



Business Continuity Plan

Montgomery, AL

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Section I: Introduction

A. How to Use This Plan

In the event of a disaster which interferes with Inspirien's ability to conduct business from its Montgomery office, this plan is to be used by the individuals responsible to coordinate the business recovery of their respective areas and/or departments. The plan is designed to contain, or provide reference to, all of the information that might be needed at the time of a business recovery.

Index of Acronyms: (DMT) Disaster Management Team; (BCP) Business Continuity Plan; (IT) Information Technology; (EOC) Emergency Operations Center; (RTO) Recovery Time Objective; (RPO) Recovery Point Objective; (DBMS) Database Management System

Section I, Introduction, contains general statements about the organization of the plan. It also establishes responsibilities for the testing (exercising), training, and maintenance activities that are necessary to guarantee the ongoing viability of the plan.

Section II, Business Continuity Strategy, describes the strategy that Inspirien will control/implement to maintain business continuity in the event of a facility disruption. These decisions determine the content of the action plans, and if they change at any time, the plans should be changed accordingly.

Section III, Disaster Management Teams and Procedures, lists the Recovery Team functions, those individuals who are assigned specific responsibilities, procedures on how each of the team members is to be notified, determines what activities and tasks are to be taken, in what order, and by whom in order to affect the recovery.

Section IV, Appendices, contains all of the other information needed to carry out the plan. Other sections refer the reader to one or more Appendices to locate the information needed to carry out the Team Procedures steps.

B. Objectives

The objective of the Business Continuity Plan is to coordinate recovery of critical business functions in managing and supporting the business recovery in the event of a facilities (office building) disruption or disaster. This can include short or long-term disasters or other disruptions, such as fires, floods, earthquakes, explosions, terrorism, tornadoes, extended power interruptions, hazardous chemical spills, and other natural or man-made disasters.

A disaster is defined as any event that renders a business facility inoperable or unusable so that it interferes with the organization's ability to deliver essential business services.

The priorities in a disaster situation are to:

- Ensure the safety of employees and visitors in the office buildings. (Responsibility of the Site Response Team)

- Mitigate threats or limit the damage that threats can cause. (Responsibility of the Site Response Team)
- Have advanced preparations to ensure that critical business functions can continue.
- Have documented plans and procedures to ensure the quick, effective execution of recovery strategies for critical business functions.

The Inspirien Business Continuity Plan includes procedures for all phases of recovery as defined in the Business Continuity Strategy section of this document.

C. Scope

The Business Continuity Plan is limited in scope to recovery and business continuance from a serious disruption in activities due to non-availability of Inspirien facilities. The Business Continuity Plan includes procedures for all phases of recovery as defined in the Business Continuity Strategy of this document. Unless otherwise modified, this plan does not address temporary interruptions of duration less than the time frames determined to be critical to business operations.

The scope of this plan is focused on localized disasters such as fires, floods, tornados, medical emergencies, active shooter, bomb threat, power failure, system outage, and other localized natural or man-made disasters. This plan is not intended to cover major regional or national disasters such as regional earthquakes, war, or nuclear holocaust. However, it can provide some guidance in the event of such a large scale disaster.

D. Assumptions

The viability of this Business Continuity Plan is based on the following assumptions:

- That a viable and tested IT Disaster Recovery Plan exists and will be put into operation to restore data center service at a backup site within five to seven days.
- That Inspirien's Logistics Coordinator (Meredith Dismukes) and Disaster Management Team has identified available space for relocation of departments which can be occupied and used normally within two to five days of a facilities emergency.
- That this plan has been properly maintained and updated as required.
- The functions and roles referenced in this plan do not have to previously exist within an organization; they can be assigned to one or more individuals as new responsibilities, or delegated to an external third party if funding for such services can be arranged and allocated.

E. Changes to the Plan/Maintenance Responsibilities

Maintenance of the Business Continuity Plan is the joint responsibility of Business Continuity Team, the Disaster Management Team, and the Business Continuity Coordinator (Mary Gibson). This document will be maintained Annually by both the Program Manager and Executive Assistant.

Business Continuity Team is responsible for:

Periodically reviewing the adequacy and appropriateness of its Business Continuity strategy.

- Assessing the impact on the Business Continuity Plan of additions or changes to existing business functions, procedures, equipment, and facilities requirements.
- Keeping recovery team personnel assignments current, taking into account promotions, transfers, and terminations.
- Communicating all plan changes to the Business Continuity Coordinator so that the organization's IT master Disaster Recovery Plan can be updated.

Disaster Management Team is responsible for:

- Maintaining and/or monitoring offsite office space sufficient for critical functions and to meet the facility recovery time frames.
- Communicating changes in the "Organization IT Disaster Recovery Plan" plan that would affect groups/departments to those groups/departments in a timely manner so they can make any necessary changes in their plan.
- Communicating all plan changes to the Business Continuity Coordinator so that the master plan can be updated.

The Business Continuity Coordinator (Mary Gibson) is responsible for:

- Keeping the organization's IT Recovery Plan updated with changes made to the facilities plans.
- Coordinating changes among plans and communicating to Business Continuity Plan management when other changes require them to update their plans.

F. Plan Testing Procedures and Responsibilities

Business Continuity Plan management is responsible for ensuring the workability of their Business Continuity Plan. This should be periodically verified by active or passive testing.

G. Plan Training Procedures and Responsibilities

Business Continuity Plan management is responsible for ensuring that the personnel who would carry out the Business Continuity Plan are sufficiently aware of the plan's details. This may be accomplished in a number of ways including; practice exercises, participation in tests, and awareness programs conducted by the Business Continuity Coordinator.

H. Plan Distribution List

The Business Continuity Plan will be distributed to the following departments and/or individuals, and will be numbered in the following manner:

Plan ID No	Location	Person Responsible
01	Meredith	Mary Gibson
02	Electronic file: All Employee Folder	Mary Gibson

I. Team Overview

Below is an over of the teams and the objectives for each team. A full and detailed listing can be found in Section III.

Executive Response Team (Page 20):

Makes and oversees the decisions during a disaster.

- Margaret Nekic
- Kathy Freyman
- Brandon Driscoll
- Meredith Dismukes

Site Response Team (Page 22):

Responsible for the physical security to the building and damage assessments after a disaster.

- Brandon Driscoll
- Mary Gibson

Disaster Management Team (Page 21):

Determine that all employees accounted for, arranging and directing response actions, communications, logistics and budgets during a disaster.

- Meredith Dismukes – Commander
- Brandon Driscoll

Technology and Application Recovery Team (Page 23):

Responsible for the recovery of necessary applications and technology.

- Mary Gibson

Business Continuity Team (Page 24):

Responsible for planning, maintaining and executing the business continuity issues during the disaster.

- | | |
|--|--|
| <ul style="list-style-type: none"> • Mary Gibson • Brandon Driscoll • Margaret Nekic • Meredith Dismukes | <ul style="list-style-type: none"> • Cindy Sawyer • Jim Trull • Pansy Donegan |
|--|--|

Section II: Business Continuity Strategy

A. Overview of Plan

This document describes the Business Continuity Plan for the Montgomery office. It explains business continuity measures necessary to recover critical business functions in the event of a disaster, or if the office is rendered unusable. All advisors should be familiar with the provisions of the General Crisis Management Plan and of this Business Continuity Plan in particular.

B. Key Elements of Recovery Capability

People – employees understand their roles and responsibilities

Plan – simple and pragmatic that guides actions

Network – enables access to key systems, data, and voice

Alternate Location – a place to relocate to in the event of a disaster

Technology – understanding of key systems and applications

Data – the digital and physical information that you use

C. Alternate Worksites

During the recovery and business resumption period, the office will focus on reestablishing client service and business processes. During this period, the office may need to relocate certain operations to alternate worksites until a more permanent worksite is restored or relocated. Alternate worksites could include the employee's residence, a local hotel, or some other suitable work location appropriately outfitted with technology connectivity and other necessary infrastructure.

It should be noted that the team should not enter into contracts or other binding agreements in advance for such space; however, logical locations should be pre-identified for use should the need arise.

Short-term alternate worksites for this office may include:

- 0 to 2 day:
 - Employee: Home residence
 - Leadership: Margaret's House
- 2 to 5 days:
 - Employee: Home residence
 - Leadership: Margaret's House
- 5 days to 2 months:
 - Alternate worksite determined by realtor and Meredith

The exact location(s) will be determined at the time of the disaster. Personnel will redeploy to the alternate worksites as instructed by the Incident Commander (Meredith Dismukes).

D. Business Function Recovery Priorities

The strategy is to recover critical business functions at the alternate site location. This can be possible if an offsite strategy has been put into effect by Disaster Management /Technology Recovery Teams to provide the recovery service. The Technology Recovery Team will recover IT functions based on the critical departmental business functions and defined strategies.

Business Functions by Location are listed in Appendix B (Recovery Priorities for Critical Business Functions). "Time Critical Business Functions," i.e., those of which are of the most critical for immediate recovery at the secondary location are:

Reference: Appendix B – Recovery Priorities for Critical Business Functions

E. Time Critical Business Functions

In the event of an emergency or disaster that renders the Inspirien office unusable, the following functions must resume quickly in order to avoid a major effect to the business:

1. Laptop and Internet/intranet access:

Work during and immediately following an office emergency or disaster can usually continue relatively uninterrupted, as long as employees have the ability to work from their residence or other alternate location (i.e., if they have a telephone, their laptop, an Internet connection, connectivity with their customers and the rest of their team, including access to necessary networks and appropriate technical environments).

Reference: G:\Business Continuity Plan - BCP\Computer-Needs-BCP

2. Communications:

In addition to laptop/internet access, it is advisable that there be an additional way to communicate back to the customers. This will be in the form of Nextiva and person cell phones.

Reference: G:\Business Continuity Plan - BCP\Master-IT-List

3. Access to sensitive documents, physical:

In some cases, sensitive documents cannot or should not be removed from the office. In the event the office is not available, work may also need to be temporarily suspended until access can be re-established in another properly secured environment and/or the documents can be retrieved/recreated.

The following categories of information can be exposed to loss:

- Any files stored on-site in file cabinets and control file rooms
- Information stored on local PC hard drives
- Any work in progress
- Received and un-opened mail
- Documents in offices, work cubes and files

4. Access to sensitive documents, network:

In some cases, sensitive documents can only be accessible via the Inspirien office network. In the event the office is not available, work may also need to be temporarily suspended until access can be re-established in another properly secured environment and/or the documents can be retrieved/recreated.

F. Disaster Recovery File

Certain files or supplies have been deemed necessary by Inspirien employees in order to continue business operations. These materials will be maintained virtually on the All Employee Access File.

The disaster recovery file/critical information will be reviewed and updated as necessary on a quarterly basis by Mary Gibson.

G. Workarounds

For the most part, there are few specific workarounds which can be pre-scripted for Inspirien employees. Employees will continue to strive to service their customers as soon as safety and connectivity can be restored and as long as they have their computer equipment and materials with them.

General workaround strategies include:

- Access to the network share files – Azure – cloud based.
- Access to RoseASP – Dynamics – cloud based, installed on computers already (but most of these are desktops) in the accounting department. The only thing that needs to be reinstalled on a new computer, would be Citrix to connect to RoseASP.
- Access to the PAS system – Azure – cloud based.
- Access to Origami – Access through the website portal
- Access to Clearwater – Access is through a website portal

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H. Critical Roles

In the event of an emergency or disaster that renders the Inspirien office unusable, the following roles must be enacted quickly in order to avoid a major effect to the business:

1. Roles that need to be functional within 0-48 hours
 - 5 Leadership Team (Margaret, Kathy, Brandon, Tiffany, Mary)
 - 1 employee from the Accounting department (Karen)
 - 2 employees from the Claims department
 - 1 for the Workers' Compensation Fund (Shannon)
 - 1 for Insurance (Kim)
 - 1 employee from Reception (Meredith)
 - 1 employee from Technology (Mary)

2. Roles that need to be functional within 48 hours – 5 days
 - All roles need to be functional within 2 days

I. Recovery Time Objectives

1. Immediate Response (0–24 hours)

All personnel affected by the disaster shall ensure their own personal safety and follow the emergency response procedures outlined in the BCP network folder found here: G:\Projects\2017\BCP\BCP-Scenario\Action\Plans.

In the event the Inspirien office is unavailable, personnel who typically work from the affected office should contact their team lead, who will determine whether the alternate worksite(s) identified in section II C above will be utilized. Any redeployment of personnel or instruction to work from home/alternate location will be communicated to the individual by their team lead.

All personnel will assess the loss of their work in progress and keep a log of all activities and expenses related to recovery, including the re-creation of work due to the disaster.

2. Short Term (24–48 Hours)

Team leads will work together with key management to prioritize personnel assignments and shift assignments as necessary. Once resource and engagement priorities are established, personnel will be notified of any changes to existing assignments and assignment locations as well as any additional assignments. In most situations, existing teams will continue intact from whatever location makes the most sense for their circumstances.

3. Intermediate Term (48 Hours–5 Days)

In the event the office is unavailable for several days, additional alternate worksite arrangements/contracts may be required. Any alternate worksite arrangements should be made in coordination with Facilities/Operations, utilizing any preferred worksites identified in section II C.

In most cases, work products and papers are stored and accessible electronically. However, where there is the need to access hard copy files in the office – and to the extent it is safe to do so - Facilities/Operations will attempt to facilitate the ability of employees to access the needed materials during this timeframe.

4. Long Term (5 Days to 2 months)

Team leads will continue to assess and optimize staffing assignments. The DMT will evaluate options and decide how the business is to continue.

J. PC, Software, and Equipment Needs

The following space and equipment requirements are likely to be needed at an alternate worksite (see section II C for preferred alternate worksite location) in the event that the Inspirien office is inaccessible following a disaster:

People, PCs, Equipment, and Software Needed Within Initial Two Weeks				
	0-48 Hours	48 Hours - 5 Days	5 Days - 2 months	Total Resources Required
Workspaces at an alternate facility (includes a desk, chair)	14	40	40	40
Telephones (should align with # of workspaces unless VoIP to be utilized) * These are softphones on everyones cell phone.	14	40	40	40
Computers with PC standard image (does not include laptops personnel would typically have with them)	14	40	40	40
Printers	0	0	1	1
Fax machines	0	0	1	1
Copiers	0	0	1	1
Non-standard Software/Applications: Full list found here: G:\Projects\2017\BCP\BCP-Department-Applications				
Other:				

K. Disaster Declaration Levels and Criteria

A Disaster Declaration is a formal announcement by pre-authorized personnel that a disaster or severe outage has occurred and that triggers pre-arranged recovery actions (e.g., relocation to an alternate site).

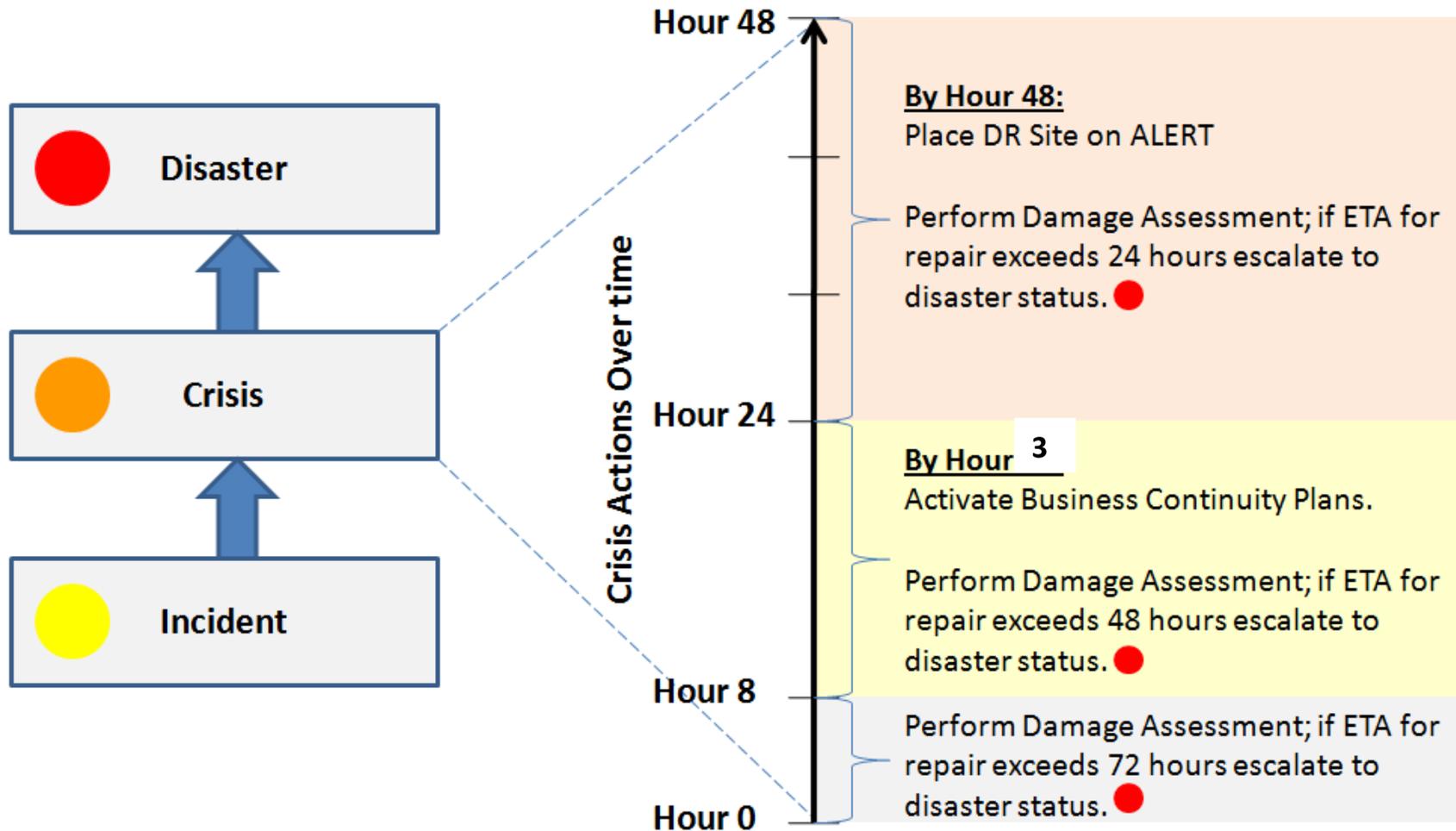
The following teams have been identified as critical path towards the ultimate decision of disaster activation / declaration:

Team	Communicate	Participate	Decide
Executive Response Team	Meredith Dismukes	Margaret Nekic Kathy Freyman Brandon Driscoll Meredith Dismukes	Margaret Nekic Kathy Freyman Brandon Driscoll
Disaster Management Team	Meredith Dismukes	Business Continuity Team (please refer to section III B)	Primary: Meredith Dismukes Secondary: Mary Gibson

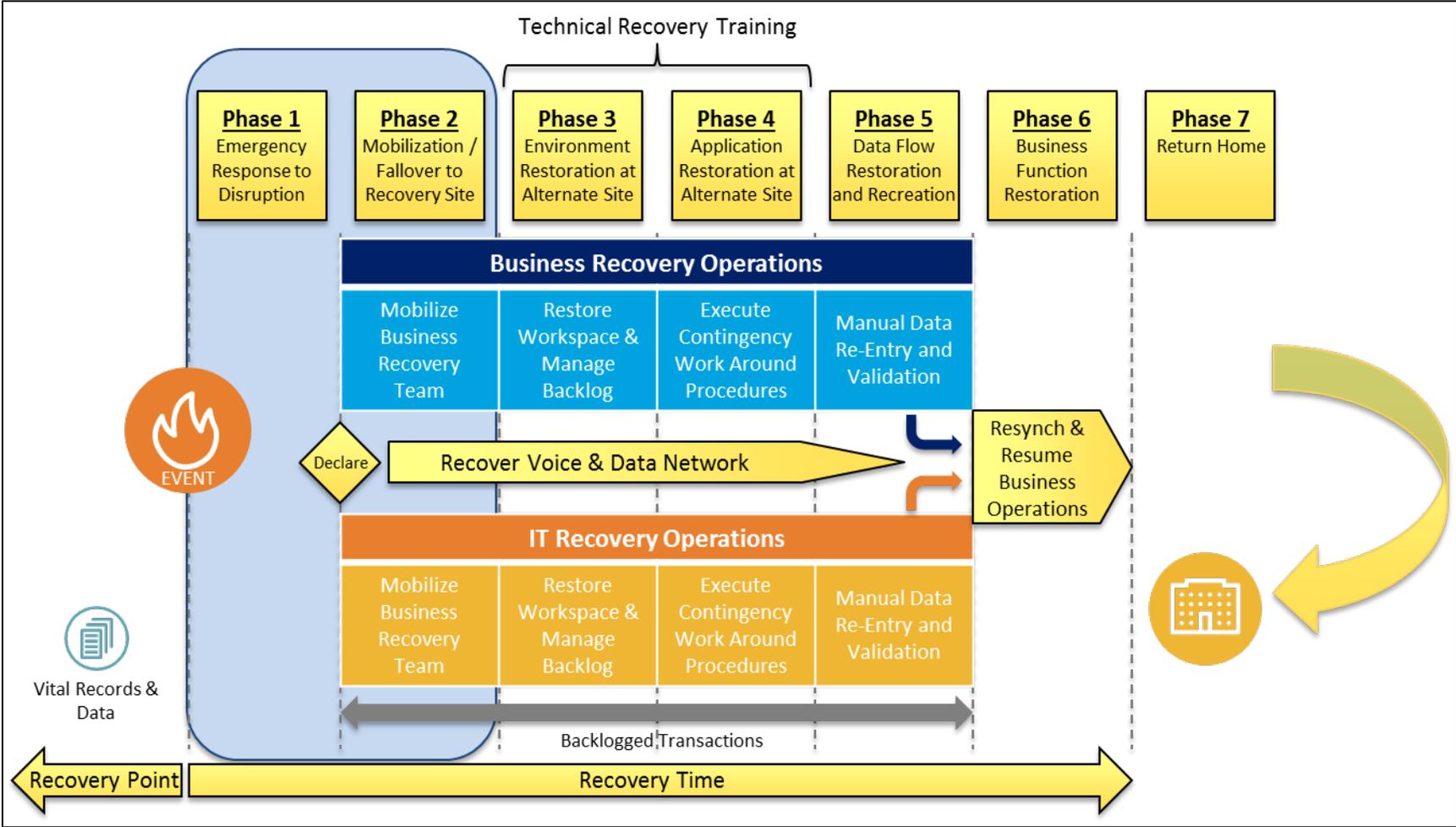
Disaster Declaration Levels and Criteria

	Severity Level	Criteria	Actions
Disaster Management	Disaster 24hrs - Up 	<ul style="list-style-type: none"> Severe impact to several critical applications resulting in the inability of PAS to provide critical functions, processes or services Outage expected to exceed the RTO (48 hrs) to resolve 	<ul style="list-style-type: none"> Immediately escalate through Executive Leadership and Declare (activate BCP) Mobilize recovery teams and begin recovery process Activate business continuity plans (workaround procedures for critical processes dependent on OTC applications)
	Crisis 3-24hrs 	<ul style="list-style-type: none"> Moderate to severe impact to one or more critical applications that has the potential to compromise the ability of PAS to provide critical functions, processes or services if not restored within 48 hours Outage may or may not exceed the RTO (48 hrs) to resolve Potential to replace damaged equipment or restore data locally within RTO (48 hrs) 	<ul style="list-style-type: none"> Assess damage to determine the extent of the disruption Decide if business continuity plans should be activated If outage is expected to exceed OTC RTO (48 hours) or if the impact expands to additional critical systems, escalate to Disaster  otherwise address via incident management
Incident	Critical 0-3hrs 	<ul style="list-style-type: none"> An issue is considered 'Critical' when Business critical applications are impacted, regardless of the cause 	<ul style="list-style-type: none"> DMT immediately communicates incident to users and other affected parties via email. Provide hourly status updates If outage is expected to exceed target resolution time for critical incidents (1 business day), escalate to Crisis  Consider activation of business continuity plans
	High	<ul style="list-style-type: none"> While not as serious as a critical issue, high impact issues causing a major disruption in providing service to the business requiring immediate attention 	<ul style="list-style-type: none"> DMT immediately communicates incident to users and other affected parties via email. Provide regular status updates

L. Crisis Level Actions within the First 48 Hours

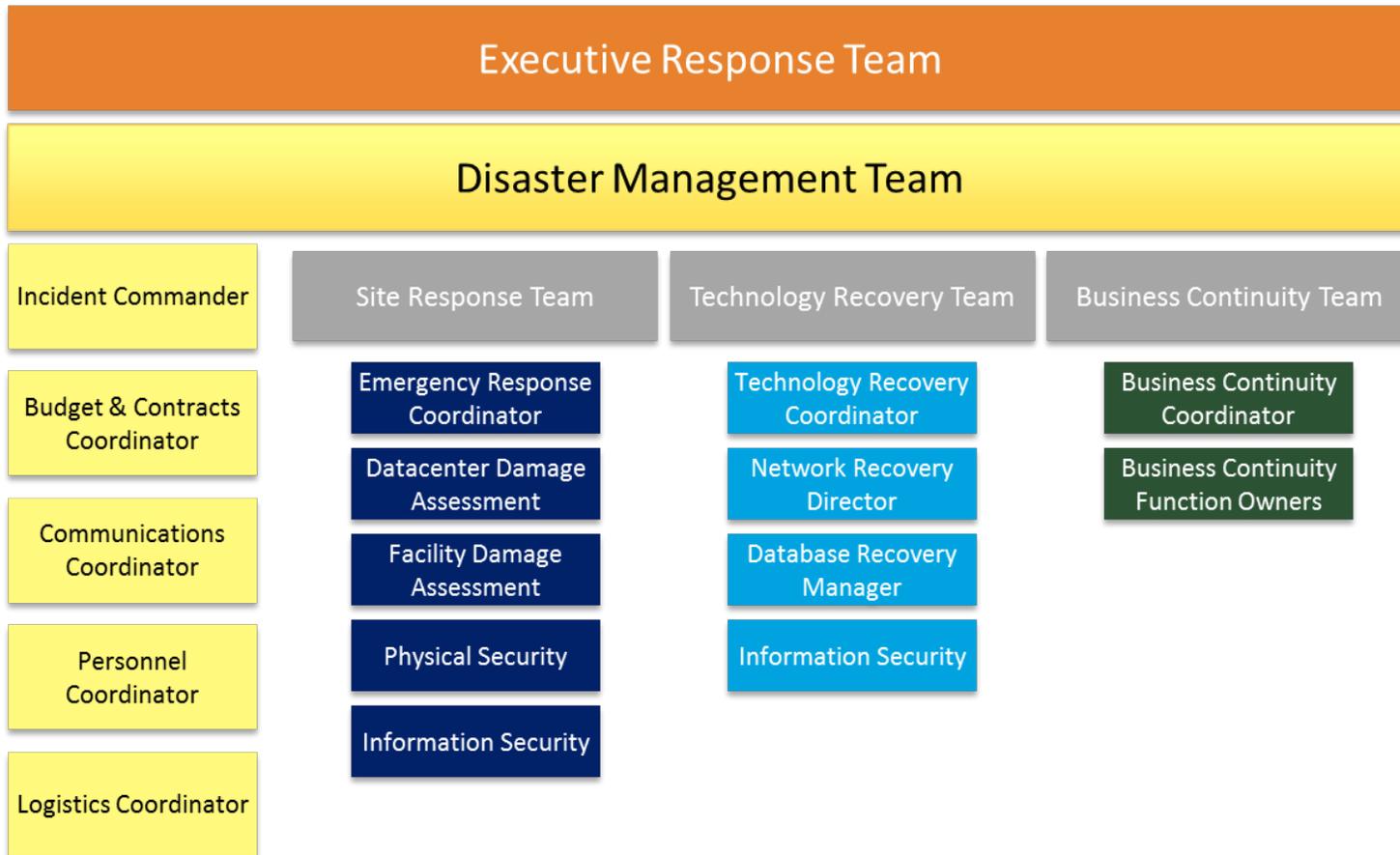


M. Disaster Recovery Timeline



Section III: Disaster Management Teams and Responsibilities

A. Disaster Management Organization Structure



B. Team Responsibilities

Executive Response Team Responsibilities

Team / Role	Employee(s)	On-going Responsibilities	At Time-of Disaster Responsibilities
Executive Response Team	<ul style="list-style-type: none">• Margaret Nekic• Kathy Freyman• Brandon Driscoll• Meredith Dismukes	<ul style="list-style-type: none">• Sponsorship of recovery planning teams	<ul style="list-style-type: none">• Oversight and decision making during the recovery effort

Disaster Management Team Responsibilities

The Disaster Management Team is responsible for:

- Determining that all individuals are accounted for
- Selecting and directing other employees to manage first aid, crowd control, traffic control, communications, and response actions
- Ensuring that the appropriate Federal, National, and Local agencies are notified as required by rules and regulations
- Ensuring that the appropriate Executives are notified
- Determining the budget and tracking expenses during a disaster period
- Arranging logistics for the alternate site

Team / Role	Employee(s)	On-going Responsibilities	At Time-of Disaster Responsibilities
Incident Commander	<ul style="list-style-type: none"> • Meredith Dismukes 	<ul style="list-style-type: none"> • Lead mock recovery exercises (tabletop testing) 	<ul style="list-style-type: none"> • Reporting of all response and recovery –related activities to the executive response team
Budget & Contracts Coordinator	<ul style="list-style-type: none"> • Brandon Driscoll 	<ul style="list-style-type: none"> • Determine overall expense guidelines during disaster period • Insurance 	<ul style="list-style-type: none"> • Track recovery-related expenses • Report updates to incident commander
Communications	<ul style="list-style-type: none"> • Meredith Dismukes (coordinator) • Kathy Freyman • Margaret Nekic • Cindy Sawyer 	<ul style="list-style-type: none"> • Maintain standard communication scripts • Maintain automated call system communications 	<ul style="list-style-type: none"> • Execute internal disaster communications procedures • Respond to IT and vendor disaster inquiries
Personnel Coordinator	<ul style="list-style-type: none"> • Meredith Dismukes 	<ul style="list-style-type: none"> • Determine Inspirien HR support for recovery team 	<ul style="list-style-type: none"> • Provide HR support to recovery teams as required
Logistics coordinator	<ul style="list-style-type: none"> • Meredith Dismukes 	<ul style="list-style-type: none"> • Maintain pre-arranged lodging and travel arrangements for recovery personnel 	<ul style="list-style-type: none"> • Execute travel, lodging logistics plan • Report expenses to budget & contracts coordinator • Report updates to incident commander

Site Response Team Responsibilities

The Site Response Team is responsible for emergency response after a disaster, conducting damage assessment, and providing physical security to buildings after an event. Other responsibilities include:

- Ordering an evacuation of building if needed
- Ensuring that prompt actions are taken to prevent or minimize harm to employees, the community, the environment, and the facilities
- Giving the all-clear when it is safe to re-enter the building or area
- Ensuring clean-up and repairs are initiated following the emergency

Team / Role	Employee(s)	On-going Responsibilities	At Time-of Disaster Responsibilities
Damage Assessment	<ul style="list-style-type: none"> • Brandon Driscoll 	<ul style="list-style-type: none"> • Maintain Damage Assessment Procedure Documents, Damage Assessment Checklists, and Copies of Relevant Facility Insurance Policies 	<ul style="list-style-type: none"> • Perform Evaluation of Affected Facilities • Assist in Facility Insurance Claims Processes
Emergency Response	<ul style="list-style-type: none"> • Brandon Driscoll 	<ul style="list-style-type: none"> • Maintain First Response Procedure Documents and Emergency Contacts • Coordinate and Plan Emergency Evacuation Drills 	<ul style="list-style-type: none"> • Initiate Emergency Evacuation • Obtain Medical Emergency Status and Actions to Communicate to Emergency Medical Services
Physical Security	<ul style="list-style-type: none"> • Mary Gibson 	<ul style="list-style-type: none"> • Monitor on-going physical access to facilities 	<ul style="list-style-type: none"> • Following a building evacuation, restrict facility re-entry to limited individuals
Information Security	<ul style="list-style-type: none"> • Mary Gibson 	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • Verify security controls are re-established

Technology and Application Recovery Team Responsibilities

Technology and application recovery team members are responsible for recovering necessary applications and technology for recovery. Team leads from each team are responsible for maintaining recovery procedure for their area of recovery.

Team / Role	Employee(s)	On-going Responsibilities	At Time-of Disaster Responsibilities
Technology and Application Recovery Coordinator	<ul style="list-style-type: none"> • Mary Gibson 	<ul style="list-style-type: none"> • Maintain disaster declaration process and overall DR documentation 	<ul style="list-style-type: none"> • Report recovery status to Incident Commander • Escalate and track recovery issues
Network Recovery	<ul style="list-style-type: none"> • Mary Gibson 	<ul style="list-style-type: none"> • Maintain recovery procedures and configurations for router, switch, and LAN • Maintain Data replication link between Inspirien and recovery hosting provider 	<ul style="list-style-type: none"> • Execute/Activate LAN recovery procedures • Establish DR system security monitoring
Database Recovery	<ul style="list-style-type: none"> • Mary Gibson 	<ul style="list-style-type: none"> • Maintain recovery procedures for database recovery • Perform database backup as required for disaster recovery 	<ul style="list-style-type: none"> • Execute DBMS, database, and DBMS client recovery procedures • Report recovery status and issues to technology recovery coordinator
Information Security	<ul style="list-style-type: none"> • Mary Gibson 	<ul style="list-style-type: none"> • Review all DR design and architecture to validate adherence to Inspirien logical security policies and standards 	<ul style="list-style-type: none"> •

Business Continuity Team Responsibilities

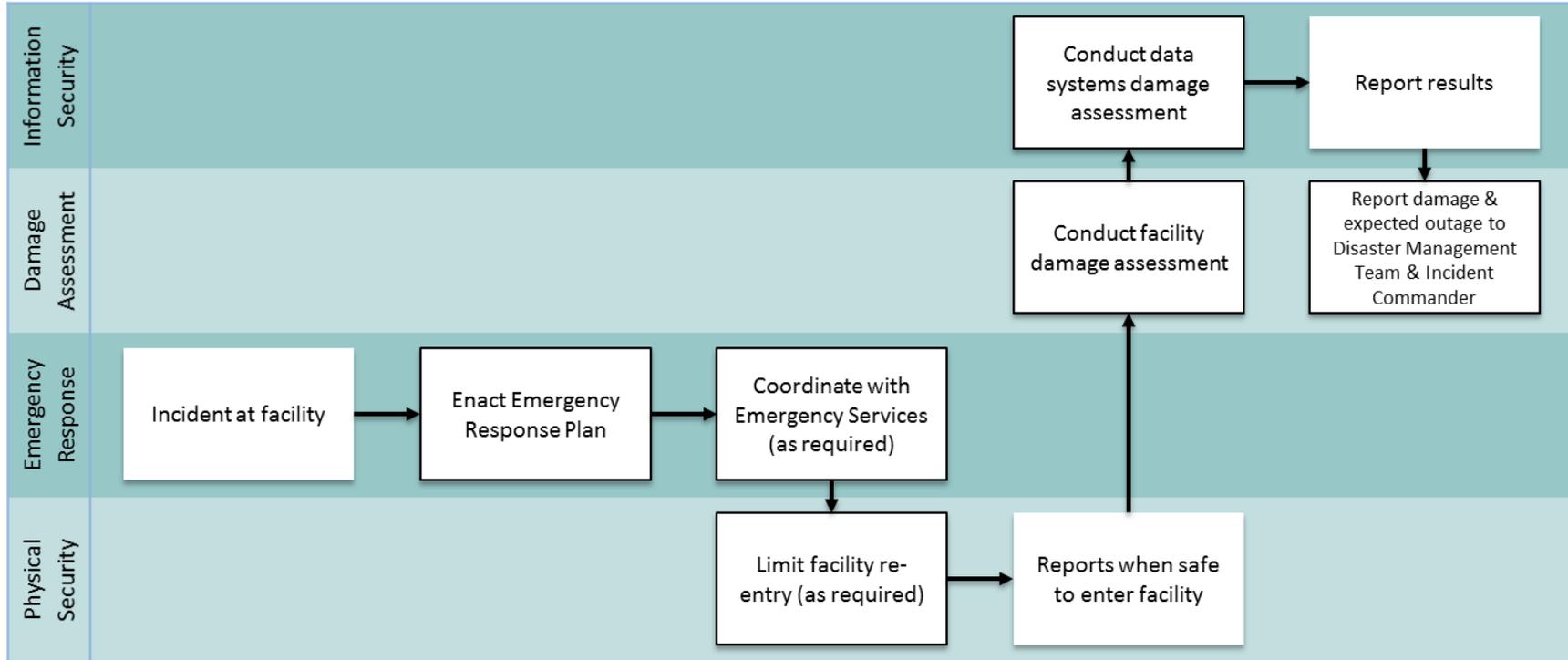
The Business Continuity Team is responsible for planning, maintaining and executing business continuity issues in case of a disaster. The Business Continuity Coordinator will lead the Business Continuity Team and will help keep our employees connected and up to date with the recovery and continuity efforts. Each Function Owner will have to create a Business Continuity Plan and procedures to follow for their function in the event of a disaster.

Function	Owner
Accounting	Brandon Driscoll
Claims	Shannon Cole
Executive	Margaret Nekic
Human Resources	Meredith Dismukes
Legal	Meredith Dismukes
Marketing	Cindy Sawyer
Sales	Jim Trull
Technology	Mary Gibson
Underwriting	Pansy Donegan (HWCF) & Tim Miller (IIC)

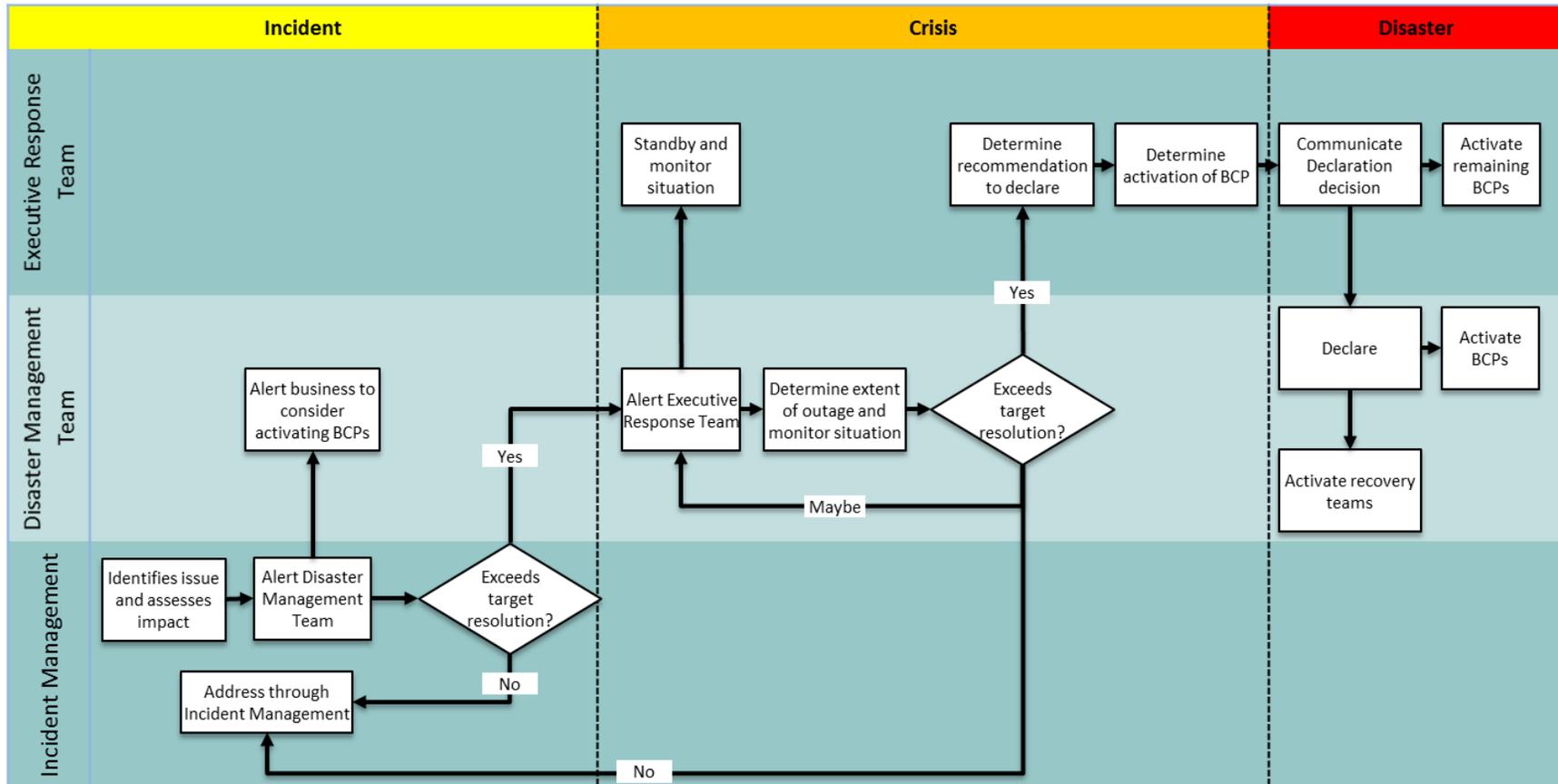
Team / Role	Employee(s)	On-going Responsibilities	At Time-of Disaster Responsibilities
Business Continuity Coordinator	<ul style="list-style-type: none"> Meredith Dismukes 	<ul style="list-style-type: none"> Oversight of Business Continuity Planning Activities Oversight of Business Continuity Policies and Procedures Oversight of Business Continuity Testing Activities Coordination of Business Continuity with Disaster Recovery Definition of Application Recovery Objectives (Maximum Downtime – RTO; Maximum Data Loss – RPO) 	<ul style="list-style-type: none"> Document Status of Overall Business Continuity Efforts Escalate and Track Business Continuity Issues Activate Business Continuity Plans
Business Continuity Function Owners	<ul style="list-style-type: none"> Outlined in table above 	<ul style="list-style-type: none"> Maintaining Alternate (Manual) Processing Procedures Maintaining Data Re-Entry Procedures Maintaining Business Continuity Plans 	<ul style="list-style-type: none"> Execute Alternate (Manual) Processing Procedures Execute Data Re-Entry Procedures Execute Business Continuity Plans

C. Process Flows

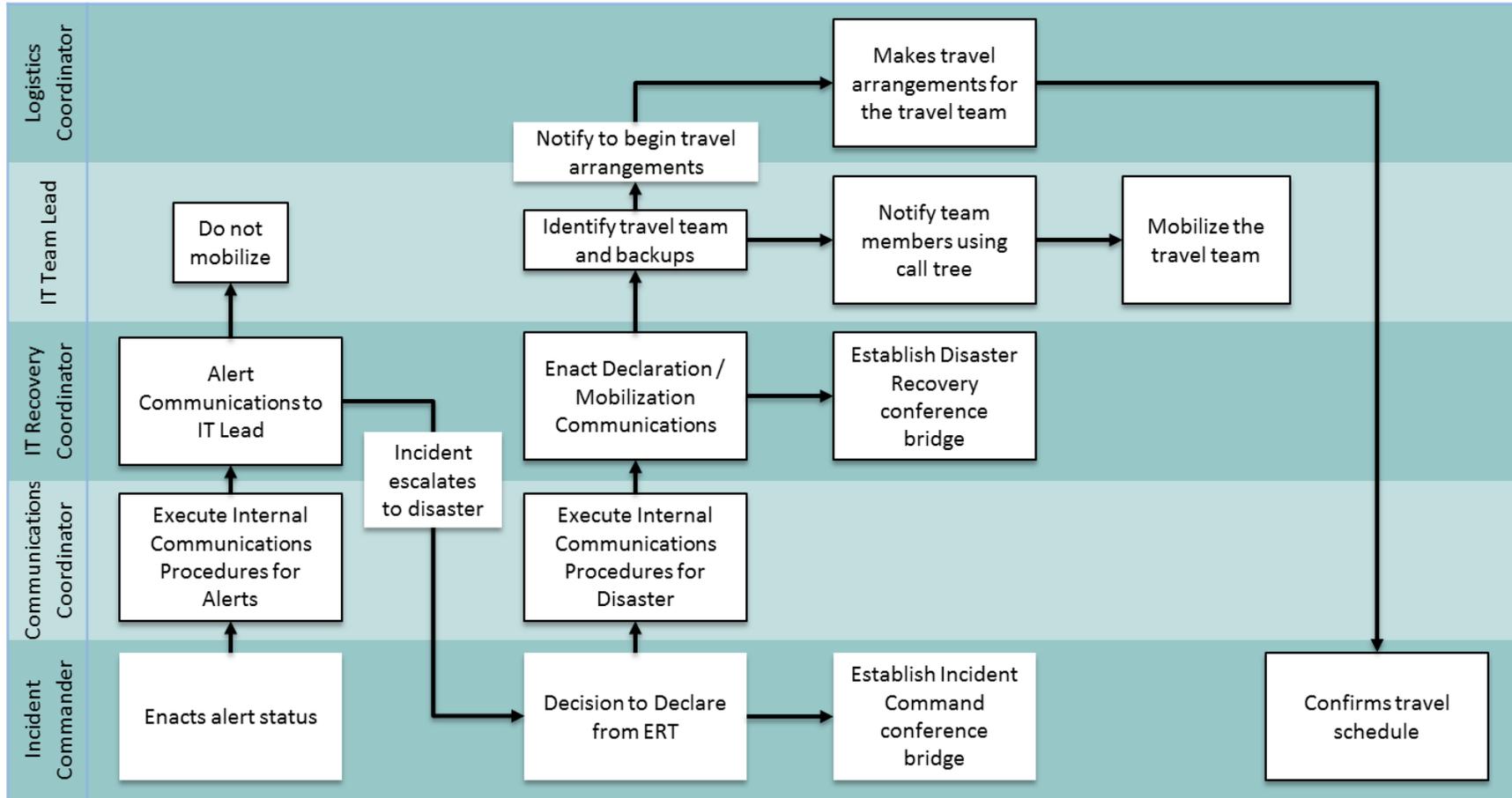
Site Response Process



Disaster Declaration Process Flow

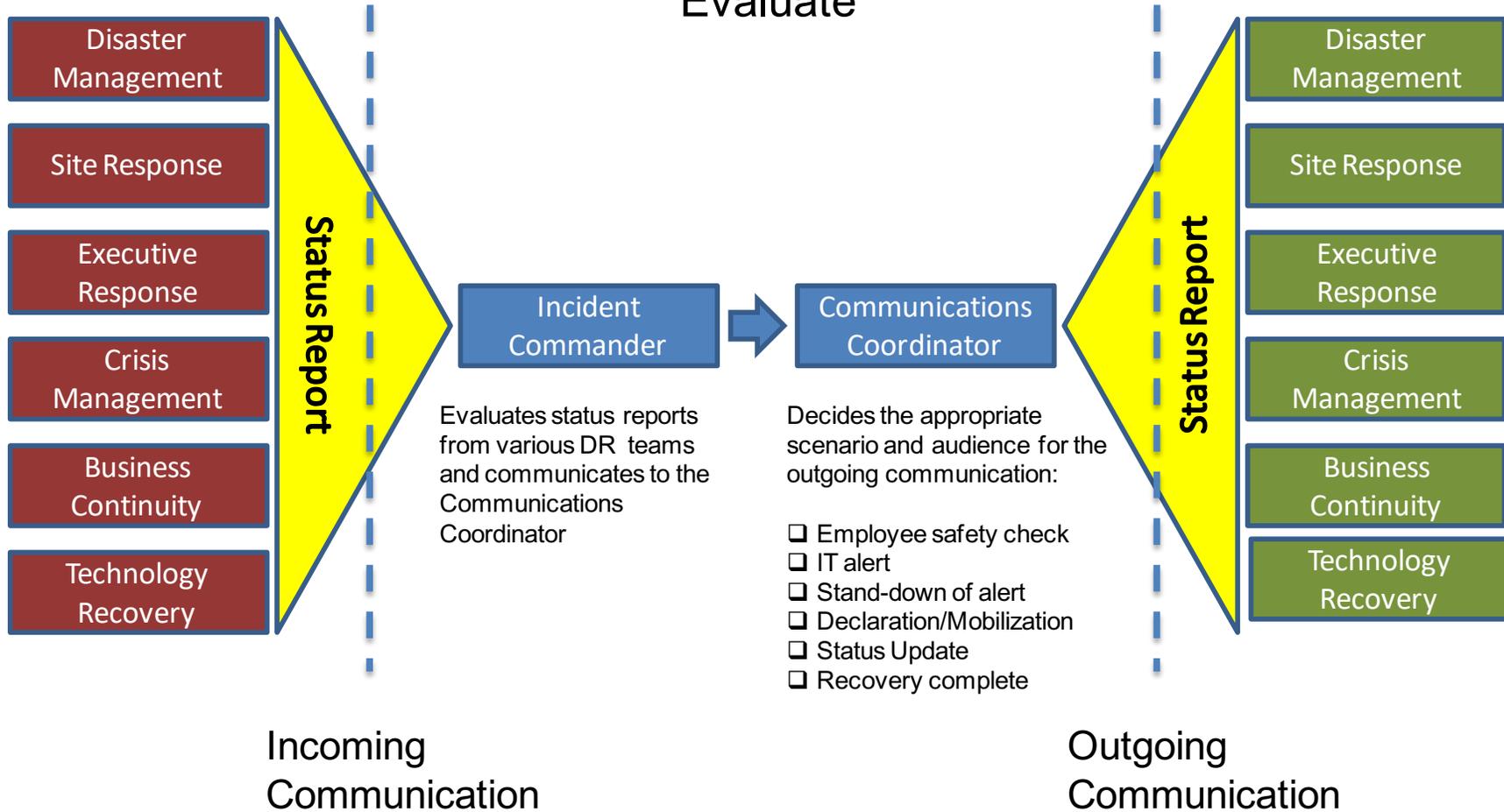


Internal Communication Process



Disaster Management Communications

Evaluate



Communication Scenarios

- Employee Safety Check
 - To employees unaccounted for after an event made by the Communications Coordinator
- IT Alert Communications
 - To the leads for each of the IT areas with recovery responsibilities in the event the PAS enacts 'Alert' status to notify the incident and a pending decision to mobilize
- Stand-Down of Alert
 - To notify team members to stand down when the issue is resolved without further escalation to declaration status
- IT Personnel Declaration/Mobilization Communications
 - To the IT lead to mobilize for disaster recovery
- IT Recovery Status Communications
 - To all the applications users effected on the status of recovery made by the Communications Coordinator
- Status Update to Executive Response Team
 - To Executive Response Team on Disaster Recovery Status
- Recovery Complete
 - To IT team leads to notify the completion of restore

Example of a Notification Script

Communication Audience:

- All Information Technology personnel

Communication Channel:

- Notifications will be conducted via voice and text communications utilizing the Vonage phone system. The Commander will text everyones cell phone numbers with a notification to check their company voicemail for full emergency notification. In the event that the Vonage phone system is unavailable, manual call tree notification should be executed. Phone tree list located here: G:\Projects\2017\BCP\Emergency-Cell-Phone-BCP

Communication Script:

- Automated Emergency Notification Script/Scenario: IT Declaration & Mobilization

- In the event that the Disaster Management Team enacts 'Declaration' status, a communication will be made by the Communications Coordinator to the Leads for each of the IT areas with recovery responsibilities. The intention of this communication is to notify recovery team members to mobilize for disaster recovery.
 - "The IT department has determined that due to the significance of the power outage, a full disaster declaration has been authorized. At this time it is required that all identified recovery team members confirm their ability to travel to the recovery site. Please notify the Incident Commander, Meredith Dismukes, at 334-320-5958 and Technology Coordinator, Mary Gibson, at 334-220-7591 with any special travel requirements. Be advised that the Incident Commander will be in contact with you shortly regarding you specific travel arrangements, including air schedule and hotel information."

When notified by the Communications Coordinator, leads are to confirm the travel arrangements for their travel team with the Logistics Coordinator.

Notifications

- Employees – (text, email, distributed VM) Inspirien has experienced an interruption in business from _____. We are not able to access the building at this time. The DR team is meeting to determine when Inspirien will be able to resume normal operations. At this time follow 48 hour/5 day/ 2 month DR plan. More information will be provided soon. Look for a meeting invite in the next 4 hours to answer any questions.
- Customers (My Emma) Inspirien is experiencing an interruption in business due to _____. We are unable to access the building at this time. Please visit our websites and social media pages for more information. (Links to our websites and social media page)
 - Social Media: We are experiencing an interruption in business from _____. If you have any questions, please visit our website at inspirien.net. (Update social media status as needed to keep customers informed.)
 - Website: (Header image on slider, click here for more information) Inspirien is experiencing an interruption in business from _____. Click here for more information. (Create landing page that tells customers information – Mary and I can create this). (Update information on landing page to keep customers informed).
- Company Auto Attendant: Inspirien has experienced an interruption in business from _____. We are not able to access the building at this time. The DR team is

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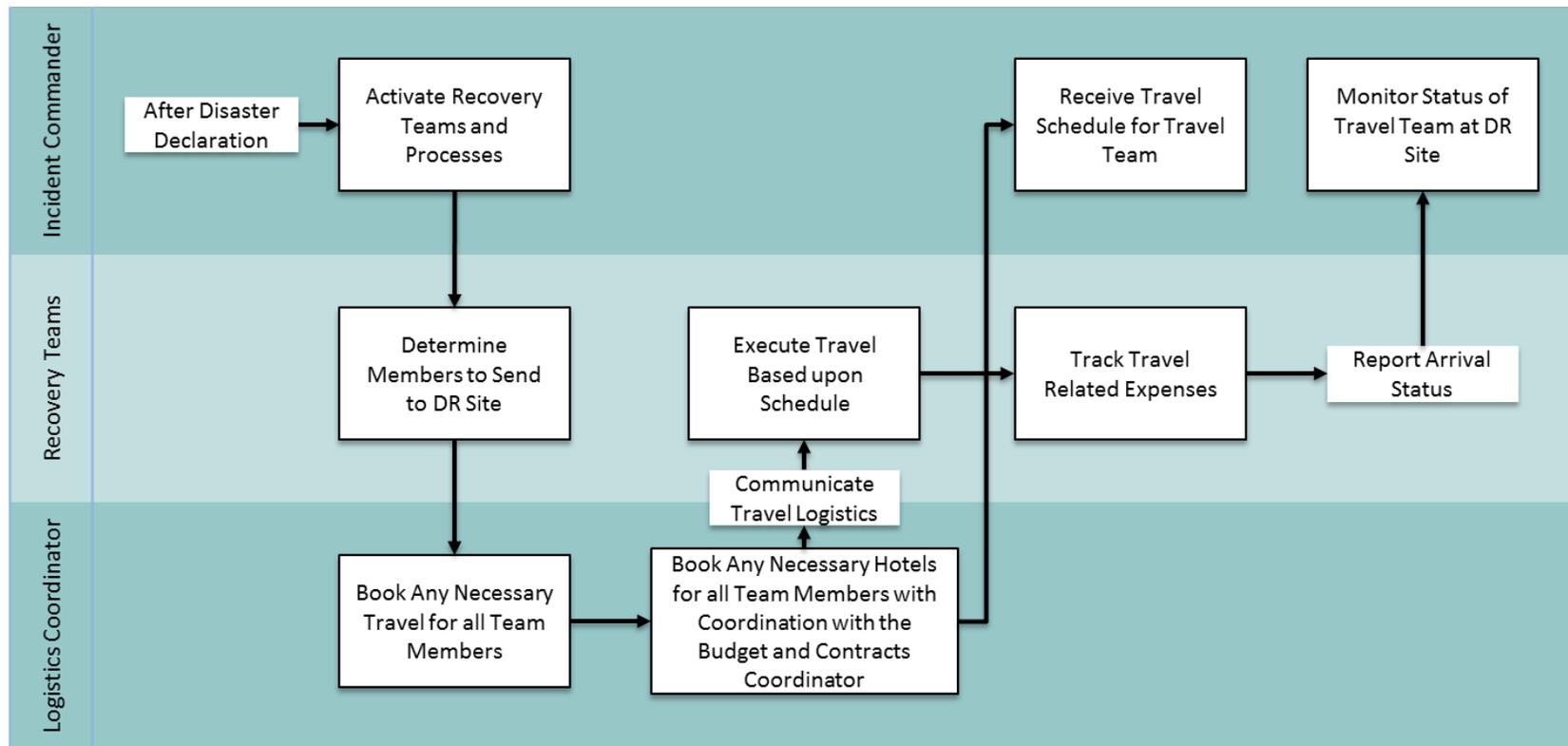
meeting to determine when Inspirien will be able to resume normal operations. At this time follow 48 hour/5 day/ 2 month DR plan. More information will be provided soon.

- Voicemail: Inspirien has experienced an interruption in business from _____.
We are not able to access the building at this time. The DR team is meeting to determine when Inspirien will be able to resume normal operations. At this time follow 48 hour/5 day/ 2 month DR plan. More information will be provided soon.

Purchasing and Travel Logistics Process Flow

The Logistics Coordinator is responsible for arranging and purchasing travel and lodging reservations for any employees who need to travel during the disaster recovery period. Every purchase should be tracked and reported to the Budgets and contracts Coordinator.

The following flow is recommended regarding the execution of travel logistics; however, it is predicated on the assumption that the Logistics Coordinator has the responsibility, authority, and ability to reserve arrangements for employees who must travel.



Section IV: Appendices

Appendix A - Employee Telephone Lists

Appendix B - Recovery Priorities for Critical Business Functions

Appendix C - Alternate Site Recovery Resource Requirements

Appendix D - Emergency Operations Center (EOC) Locations

Appendix E - Vital Records

Appendix F - Forms and Supplies

Appendix G - Vendor Lists

Appendix H - Desktop Computer Configurations

Appendix I - Critical Software Resources

Appendix J - Alternate Site Transportation Information

Appendix K - Alternate Site Accommodations Information

Appendix L - Severity Impact Assessments

Appendix M - Recovery Tasks List

Appendix N – Emergency Evacuation Plan

Appendix O – Mock Disaster Scenarios

Appendix P – Test Scenarios

Appendix Q – Picture Templates

Appendix A – Employee Telephone Lists

Found here: G:\Business Continuity Plan - BCP\Master-IT-List

First Name	Last Name	Cell Phones w/Email
L April	Stell	Yes
L Brandon	Driscoll	334-868-3106
L Carol	Seamon	
L Cindy	Sawyer	
L Dawn	Adams	334-322-1279
L Debbie	Franklin, RN, BSN, MS	334-488-4569
L Debbie	Moser	334-657-4518
L Felicia	Hardman	
L JC	Minter	no
L Jerry	Higgins, MCITP	no
L Jessica	Culverhouse	334-300-3294
L Jim	Trull	205-306-0366
L Kathy	Freyman	904-302-0405
L Kimberly	Robinson	334-318-6433
L Lisa (Barbara)	Rawlings, RN	334-648-5211
L Margaret	Nekic	334-300-0171
L Marie	Howatt, RN, BSN, MHSA, CPHQ, CP	334-322-1555
L Mary	Gibson, PMP	334-220-7591
L Melissa	Thomas	334-444-1723
L Meredith	Dismukes	334-320-5958
L Pansy	Donegan	334-322-4933
L Shannon	Cole	334-850-8547
L Teresa	Fields, RN, BSN, CPHQ	334-322-5349
L Terrie	McKinnon	334-318-4051
L Tiffany	Taylor	256-763-1826
L Tiffany	Weaver, AIC	334-322-3689
L Tim	Miller	334-315-6942
? Jessica	Grams	334-415-9290
L Karen	Outlaw	334-268-0064
! Mike	Hale	

Appendix B – Recovery Priorities for Critical Business Functions

Department <Department Name>	Priorities	Maximum Allowable Downtime			
		< 1 Days	1-2 days	3-5 days	> 1 weeks
IT Systems	PAS system, Origami system, Dynamics				
	Clearwater, Zywave, 3 rd party apps				
	Phones, Network-folders,drives				
	Active Directory, Email, VPN				
IT Physical Devices	Software				

Appendix C – Alternate Site Recovery Resource Requirements

General Requirements

Needed if go over the 2 week critical period

#	Description	Current Number	BCP Number	Comments
1.	Number of people	40	15	Remainder can work remote
2.	Square footage needed	25,000	3,000	15 people in BCP location
3.	Power Outlets 110V		20	Can use power strips
4.	Power Outlets 220V		0	
5.	Telephones	40	40	All should have soft phones
6.	Telephone lines	0	0	Phones are VOIP, will need fax lines
7.	Desks	40	15	
8.	Chairs	40	15	
9.	Tables/chairs	many	2/10	Large conference tables
10.	Photocopiers	5	1	
11.	Calculators	10	0	Calculators are on computers
12.	Microfiche Viewers	0	0	
13.	File Cabinets (specify type)		5	4 drawer lateral file cabinets
14.	Other - Please attach list			

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Technical Requirements

Needed if go over the 2 week critical period

#	Description	Current Number	BCP Number	Comments
1.	Telephone Lines (regular)	0	0	All phones are VOIP, will need to setup router at new site
2.	Telephone Lines (800 or special)		0	
3.	Single Line Telephone Sets		0	
4.	Other Type Telephone Sets TWO LINE		0	
5.	Stand-alone FAX Machines	5	1	Use large copier functionality
6.	PC's	40	15	
7.	LAN/WAN Connections		2	Utilize wireless routers for internet connections
8.	Printers - LAN	8	1	
9.	Printers - Direct attach to PC	25	0	
10.	PC Connectivity outside Inspirien* (Internet)	40	15	
11.	Other Computers			
12.	Fax – Stand alone	5	1	
13.	Other - Please attach list			

**Appendix D - Emergency Operations Center (EOC) Locations
Recovery Locations and Travel Directions**

Alternate Sites

Critical Function	Alternate Site	Address	Phone Number
Claims	Rental Space		
Legal	Work from home/Virtual		
Finance/Acctg	Rental Space		
Underwriting	Work from home/Virtual		
Risk Management	Work from home/Virtual		
Leadership	Rental Space		
Marketing	Work from home/Virtual		
IT	Work from home/Virtual		

NOTE - Provide directions to all alternate sites. Include address and phone number of site. Include Maps and Floor Plans.

Appendix G - Vendor Lists

Following is a contact list of key vendors utilized by Inspirien. These providers should be contacted as early as possible in the course of the disaster in order to secure their assistance. (This is particularly important in a widespread, far-reaching disaster where many customers will attempt to contact their vendors).

Company Name	Contact Name	Role	Contact Number	Notes
ALAHA	Tim Thompson	Controller	800-489-2542 / 260-7609	Building Contact
Doozer	Allen Baxter	Exterprise Architect	205-413-8266	PAS Vendor - Client Support
LBMC	Kenneth Sims	VP of Business Systems	615-309-2473	Dynamics Vendor - Client Support
LBMC	Jim Guinn	Application Support	865-862-3033	Dynamics Vendor - Application Configuration Support
Bachelor	Joey Knowles	Level III Engineer	334-260-7150	Computer/Network Vendor
RoseASP	Doug White	Technical Support Systems Engineer	858-794-9403	Dynamics Vendor - Hosting Support
Equian	Lisa Pratt	Client Account Manager	404-281-2667	HWCF Bill processing and CMS reporting
Equian	Amanda Nooner	Client Services Manager	334-290-4731	HWCF Bill processing and CMS reporting
Clearwater	Michael Johnson	Insurance Solutions Specialist	208-489-1541	Investments Vendor
Alchemist	Randall Huffaker	Owner	205-764-0501	Website Hosting Vendor - Developer
Alchemist	Anne Huffaker	Client Relations	205-764-0501	Website Hosting Vendor - Client Support
Crewsouth	Spencer Cooper	Owner	205-862-4271	Videographer
CPC	Will	Tech	334-244-8700	Printer Vendor
Vonage	Catherine Boyce	Regional Channel Manager	347-215-3361	VOIP Phones
Wow	Dan Weber	Business Account Executive	335-356-1100	Internet and fax lines
Tyco			800-289-2647	Security System
Origami	Blair	Project Manager		Origami System – Client Support
Salesforce				
Real Estate	John Stanley			

Appendix H - Desktop Computer Configurations

Description of computers: Desktop - Dell OptiPlex 5040, Laptops – Dell Latitude E5470, Dell Latitude E7470, Microsoft Surface

Used By: All Inspirien Employees

Business Activity Supported: IT, Accounting, Risk Managers, Claim Adjusters, Underwriting.

Connected to Which LAN's: Coastal Domain, Azure

Used for Host Access (Which Applications): PAS, MS Office, Phone Recordings, network printing

Special Features, Boards, Memory Size, Etc.: 500GB Hard Drive, 256 SSD, 8 GB RAM, Over 2.0 GHZ Processors

Ethernet Net Cards, Fax/Modems: All machines have ethernet cards, only Ricoh and Canon Copiers have Fax

Proprietary Software required (indicate release number, version and/or level, as applicable:

RoseASP – Citrix Receiver 4.6 – Accounting

Vipre Endpoint Security - All

Fonality HUD 3.1/Vonage Soft Phone – All

Cisco Anyconnect – Laptops

Papercut Software - All

The IT Department maintains records on all computer systems.

Appendix I - Critical Software Resources

Software Application	Publisher or Vendor	Platform	Recovery Criticality
PAS - Azure	Doozer Support	.net	Yes
Clearwater	Clearwater	Proprietary	Yes
PAS – Orgami	Orgami	Proprietary	Yes
ModMaster	Zywave	Proprietary	Yes
Dynamics	LBMC/RoseASP	Microsoft	Yes
HWCF Website	Alchemist	Wordpress	Yes
Inspirien Webstie	Alchemist	Wordpress	Yes
Outlook	Microsoft	Microsoft	Yes
Microsoft Office	Microsoft	Microsoft	Yes
SoftPhone	Nextiva	Proprietary	Yes
OpenVPN	Open VPN	Proprietary	Yes
SQL Server	Microsoft	Microsoft	Yes
Project	Microsoft	Microsoft	Yes
Director Point	Director Point	website	Yes
GotoMeeting	GotoMeeting	Proprietary	Yes
Vipre	Vipre	Proprietary	Yes
PaperCut/Printer software	PaperCut	Proprietary	Yes
Kantech Monitoring	Shaw	Proprietary	Yes
Planner	Microsoft	Microsoft	Yes
Teams	Microsoft	Microsoft	Yes

Appendix J - Alternate Site Transportation Information

Employees will be notified (by team members), if a disaster is declared, as to the location and when to report. Since recovery site is local, transportation to the work location is up to the employee unless directed otherwise. Directions will be supplied at the time of notification, if necessary.

Appendix K - Alternate Site Accommodations Information

Should alternate site accommodations be required team members will be notified. Employees will be contacted (by team members), if a disaster is declared, as to the location and where to go. Since accommodations are local, transportation to the work location is up to the employee unless directed otherwise. Directions will be supplied at the time of notification, if necessary.

Appendix L - Severity Impact Assessments

Severity of Impact							
		Least -----> to -----> Greatest					Comments
Impact Area	1	2	3	4	5		
1 Cash Flow Interruption			x			Customers in non-impacted areas can still make payments to the company through regular means. The Company's financial institutions are national multi-branch corporations who maintain their own BCP processes.	
2 Inoperative Billing Systems		x				PAS and Dynamic SL are hosted solutions, which can be remotely accessed as needed for regular billing cycles. Printing and mailing services may be limited if all are within the impacted geographical area.	
3 Inoperative Financial Controls	x					Financial controls should be minimally impacted.	
4 Loss of Customers					x	Depending on which customers were lost, it could significantly impact the ability to balance the risk.	
5 Financial Reporting (Banks, IRS, etc.)		x				Inbound reporting should not be impacted. The Company's vendors are national multi-location corporations who maintain their own BCP processes. Outbound reporting may be impacted to the extent company ledgers cannot be closed timely.	
6 Increases in Liability							
7 Loss of Public Image				x		Our brand and reputation, especially because of our affiliation with Alabama Hospital Association, is a part of our history and; therefore, key to our success. Any impacts to our image would not only be felt directly, but indirectly because of that relationship.	
8 Regulatory Violations			x			Claim payments are at risk of delay during period of interruption. Claimants must not be affected, or risk regulatory scrutiny and fines.	
9 Contractual Violations		x				Non-claims related contractual obligations would likely only be affected for interruptions greater than 30 days. Reinsurance operations could continue. The company has no debt covenants or restrictions.	

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10	Vendor Liabilities & Relations		x				
11	Customer Liability & Relations						
12	Effect on Employee Morale			x			
13	Staff Resignations	x					

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Appendix M - Recovery Tasks List

Recovery Activation Date:

Task No.	Task Description	Estimated Time	Actual Time	Assigned To	Assigned Time	Completed Time	Comments
10	Receive Communication on emergency Situation	10 mins		Meredith Dismukes			
20	Identify recovery site	30 mins		Meredith Dismukes			
30	Retrieve Business Continuity Plans	10 mins		Meredith Dismukes			
40	Notify department members identified in Appendix A	10 mins		Meredith Dismukes			
50	Retrieval of department Vital Records	1 hr		Meredith Dismukes			
60	Oversee delivery and placement of office equipment.	1 day		Meredith Dismukes			
70	Oversee delivery and placement of office supplies.	1 day		Meredith Dismukes			
80							

Appendix N - Emergency Evacuation Plan

All building fire diagrams for the different areas can be found here: G:\Business Continuity Plan - BCP \Fire Building Diagrams

- When you hear the fire alarm please proceed to your nearest exit to the **FRONT** of the building. Diagrams are posted around the building.
- There will be 4 “Fire Safety Officers” helping everyone proceed out of the building and ensuring all people in their area are out of the building.
 - Physical Security Role (Mary) – IT and Underwriting hall
 - Technology Recovery Coordinator (Mary) – Accounting
 - Personnel Coordinator (Meredith) – IIC Claims, Risk Managers, Operations
 - Personnel Coordinator (Meredith) – HWCF Claims
- All personnel should meet in the ALAHA parking lot area where we host the HWCF tent every year. This is OPTION 1.
 - In the event that the entire FRONT of the building is on fire and you can not get out. Proceed to the back of the building and go out those doors. We will meet in the parking lot area of the “Oliver Road Big sign/Clark’s Heating and Air” (2 buildings down from us on Oliver Road).
- Once you are out of the building and in your designated area, group by your department.
- Each department head is to take a head count and quickly tell the Personnel Coordinator that all people are accounted within their department.

Items to Remember:

1. Quickly and efficiently follow instructions from the Safety Officers.
2. Remain calm and **DO NOT PANIC**.
3. Do not talk, eat, drink, or smoke during the evacuation.
4. Proceed to nearest usable exit.
5. **DO NOT BLOCK** the exit doors.
6. **DO NOT BLOCK** corridors or passageways with chairs, desks, inventory, etc.

Appendix O – Disaster Scenarios

This section contains disaster scenarios that can be utilized for testing and training purposes.



BCP-Senerio-Actic

Appendix P – Test Scenarios

This section contains the dates that the Test Scenarios have been performed.

Fire Drill	December 2017
Fire Drill	June 2018
Fire Drill	December 2019

Appendix Q – Picture Templates

The document below was used to create the pictures of the Recovery Timeline, Disaster Management Organization, and Process Flows. If you would like to edit a current picture or create a new one, please use these PowerPoint templates, then just copy and paste as a picture.



Inspirien BCP_Slides
Used to Create Pictures

Example Scenarios



Inspirien
BCP_Tornado Disaster



Inspirien BCP_Cyber
Attack Scenario vF.ppt