration																			
Blackboard Connect notifications																			
Media relations / public information																			
Public/internal Web site updates																			
Agency communications																			
Agency BC awareness																			
Agency BC training																			
Agency workforce planning																			
BC Plan development process																			
Incident assessment																			
Incident response																			
BC/IT Recovery Plan activation																			
Resource acquisition																			
Expenditure tracking																			
Business process recovery strategies																			
Business process continuity/recovery																			
IT recovery strategies																			
IT restoration/recovery																			

Activity \ Role	Agency Director	~~BC Planning Team Exec Mgr~~	BCWG Representative(s)	~~EMC Sub Member(s)~~	Agency Safety Officer / DSR	Facilities Manager/Team	~~Incident Management Team~~	~~Incident Assessment Team~~	~~Incident Response Team~~	~~Communications Team~~	Human Resources Team	Business Recovery Team(s)	Agency Process Owners	IT Recovery Team(s)	Agency IT Manager/SMEs	CEO Risk Management	CEO BC Program Manager	CEO DR Program Manager	OC Data Center
IT infrastructure recovery																			
Remote IT access																			
Telecommunications recovery																			

Role / Activity	Agency Director	~~BC Planning Team Exec Mgr~~	BCWG Representative(s)	~~EMC Sub Member(s)~~	Agency Safety Officer / DSR	Facilities Manager/Team	~~Incident Management Team~~	~~Incident Assessment Team~~	~~Incident Response Team~~	~~Communications Team~~	Human Resources Team	Business Recovery Team(s)	Agency Process Owners	IT Recovery Team(s)	Agency IT Manager/SMEs	CEO Risk Management	CEO BC Program Manager	CEO DR Program Manager	OC Data Center

D.2 Business Continuity Planning Team

The Business Continuity Team is a *planning* team; while its members may act on one or more Incident Response teams, the Business Continuity Team itself is not intended to be a response team. This team is primarily active during the planning, development, maintenance and testing of the Business Continuity plan

Name(s)	Role	Responsibilities	Email	Work Phone	Cell/Alt #
		▪			
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D.3 Incident (Crisis) Management Team (IMT)

The Incident (Crisis) Management Team (IMT) is responsible for incident response and communications oversight. The IMT works with the Incident Assessment Team (IAT) to determine the level of the incident's impact and the damage caused, and with the Incident Response Team (IRT) to determine the appropriate response. The IMT also directs the Communications Team's continuity communications efforts throughout the incident lifecycle. Depending on the level of response, the Team Lead may elect not to activate one or more team roles.

Name(s)	Role	Responsibilities	Email	Work Phone	Cell/Alt #
		▪			
		▪			
		▪			
		▪			
		▪			
		▪			
		▪			
		▪			
		▪			
		▪			

D.4 Incident Assessment Team (IAT)

The Incident Assessment Team (IAT) is responsible for establishing the incident's scope and impact and communicating that information to the IMT. In coordination with the Incident Response Team (IRT) Lead, The IAT informs and makes recommendations to the IMT concerning the level of response required to address the incident.

Name(s)	Role	Responsibilities	Email	Work Phone	Cell/Alt #
		▪			
		▪			
		▪			
		▪			
		▪			
		▪			
		▪			
		▪			
		▪			
		▪			

D.5 Incident Response Team (IRT)

The Incident Response Team (IRT) is responsible for coordinating the response to the incident. The IRT oversees the hands-on Business and IT Recovery Teams. In coordination with the Incident Assessment Team (IAT) Lead, The IRT informs and makes recommendations to the IMT concerning the level of response required to address the incident. The Team Lead activates the appropriate Business and/or IT Recovery Team Leads based on the response requirements.

Name(s)	Role	Responsibilities	Email	Work Phone	Cell/Alt #
		▪			
		▪			
		▪			
		▪			
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		▪			

D.6 Communications Team

The Communications Team is responsible for maintaining consistent and accurate communications throughout the incident lifecycle. The team works under the direction of the Incident Management Team (IMT). Membership in the team should be adjusted according to the severity of the incident, the level of response, and the involvement of other communications vehicles within the County (e.g., the CEO, County PIO, Emergency Management Bureau/EOC, the Director of Emergency Services, etc.)

Name(s)	Role	Responsibilities	Email	Work Phone	Cell/Alt #
		▪			
		▪			
		▪			
		▪			
		▪			
		▪			
		▪			
		▪			
		▪			
		▪			
		▪			

D.7 Business Continuity/Resumption Team(s)

The Business Continuity/Resumption Team(s) is/are responsible for implementing response and recovery activities as directed by the Incident Response Team (IRT) and in accordance with the agency/department's established **Critical Process Listing by Recovery Priority Order** (see section **III.B.2**). There may be several different Business Recovery Teams, with each team representing a separate functional area, location, or critical process. The agency/department should establish a separate matrix for each unique team.

Name(s)	Role	Responsibilities	Email	Work Phone	Cell/Alt #
		▪			
		▪			
		▪			
		▪			
		▪			
		▪			
		▪			
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		▪			
		▪			

D.8 IT Recovery Team(s)

The IT Recovery Team(s) is/are responsible for implementing restoration and recovery activities as directed by the Incident Response Team (IRT) and in accordance with the agency/department's established **Critical Process Listing by Recovery Priority Order** (see section **III.B.2**) and **Critical Business Process IT Dependencies** listing (see section **III.E.3.1**). There may be several different IT Recovery Teams, with each team representing a system or application, location, or subject matter expertise. The agency/department should establish a separate matrix for each unique team.

Name(s)	Role	Responsibilities	Email	Work Phone	Cell/Alt #
		▪			
		▪			
		▪			
		▪			
		▪			
		▪			
		▪			
		▪			
		▪			

E. Logistics

E.1 Alternate Facilities

E.1.1 Alternate Facility Requirements

Alternate facility requirements are derived by an analysis of the elements necessary to continue performing a critical process, support a functional area, and/or restore system or application availability. The **Alternate Facilities Requirements** worksheet provided below will aid in determining agency/department facility requirements for the recovery of critical business processes and their IT dependencies.

Critical Process, Functional Area or System/Application	# Staff (Recovery Team Members)	Space (in Sq. Ft.)	Hours of Availability (H – H)	Parking (# spaces)	Desktop s/ laptops (#)	Telephones & Lines (#)	Fax es & Lines (#)	Cellular Coverage (Y/N)	Internet Access (Y/N)	LAN/WAN Access	Connectivity to Solano (Y/N)	Distance from Primary Facility (in miles)	Desks / Chairs	Facility Security (Access Only = AO / Special = SPC)	Additional Requirements

Critical Process, Functional Area or System/Application	# Staff (Recovery Team Members)	Space (in Sq. Ft.)	Hours of Availability (H – H)	Parking (# spaces)	Desktop s/ laptops (#)	Telephones & Lines (#)	Fax es & Lines (#)	Cellular Coverage (Y/N)	Internet Access (Y/N)	LAN/WAN Access	Connectivity to Solano (Y/N)	Distance from Primary Facility (in miles)	Desks / Chairs	Facility Security (Access Only = AO / Special = SPC)	Additional Requirements

E.1.2 Alternate Facility Options

An alternate facility can be anything from a borrowed conference room for use by a few key people to a complete, turn-key facility intended to house an entire organization. Alternate facility options identified by the agency/department are based on each facility's ability to address the requirements identified in the **Alternate Facilities Requirements** worksheet (see section **III.E.1.1**) for one or more critical processes, functional areas, and/or systems or applications.

Facility	Address	Activation Contact Name / Email Address	Phone #s	Meets Requirements of:
				▪
				▪
				▪
				▪ ▪
				▪ ▪
				▪ ▪
				▪ ▪
				▪ ▪
				▪ ▪
				▪ ▪
				▪ ▪

E.1.3 Alternate Facility Agreements

Establishing formal agreements such as Memoranda of Understanding (MOUs), Letters of Agreement (LOAs), leases, occupancy agreements and contracts are part of the alternate facilities planning processes. Whenever possible, the agency/department should establish a written agreement for any facility that is managed by an outside entity and identified in the **Alternate Facility Options** worksheet (see section **III.E.1.2**).

Facility	Type	Agreement Type / Parties	Date Executed	Renewal Date	Annual Cost	Use Period	Comments
NA					$		
					$		
					$		
					$		
					$		
					$		
					$		
					$		
					$		
					$		
					$		
					$		
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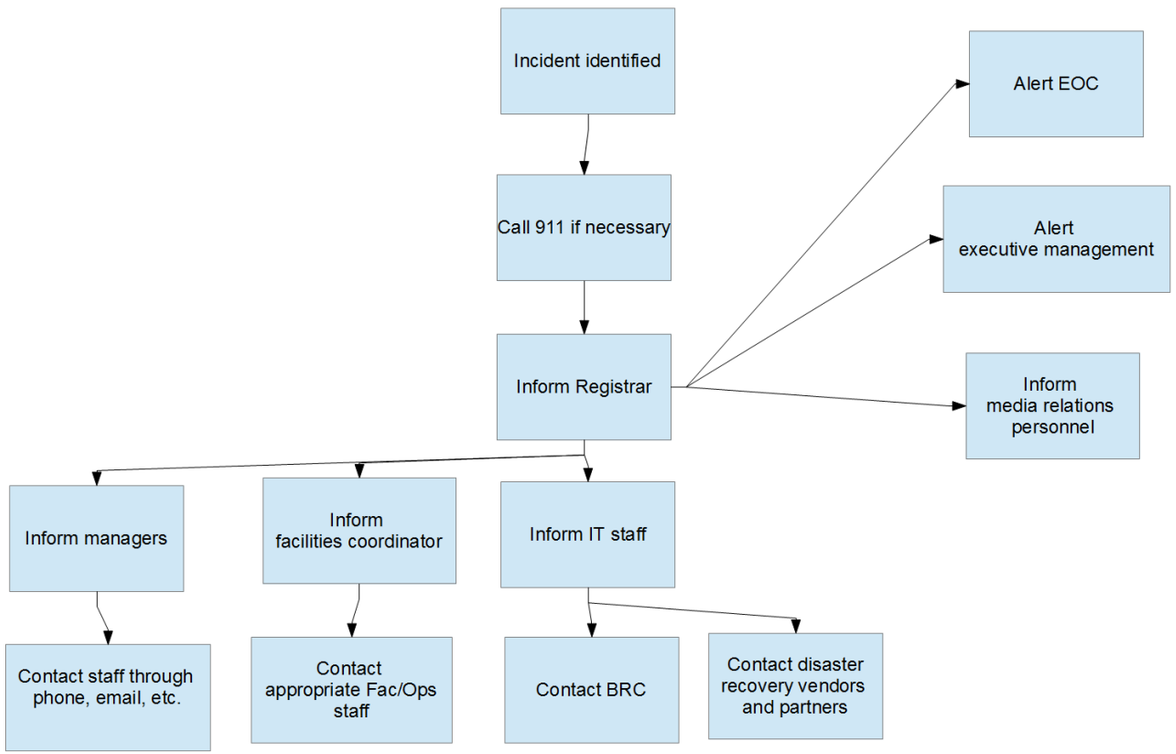
					$		
					$		
					$		
					$		
					$		
					$		
					$		
					$		
					$		
					$		

E.2 Communications

E.2.1 Communications Flowchart

[Insert communications flowchart here]



E.2.2 Modes of Communication

Use this worksheet to list the modes of communication the agency/department uses to support its critical business processes. The agency/department should also list the modes of communication it will use during and after an incident to communicate with staff, clients, etc. The agency/department should anticipate the need to use multiple communications channels for purposes of message redundancy and to ensure that intended recipients receive information as needed. Any critical information or limitations concerning each mode of communication should be noted in the *Notes and Limitations* column.

Mode	Type			For Communications With:					Notes and Limitations
	Electronic	Paper-Based	Face-to-Face	Staff	Partners	Clients	Vendors	Other	

Mode	Type			For Communications With:					Notes and Limitations
	Electronic	Paper-Based	Face-to-Face	Staff	Partners	Clients	Vendors	Other	

E.2.3 Communications Resources

In this worksheet, enter the modes of communication listed in the **Modes of Communication** worksheet (see section **III.E.2.2**) and list the current system and provider for each mode. Wherever possible, enter an alternate system and provider and/or an alternate communications mode for each listing. If an alternate provider and/or mode is unavailable for a given listing, enter "None" in the cell.

Mode	Current System	Current Provider	Alternate System	Alternate Provider	Alternate Mode(s)

E.3 Information Technology

E.3.1 Critical Business Process IT Dependencies

Process #	Business Process Name	Process Owner	Process Approver	IT Dependencies	Owner	Host

E.4 Vital Records

Vital records include those documents system data and databases necessary to maintain continuity of operations during a disruption, to recover full operations following a disruption, and to protect the rights and interests of the County and its constituents at all times. Specific examples of vital records include Emergency Operating Plans; Business Continuity Plans; contracts; legal and financial records; and personnel, payroll, benefits and retirements records.

Record Name	Functional Area	Format(s)	Offsite Location	Updates

E.5 Workforce Planning

The table below lists the divisions, functional areas, and primary job skills required to function in that area. Each functional area may encompass one or more critical business processes. Using workforce member names, indicate the area manager and his/her alternate as well as primary staff members and secondary (backup) staff members for all functional areas.

Division	Functional Area	Primary Skills Required	Area Manager	Alternate	Primary Staff (list all)	Secondary Staff (list all)
		▪				
		▪				
		▪				
		▪				
		▪				
		▪				
		▪				
		▪				
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		▪ ▪ ▪				
		▪ ▪ ▪				
		▪ ▪ ▪				

Division	Functional Area	Primary Skills Required	Area Manager	Alternate	Primary Staff (list all)	Secondary Staff (list all)
		▪ ▪ ▪				

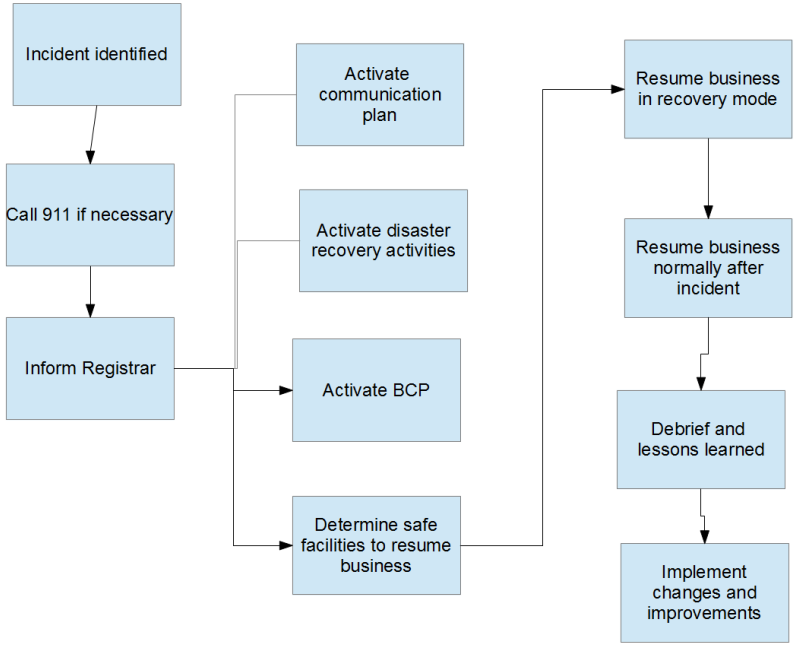
E.6 Vendors and Supporting Agencies/Departments

List the vendors that support identified critical business processes and the assets on which those processes depend.

F. Incident Response

F.1 Incident Response Workflow

[Insert Incident Response Workflow here]



F.2

Incident Response Decision Matrix

Impact Level	Incident Example	Time to Restore	Data Center Status	Outage Issues	Resumption Verification Requirements	TEAM / LOCATION ACTIVATIONS						
						IMT	IAT	IRT	COM	ALT FAC	OCDC BRC	EOC
LOW	Rolling brownouts	< 24 hrs	UP		Generator working	I*	I*	I*	I*	N	★	N
	Facility evacuation		UP		Building is safe	I*	I*	I*	I*	N	★	N
	Data Center disruption		UP		Data Center back online	I*	I*	I*	I*	N	N	N
	Workforce disruption		UP		Enough workers to continue	I*	I*	I*	I*	N	N	N
MED	Power outage	> 24 hrs ≤ 72 hrs	UP		Generator working	Y	Y	Y	I*	★	★	N
	Facility Fire (minor)		UP		Building is safe	Y	Y	Y	I*	★	★	N
	Data Center Outage		UP		Data center back online - most other services unaffected	Y	Y	Y	I*	★	N	N
	Workforce reduction		UP		Enough workers to continue	Y	Y	Y	I*	N	N	N
HIGH	Transformer outage	> 72 hrs ≤ 2 wks	UP		Generator working	Y	Y	Y	I*	★	★	N
	Earthquake damage		UP		Building is safe	Y	Y	Y	Y	★	★	★
	Server/app/data loss		UP		Data recovered at DC, Solano, or at ROV	Y	Y	Y	Y	★	★	N
	Labor strike		UP		Enough workers to continue	Y	Y	Y	Y	N	N	N
SEVERE	Area power failure	> 2 wks	DOWN		Generator working	Y	Y	Y	Y	★	★	★
	Area closure		DOWN		Area no longer closed	Y	Y	Y	Y	★	★	★
	Data center destroyed		DOWN		Data recovered at Solano, or at ROV	Y	Y	Y	Y	★	N	★
	Disease outbreak		UP		Safe to be in contact	Y	Y	Y	Y	★	★	★

Impact Level	Incident Example	Time to Restore	Data Center Status	Outage Issues	Resumption Verification Requirements	TEAM / LOCATION ACTIVATIONS						
						IMT	IAT	IRT	COM	ALT FAC	OCDC BRC	EOC
	Office destroyed		UP		Data recovered at DC, Solano, or at ROV	Y	Y	Y	Y	★	★	★

I* = Inform only / ★= As needed

SECTION IV: Continuity and Recovery Strategies

1. Critical Business Process Continuity Strategy Summary

Each critical business process needs to have identified continuity strategies to ensure the agency/department's ability to continue service delivery. Strategies for manual or other workarounds are especially critical when there is a gap between the business process RTO and the RTO of any of its IT dependencies. The strategy implemented may vary based on a disruption's impact and duration.

Process #	Business Process Name	RTO	RPO	Classification	Process Owner	Impact Level	Duration	Continuity Strategy for Disruption to or Loss of:			
								Facility	Technology	Workforce	Combination
						LOW	≤ 24 hrs	NA	NA	NA	NA
						MED	> 24 hrs ≤ 72 hrs	No alternate available	Restore equipment/data	Reassign staff	
						HIGH	> 72 hrs ≤ 2 wks	No alternate available	Manual processing	Use vendor staff	
						SEVERE	2 wks +	No alternate available	Manual processing	Reassign staff use vendor staff	
						LOW	≤ 24 hrs	NA	NA	NA	NA
						MED	> 24 hrs ≤ 72 hrs	Alternate facility Remote access	NA	NA	NA
						HIGH	> 72 hrs ≤ 2 wks	Alternate facility Remote access	Backup recovery	Use other county staff	
						SEVERE	2 wks +	Alternate facility Remote access	Backup recovery	Use other county staff	
						LOW	≤ 24 hrs	NA	NA	NA	NA
						MED	> 24 hrs ≤ 72 hrs	Alternate facility Remote access	Backup recovery Recover Hart Software	Use alternate staff	
						HIGH	> 72 hrs ≤ 2 wks	Alternate facility Remote access	Backup recovery Recover Hart Software	Use alternate staff	
						SEVERE	2 wks +	Alternate facility Remote access	Backup recovery Recover Hart Software	Use alternate staff	
						LOW	≤ 24 hrs	NA	NA	NA	NA
						MED	> 24 hrs ≤ 72 hrs	NA	NA	NA	NA
						HIGH	> 72 hrs ≤ 2 wks	Alternate facility Remote access	Use NetFile (out of County)	Reassign staff	
						SEVERE	2 wks +	Alternate facility Remote access	Use NetFile (out of County)	Reassign staff	
						LOW	≤ 24 hrs	NA	NA	NA	NA
						MED	> 24 hrs ≤ 72 hrs	Alternate facility	Backup recovery Recover EIMS	Reassign staff	

Process #	Business Process Name	RTO	RPO	Classification	Process Owner	Impact Level	Duration	Continuity Strategy for Disruption to or Loss of:			
								Facility	Technology	Workforce	Combination
						HIGH	> 72 hrs ≤ 2 wks	Alternate facility	Backup recovery Recover EIMS	Reassign staff	
						SEVERE	2 wks +	Alternate facility	Backup recovery Recover EIMS		
						LOW	≤ 24 hrs	NA	NA	NA	NA
						MED	> 24 hrs ≤ 72 hrs	NA	NA	NA	NA
						HIGH	> 72 hrs ≤ 2 wks	Alternate facility	Recover Email Recover Internet		
						SEVERE	2 wks +	Alternate facility	Recover Email Recover Internet		
						LOW	≤ 24 hrs	NA	NA	NA	NA
						MED	> 24 hrs ≤ 72 hrs	NA	NA	NA	NA
						HIGH	> 72 hrs ≤ 2 wks	Alternate facility	eSlates available	Extra help	
						SEVERE	2 wks +	Alternate facility	eSlates available	Extra help	
						LOW	≤ 24 hrs	NA	NA	NA	NA
						MED	> 24 hrs ≤ 72 hrs	NA	NA	NA	NA
						HIGH	> 72 hrs ≤ 2 wks	Alternate facility	eSlates available	Extra help	
						SEVERE	2 wks +	Alternate facility	eSlates available	Extra help	
						LOW	≤ 24 hrs	NA	NA	NA	NA
						MED	> 24 hrs ≤ 72 hrs	NA	NA	NA	NA
						HIGH	> 72 hrs ≤ 2 wks	Alternate facility Remote access	Restore EIMS eSlates/JBCs available	Extra help	
						SEVERE	2 wks +	Alternate facility Remote access	Restore EIMS eSlates/JBCs available	Extra help	
						LOW	≤ 24 hrs	NA	NA	NA	NA
						MED	> 24 hrs ≤ 72 hrs	Alternate facility	Restore EIMS Voting system available	Extra help	
						HIGH	> 72 hrs ≤ 2 wks	Alternate facility	Restore EIMS Voting system available	Extra help	
						SEVERE	2 wks +	Alternate facility	Restore EIMS Voting system available	Extra help	
						LOW	≤ 24 hrs	NA	NA	NA	NA
						MED	> 24 hrs ≤ 72 hrs	NA	NA	NA	NA
						HIGH	> 72 hrs ≤ 2 wks	Alternate facility Remote access	Various systems	Backup staff	

Process #	Business Process Name	RTO	RPO	Classification	Process Owner	Impact Level	Duration	Continuity Strategy for Disruption to or Loss of:			
								Facility	Technology	Workforce	Combination
						SEVERE	2 wks +	Alternate facility Remote access	Various systems	Other county IT staff	
						LOW	≤ 24 hrs	NA	NA	NA	NA
						MED	> 24 hrs ≤ 72 hrs	Alternate facility Remote access	Restore email Restore website	Backup staff	
						HIGH	> 72 hrs ≤ 2 wks	Alternate facility Remote access	Restore email Restore website	Backup staff	
						SEVERE	2 wks +	Alternate facility Remote access	Restore email Restore website	Other county PIO staff	
						LOW	≤ 24 hrs	NA	NA	NA	NA
						MED	> 24 hrs ≤ 72 hrs	Alternate facility Remote access	Restore EIMS Petition available	Extra help	
						HIGH	> 72 hrs ≤ 2 wks	Alternate facility Remote access	Restore EIMS Petition available	Extra help	
						SEVERE	2 wks +	Alternate facility Remote access	Restore EIMS Petition available	Extra help	
						LOW	≤ 24 hrs	NA	NA	NA	NA
						MED	> 24 hrs ≤ 72 hrs	Alternate facility Remote access	Restore EIMS Use Ifbyphone Phones available	Extra help	
						HIGH	> 72 hrs ≤ 2 wks	Alternate facility Remote access	Restore EIMS Use Ifbyphone Phones available	Extra help	
						SEVERE	2 wks +	Alternate facility Remote access	Restore EIMS Use Ifbyphone Phones available	Extra help	
						LOW	≤ 24 hrs	NA	NA	NA	NA
						MED	> 24 hrs ≤ 72 hrs	Alternate facility Remote access	Restore EIMS	Extra help	
						HIGH	> 72 hrs ≤ 2 wks	Alternate facility Remote access	Restore EIMS	Extra help	
						SEVERE	2 wks +	Alternate facility Remote access	Restore EIMS	Extra help	
						LOW	≤ 24 hrs	NA	NA	NA	NA
						MED	> 24 hrs ≤ 72 hrs	NA	NA	NA	NA
						HIGH	> 72 hrs ≤ 2 wks	Alternate facility Remote access	Restore EIMS	Extra help	
						SEVERE	2 wks +	Alternate facility Remote access	Restore EIMS	Extra help	
						LOW	≤ 24 hrs	NA	NA	NA	

Process #	Business Process Name	RTO	RPO	Classification	Process Owner	Impact Level	Duration	Continuity Strategy for Disruption to or Loss of:			
								Facility	Technology	Workforce	Combination
						MED	> 24 hrs ≤ 72 hrs	NA	NA	NA	
						HIGH	> 72 hrs ≤ 2 wks	NA	Manual attendance	Extra help	
						SEVERE	2 wks +	NA	Manual attendance	Extra help	
						LOW	≤ 24 hrs	NA	NA	NA	NA
						MED	> 24 hrs ≤ 72 hrs	Alternate facility Remote access	Restore EIMS Provisional ballots available Voting system available	Extra help	
						HIGH	> 72 hrs ≤ 2 wks	Alternate facility Remote access	Restore EIMS Provisional ballots available Voting system available	Extra help	
						SEVERE	2 wks +	Alternate facility Remote access	Restore EIMS Provisional ballots available Voting system available	Extra help	
						LOW	≤ 24 hrs	NA	NA	NA	NA
						MED	> 24 hrs ≤ 72 hrs	Alternate facility	Voting system available	Extra help	
						HIGH	> 72 hrs ≤ 2 wks	Alternate facility	Voting system available	Extra help	
						SEVERE	2 wks +	Alternate facility	Voting system available	Extra help	
						LOW	≤ 24 hrs	NA	NA	NA	NA
						MED	> 24 hrs ≤ 72 hrs	Alternate facility Remote access	Restore EIMS Restore voting system	Reassign staff	
						HIGH	> 72 hrs ≤ 2 wks	Alternate facility Remote access	Restore EIMS Restore voting system	Reassign staff	
						SEVERE	2 wks +	Alternate facility Remote access	Restore EIMS Restore voting system	Reassign staff	
						LOW	≤ 24 hrs	NA	NA	NA	NA

Process #	Business Process Name	RTO	RPO	Classification	Process Owner	Impact Level	Duration	Continuity Strategy for Disruption to or Loss of:			
								Facility	Technology	Workforce	Combination
						MED	> 24 hrs ≤ 72 hrs	Alternate facility	Restore voting system		
						HIGH	> 72 hrs ≤ 2 wks	Alternate facility	Restore voting system		
						SEVERE	2 wks +	Alternate facility	Restore voting system		
						LOW	≤ 24 hrs	NA	NA	NA	NA
						MED	> 24 hrs ≤ 72 hrs	Alternate facility Remote access	Restore EIMS	Extra help	
						HIGH	> 72 hrs ≤ 2 wks	Alternate facility Remote access	Restore EIMS	Extra help	
						SEVERE	2 wks +	Alternate facility Remote access	Restore EIMS	Extra help	
						LOW	≤ 24 hrs	NA	NA	NA	NA
						MED	> 24 hrs ≤ 72 hrs	Alternate facility			
						HIGH	> 72 hrs ≤ 2 wks	Alternate facility			
						SEVERE	2 wks +	Alternate facility			

2. Critical Business Process IT Dependency Recovery Strategy Summary

Each critical IT dependency needs to have identified recovery strategies to ensure support of the agency/department's business units and critical business process RTOs. The strategy implemented may vary based on where a system or application is hosted, the Service Level Agreement (SLA) for that system/application, the pre-established data backup methods, cost of recovery and other issues.

Process #s Supported	System, Application or Other	RTO	RPO	Owner	Host	Impact Level	Duration	Outage			
								Electrical	Agency Facility	Agency Data Center	OC Data Center
ROV.006 ROV.012											
ROV.015											

Process #s Supported	System, Application or Other	RTO	RPO	Owner	Host	Impact Level	Duration	Outage			
								Electrical	Agency Facility	Agency Data Center	OC Data Center
ROV.001 ROV.003 ROV.008 – ROV.010 ROV.020 – ROV.021 ROV.023 – ROV.024 ROV.026											
ROV.009 ROV.012											
ROV.002											
ROV.020 – ROV.021 ROV.023 – ROV.024 ROV.026											
					MED	> 24 hrs ≤ 72 hrs	Generator		None		

Process #s Supported	System, Application or Other	RTO	RPO	Owner	Host	Impact Level	Duration	Outage			
								Electrical	Agency Facility	Agency Data Center	OC Data Center
						2 wks +			Solano Warm Site VM	Solano Warm Site VM	