



Business Continuity Plan Overview

Kansas City Regional
Financial and Operations
Center



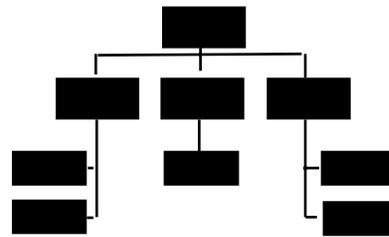
Business Continuity Is

- A top priority for FMS
- Focused on business processes and sustaining them while recovering from significant disruption
- Ensuring continued service to our customers
- A process that begins with an incident and ends with a review of the entire process once business is resumed

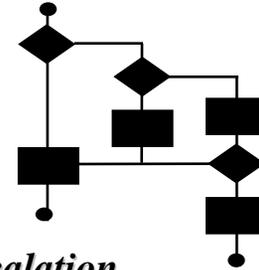
Business Continuity Plan



*Alternate
Facilities*



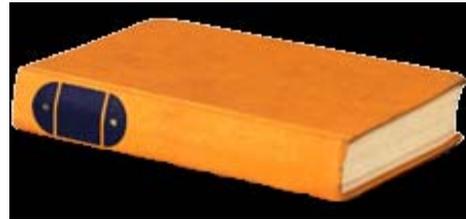
Organization



Escalation



Administration



Actions

- Containment
- Assessment
- Escalation
- Notification



Time-Frames

1. _____
2. _____
3. _____
4. _____

Priorities

The "Plan"



Responsibilities





The Purpose of BCP Planning

- Minimize the extent of a disruption
- Define service alternatives for accomplishing critical business functions
- Train personnel to handle emergency conditions and recovery operations
- Define policies to minimize the recovery time and cost
- Ensure controlled emergency recovery
- Regain total production capability

BCP Principles

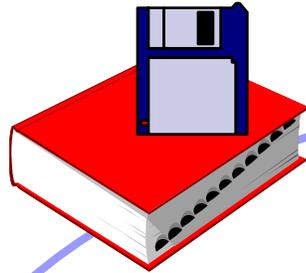




Eight BCP Components

- **Business Continuity Plan** – Defines procedures for sustaining essential business operations.
- **Crisis Communications Plan** – Procedures for getting information to employees and the public (i.e. our customers).
- **Occupant Emergency Plan (OEP)** – Deals with short-term and safety of employees in response to a physical threat.
- **Continued Operations COOP** – How the business is run for up to 30 days.
- **Cyber Incident Response Plan** – IT Security.
- **Disaster Recovery Plan** – Procedures for recovery at an alternate site.
- **Continuity of Support/IT Contingency** – Focused on IT system disruptions.
- **Business Recovery Plan** – Procedures for recovering business operations and addresses IT based only support.

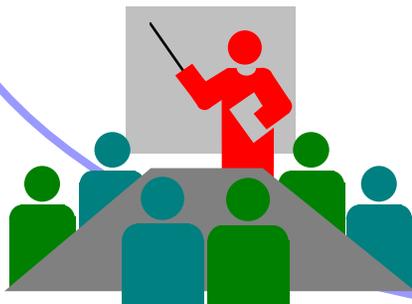
BCP GOALS



**Keep the plan
up-to-date**



**Assure strategy reflects
the business' needs**



On-going testing



**Trained
recovery teams**



On-going BCP Testing

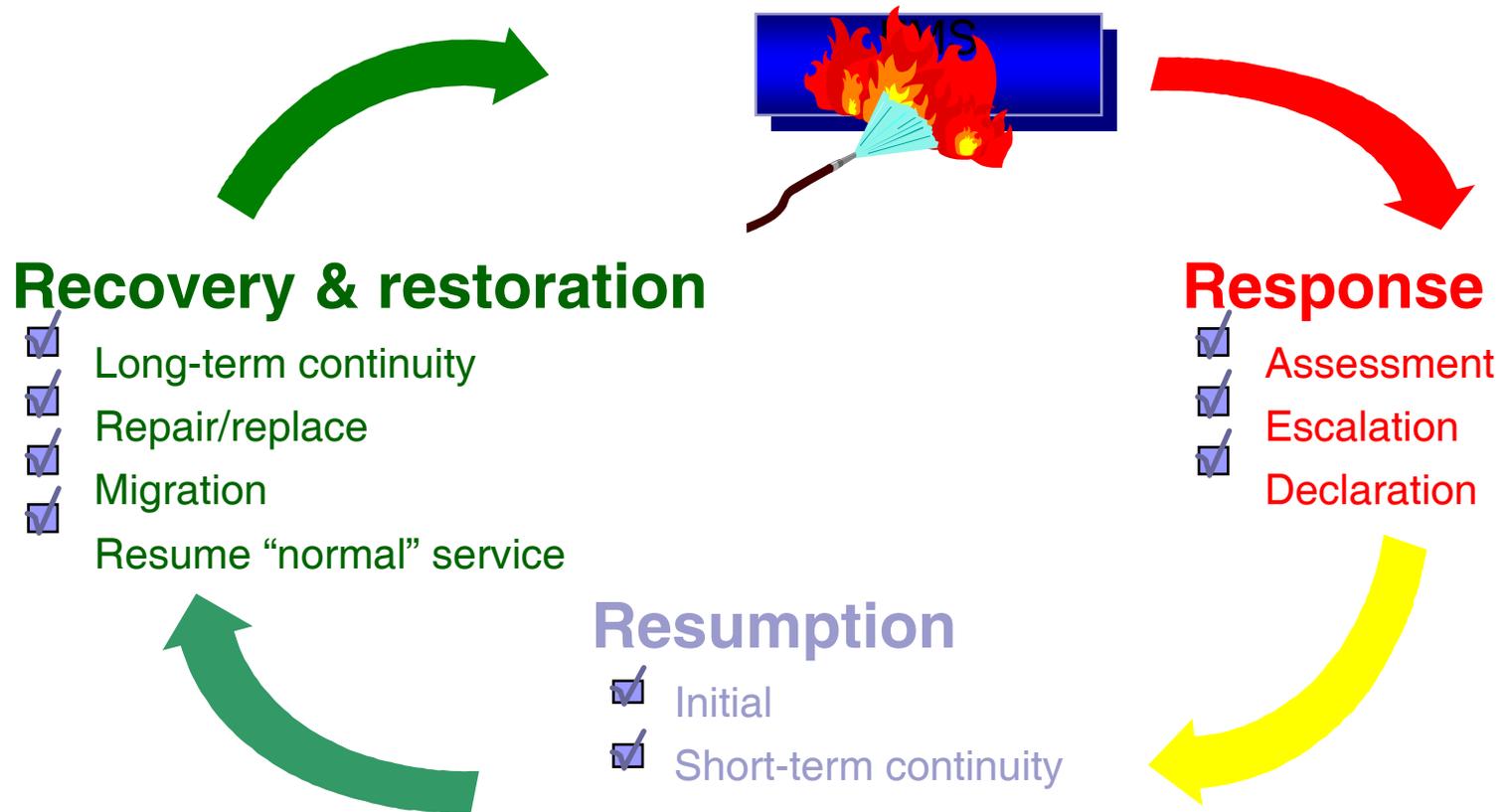
- Weekly and Bi-weekly BCP coordination meetings
- Monthly BCP exercises performed throughout the year between the four Regional Finance Centers to ensure the successful processing of all the different types of payments
- Disaster Recovery Exercises – Transfer of payment processing between Regional Operations Center's



Kansas City Regional Interagency COOP Exercise (K.C. R.I.C.E)

- Exercise annually with other Federal agencies in the Kansas City area
- Exercise involves dealing with escalating problems and management's response
- Satisfies Presidential Decision Directive requirement to exercise COOP annually

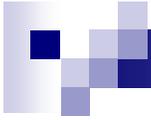
The Recovery Cycle





Business Continuity Roles

- Director/Deputy Director
- KFC BCP Coordinators
- Branch Managers
- Identified Essential Personnel



Questions

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Thank you!

FMS takes pride in serving you and making payments on your behalf.

On Time, Every Time!