

# The Importance of Disaster Recovery & Contingency Planning

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## Our Disaster...

On February 7, 2011 the Pitney Bowes Presort Services Dallas Fort Worth facility was **completely destroyed by a fire** that started in an adjacent warehouse

**Thankfully there were no injuries** to employees, fireman, or first responders

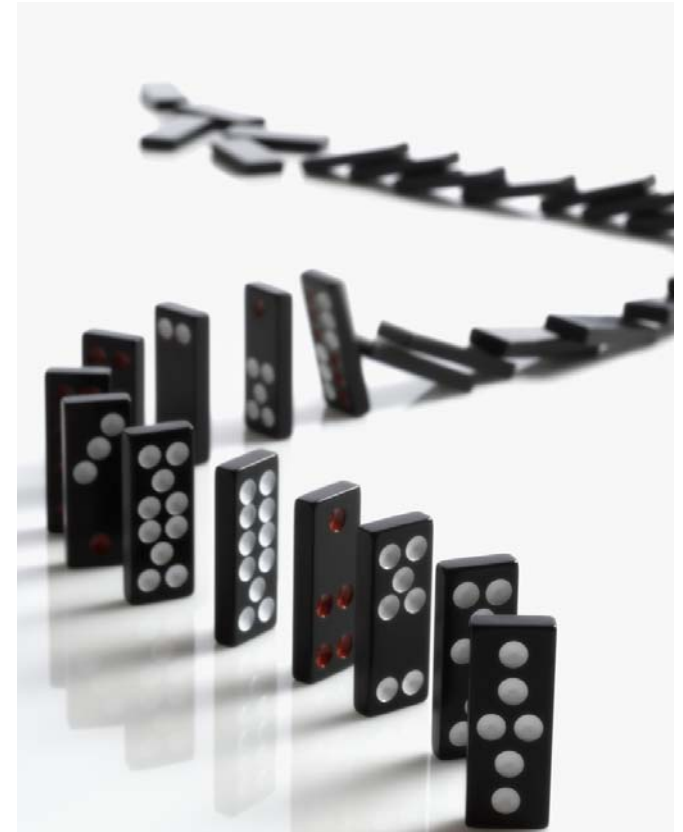


*When an event like this occurs,  
you want to be prepared.*



# Key Aspects Of Your Business Continuity Plan

- Executive/Administrative
- Human Resources/Personnel
- Customer Communications
- MIS Systems/Production Equipment
- Physical Structure
- Transportation/Logistics
- Other



Proactive  
Approach 

# Disasters – Shapes, Sizes and Times

## Dallas, TX – Late night fire

- Warning time prevented injuries
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## Reading, PA – Water-main break early morning

- Outage 16 hours
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## Minneapolis, MN – Tornado (Sunday evening)

- Outage 48 hours
- 

## Phoenix, AZ – Main circuit fire mid-day

- Outage 18 hours



# Executive/Administrative

- Involvement of executive level is essential
- Authority to make key decisions/expenditures
- Communications to C-level customer organizations
- Commitment of corporate dollars and personnel
- Review and sign off of test results and modifications



# Human Resources/Personnel

## Communications

- Accurate call trees
- Clearly defined Roles of Management and Supervisory staff

## Define Pay Practices

- Retention of employees
- Temporary workers

## Relocation of your workforce – alternate site

- Travel considerations
- Alternative job functions

## Review the recovery

- Rumors and misperceptions will surface
- Weekly huddles, bulletin boards



# Customer Communications

## Quick summaries of facts

- Not all questions can be answered
- Planned communication releases as milestones are met

## Utilize key customers for reactions and feedback

## Alternatives to services defined in the BCP Plan

- Direct presentment to USPS
- Movement of processing to alternate facilities

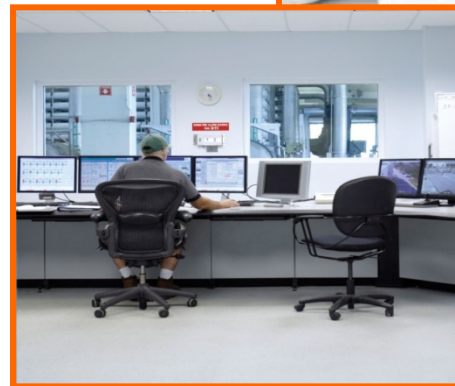
## Customer property

- Assessment of impact
- Process to recover/reimburse
- Claims process



# MIS Systems/Production Equipment

- **Critical Systems**
  - Phone Switches, Servers, Security, PC's, Cell Phones
- **Data recovery/frequency of updates**
- **Production Equipment**
- **Vendor availability and resources**
- **Capacity Planning**
  - Throughput alternatives



# Structure/Level of Damage

Severity of damage should be defined to recovery time goals

Insurance and Investigator access restrictions

Infrastructure certification

Equipment inventory

- Production equipment
- Supplies
- Parts

Security – product and employee

- Interim coverage



Proactive  
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# Transportation/Logistics

- Damage assessment to pick-up or delivery vehicles
- Vendor back ups
- Alternative site or staging area
- Route adjustments – communications
- Movement of mail to other locations
  - Capacity planning



# Other Key Aspects

## Centralized point of contact/control

- Escalation point to executive management
- Meeting schedules

## Media Coverage and Statements

## Employee Issues

- Counseling services – assistance hotlines
- Financial assistance

## Evacuation Drills and Signage (be prepared)



# Build Your Plan Now

## Resources

- Software templates available by type of industry
- Certified Disaster Recovery Professionals (CDRP) accreditation
- Customize through tests and feedback

## Rebuild and Recover



Every connection is a new opportunity™