



Finance and Asset Management Committee

Business Continuity Update

Item 6e

February 11, 2025

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Business Continuity Update

Subject

Business Continuity Update

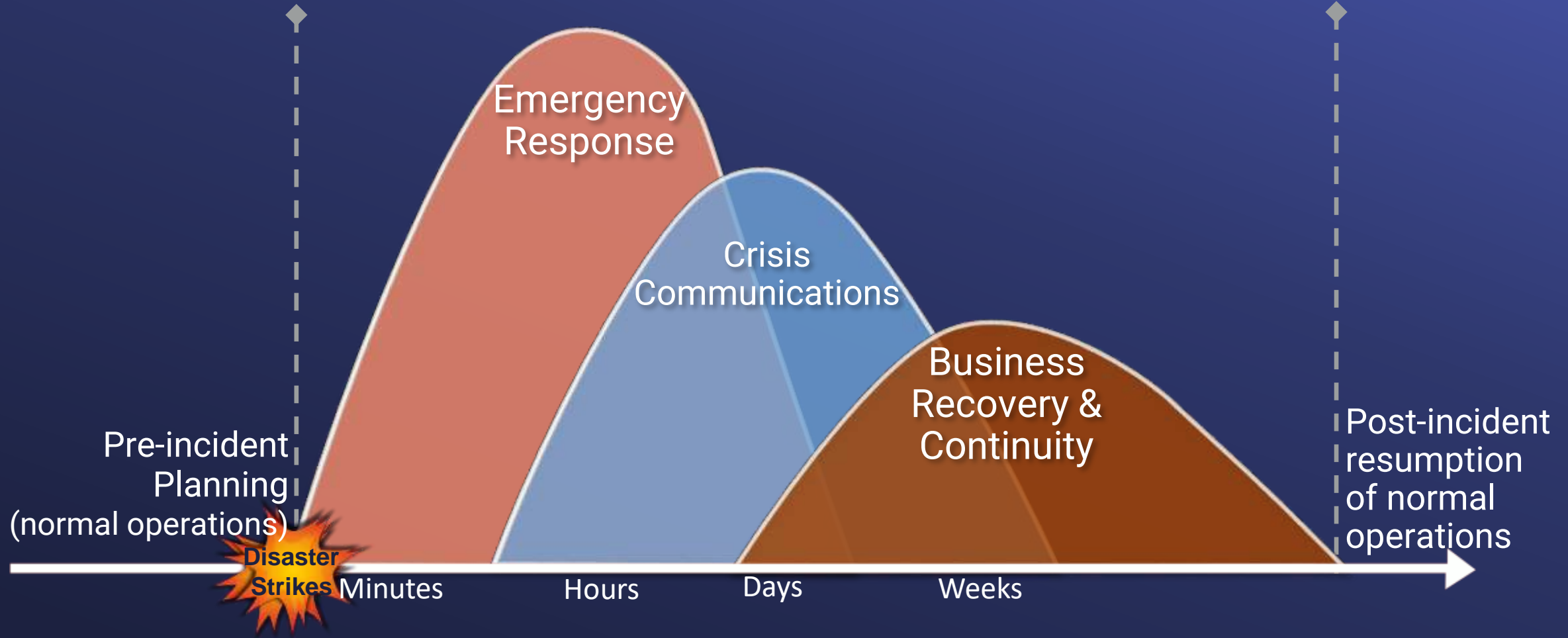
Purpose

1. Provide the Board with an update on Metropolitan's Business Continuity Program
2. Share accomplishments and work in progress

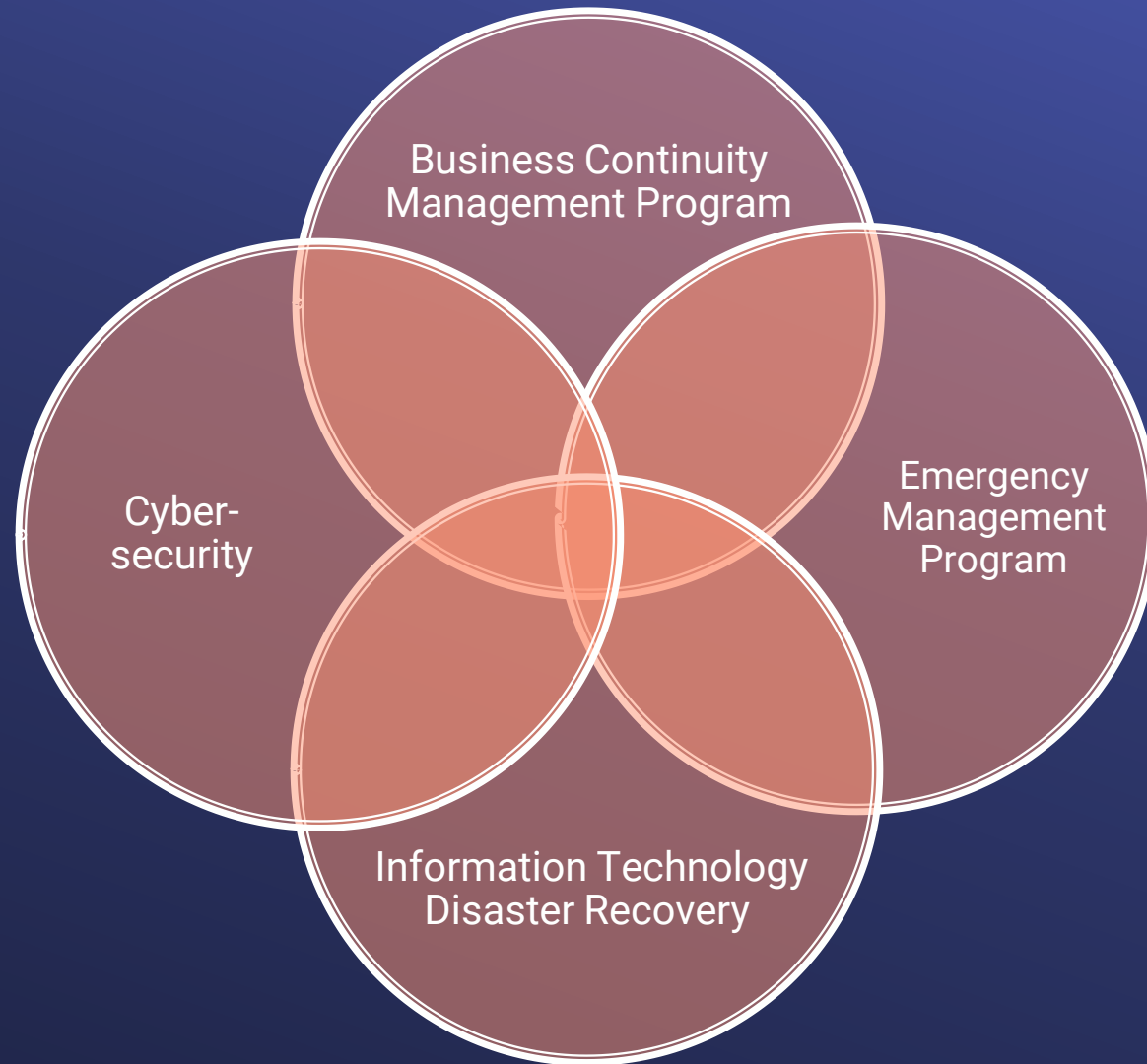
Next Steps

Continue to provide regular updates to the Board on Metropolitan's Business Continuity Program activities and resiliency.

Disaster Phases and Relationships



Response and Recovery Collaboration



Business Continuity Program Goal and Objectives

Goal

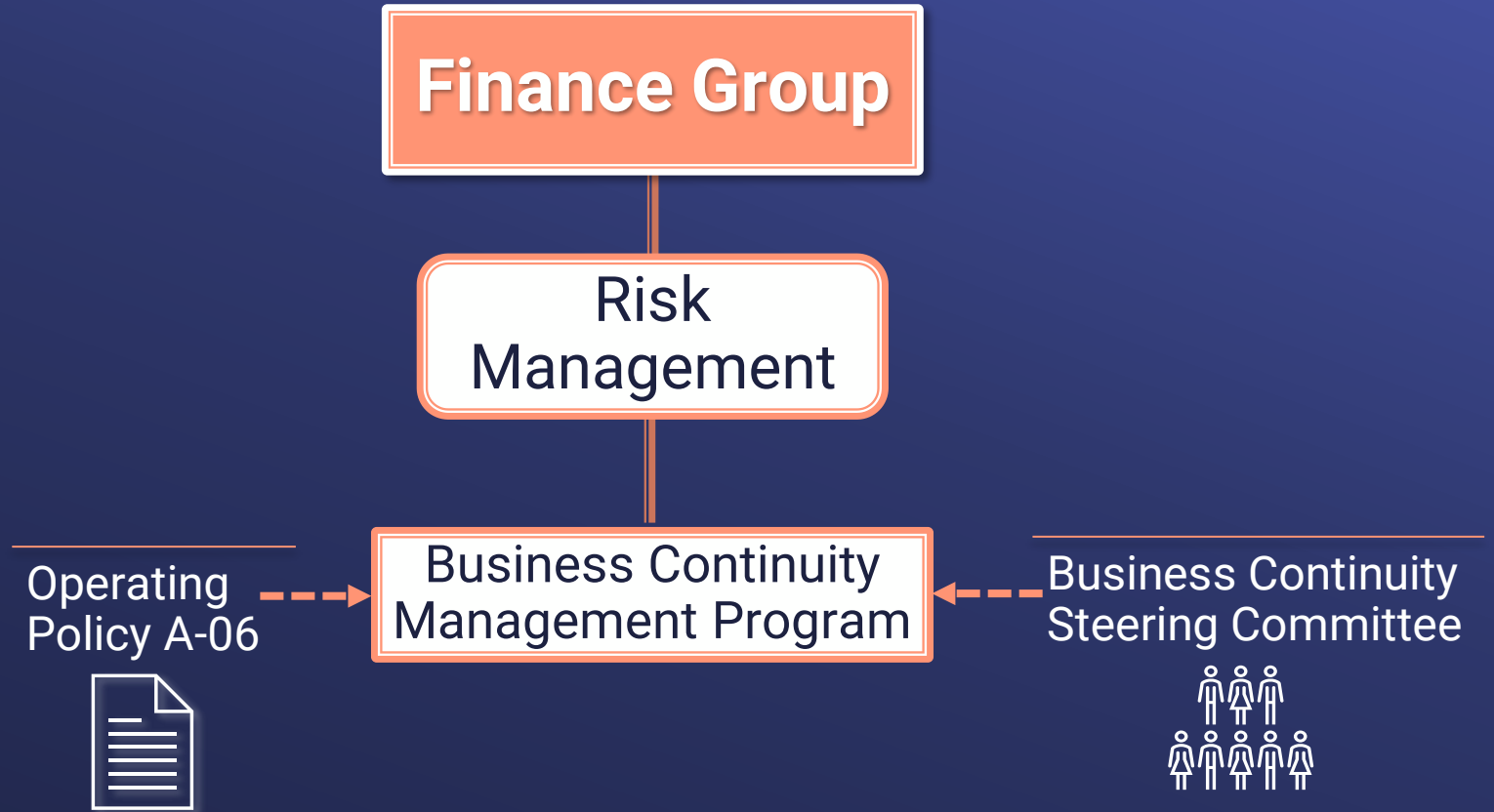
To ensure mission continuity and resiliency



Objectives

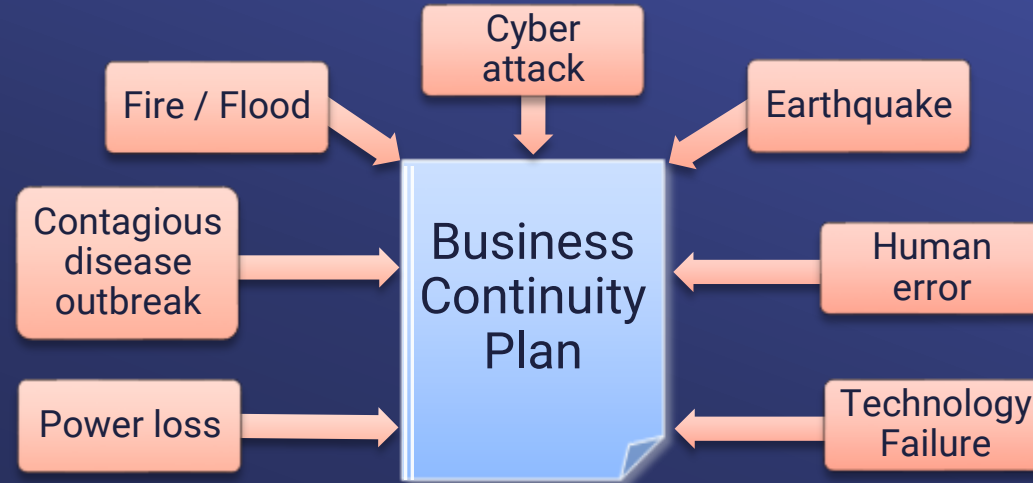
- ✓ Mitigate risk
- ✓ Minimize disruption
- ✓ Reduce financial & operational impacts
- ✓ Build and foster relationships
- ✓ Create a culture of resiliency

Program Governance

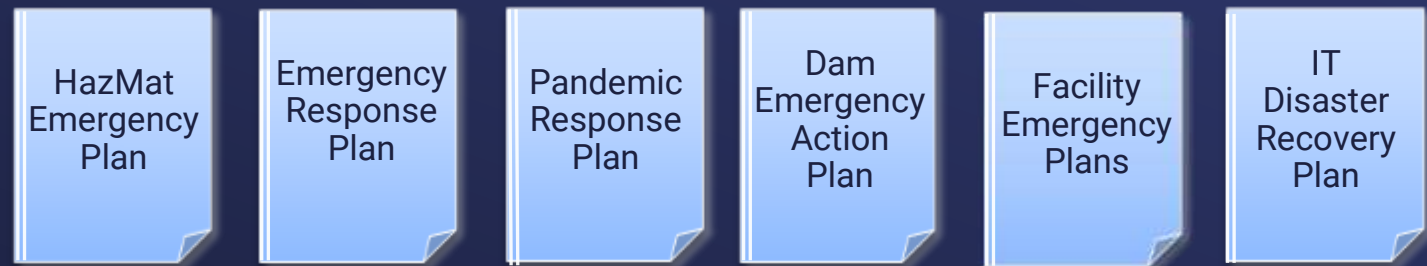


Business Continuity Plan vs. Other Plans

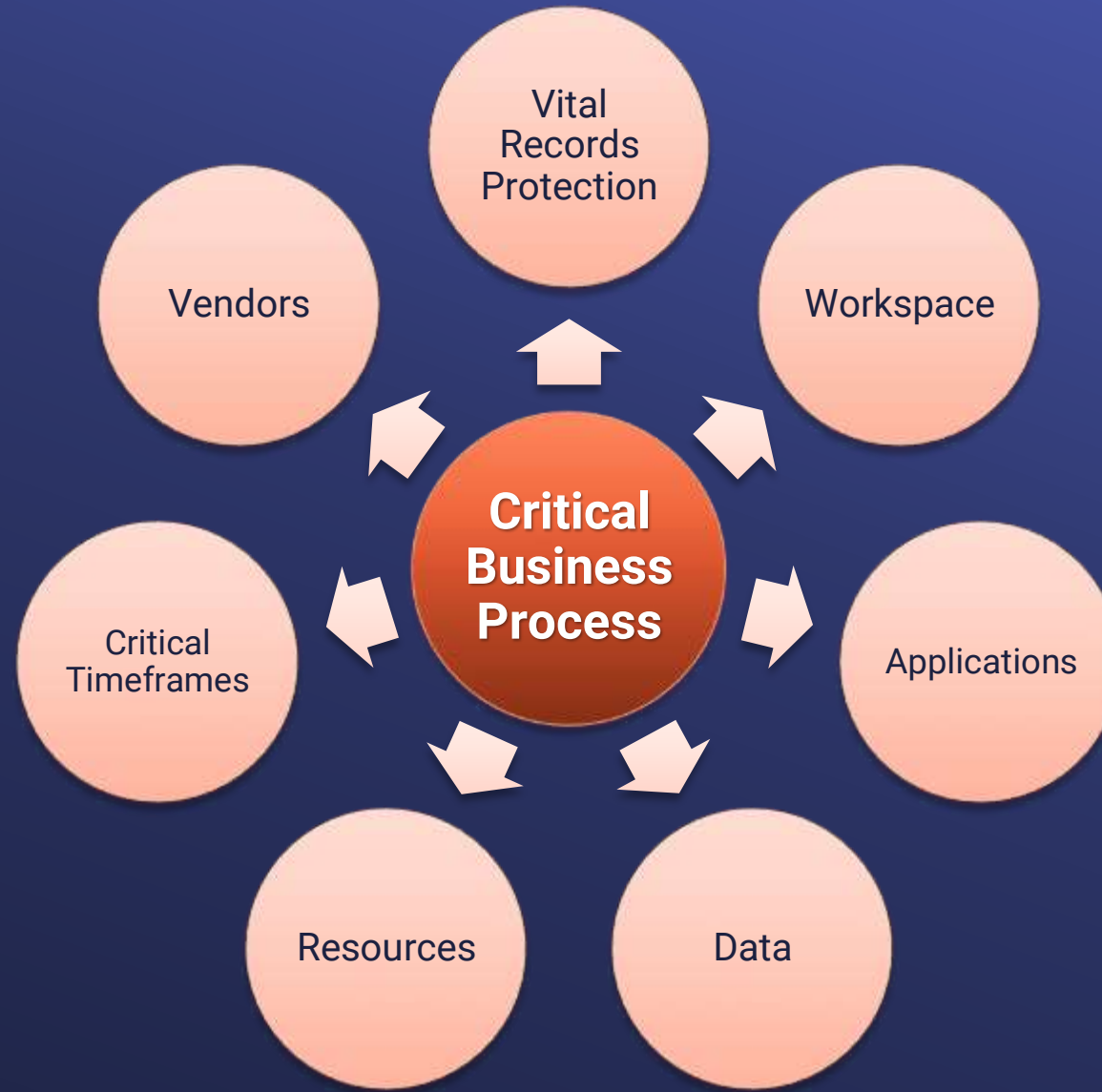
Impact driven planning



Specific response plans



It's all about the Business Process



Business Continuity Planning Lifecycle



Business Impact Analysis (BIA)

Operational Impacts

- ✓ Water delivery
- ✓ Water quality
- ✓ Life safety and public health
- ✓ Customer confidence
- ✓ Employee morale
- ✓ Negative publicity

Financial Impacts

- ✓ Loss of revenue
- ✓ Legal/regulatory fines or penalties
- ✓ Loss of government funding
- ✓ Compliance deadlines

Process Recovery Time Objective (RTO) = Shortest impact time (≤ 30 days)

Program Snapshot

- 30+ Business Continuity plans
- 112+ critical business processes (≤ 30 days)
- Fusion Risk Management system used to maintain data and plans
- SharePoint site serves as central repository for plan access
- Administration of the MetAlert emergency notification system

2025-2026 Roadmap



- Develop Business Continuity plans for:
 - ✓ SRI
 - ✓ DEI
 - ✓ EEO
 - ✓ Ethics
 - ✓ Office of Safety, Security and Protection (OSSP)
- Collaborate with OSSP to implement a new MetAlert system.
- Implement vendor risk management module in Fusion software.

