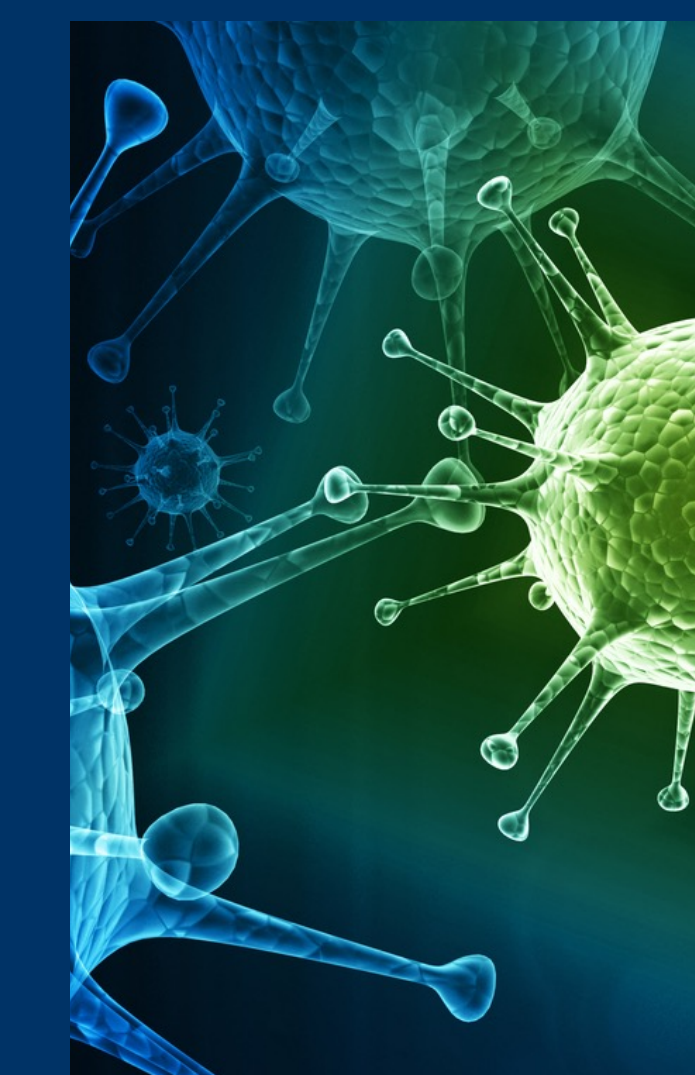




Connect Consulting Services
Emergency Preparedness
Planning | Training | Exercises

Post-COVID Business Continuity Challenges & Opportunities



TEXAS CORONAVIRUS PREVENTION

Wash your hands like you just got done slicing jalapeños for a batch of nachos and you need to take your contacts out.

(That's like 20 seconds of scrubbing, y'all.)



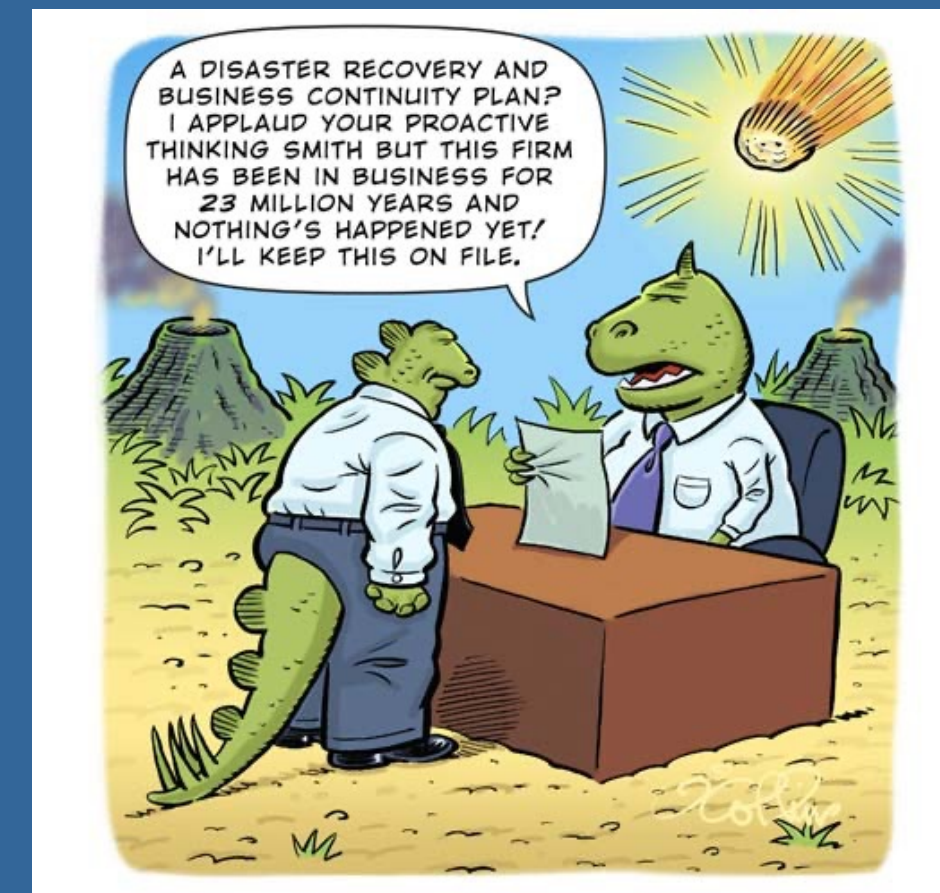
ABSTRACT

The COVID-19 global pandemic exposed that far too many private and public sector agencies, businesses, and organizations had business continuity programs (BCP) that were not robust enough to support their long-term activation. The BCP gaps meant that government and businesses had to scramble despite such daunting challenges of COVID-19 surges along with other disasters such as hurricanes, wildfires, and extreme heat events. COVID-19 has brought many business continuity challenges and opportunities could impact future disaster response and recovery efforts.

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Pre-COVID Business Continuity Thinking



Business Continuity Challenge: No Plan!

- Those public and private sector might have had a Business Continuity Plan but often it was out of date and not helpful to the long COVID activation event
- Without a robust plan in place, many struggled to create long term incident action plans to address the COVID-19 pandemic for their workplace
- Everyone was forced to overhaul their business process to mitigate the spread of COVID-19 and stay in operations

Business Continuity Challenge: Long Activation & COVID+ Events

- Due to the long pandemic event, outside the norm of most disaster and recovery timeframes, agencies were forced to be in both disaster response mode & COVID-19 mitigation relating to each of the COVID variant surges
- Everyone had to deal with COVID-19 infection control surges + the logistical challenges of responding to:
 - Severe weather:
 - Hurricanes, tornadoes
 - Wildfires
 - Ice Storms
 - Extreme Heat and drought
 - Flooding

Business Continuity Challenge: Untested Plans

- For those who had BCP, many were not tested in recent years or ever
- Organizations had not tested their plans with realistic scenarios that went far enough to gain insight into plan gaps
- Drills and exercises are meant to test your plans, not your people
- Pro-tip: We want you to “fail spectacularly” during your drills and exercises so that you can refine your plans based upon those plan gaps – thus not failing during the disaster

COVID-19 BCP Opportunity: C-Suite Engagement

- Since the COVID-19 pandemic, your C-Suite & line level staff finally understand the value and ROI of business continuity planning
 - Operations impact, supply chain, staff shortages, fiscal impacts
 - Without senior leader buy-in, your business continuity program development goes nowhere
- Organizations are developing their first business continuity plan ever or finally seeing the need for more robust plans
- This honeymoon period will not last!



Sutter Roseville Hospital Staff 4/20
Erik Angle photo credit

COVID-19 BCP Opportunity: Time to Write Your After-Action Report

- Review all incident action reports
- Conduct After Action Workshop /Improvement Plan Workshop
- Evaluate your business process changes
- What is different now in how you run your business?
- Staff, space, stuff
- Those business process change pivots are your disaster resiliency plan- WRITE IT DOWN!

COVID-19 BCP Opportunity: Update Your BCP

- Evaluate all those pivots you have made since the COVID-19 pandemic and use that info to develop and/or update your BCP plan
- Develop a BCP Committee made up of your department heads
- Conduct an updated Hazard Vulnerability Analysis
- Conduct Business Impact Analysis
- Write the BCP Plan that addresses plan triggers, leadership roles and responsibilities, plan activation, demobilization, and plan maintenance
- Regularly test parts of your BCP
- Be ready for the next pandemic and disaster

Thank you!

We'd love to hear from you with your COVID-19 business continuity challenges and opportunities. Scan this QR code to connect!

