



Finance, Audit, Insurance, and Real Property Committee

Business Continuity Program Update

Item 7a

January 9, 2024

Item 6a Update on Business Continuity Program

Subject

Business Continuity Program Update

Purpose

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

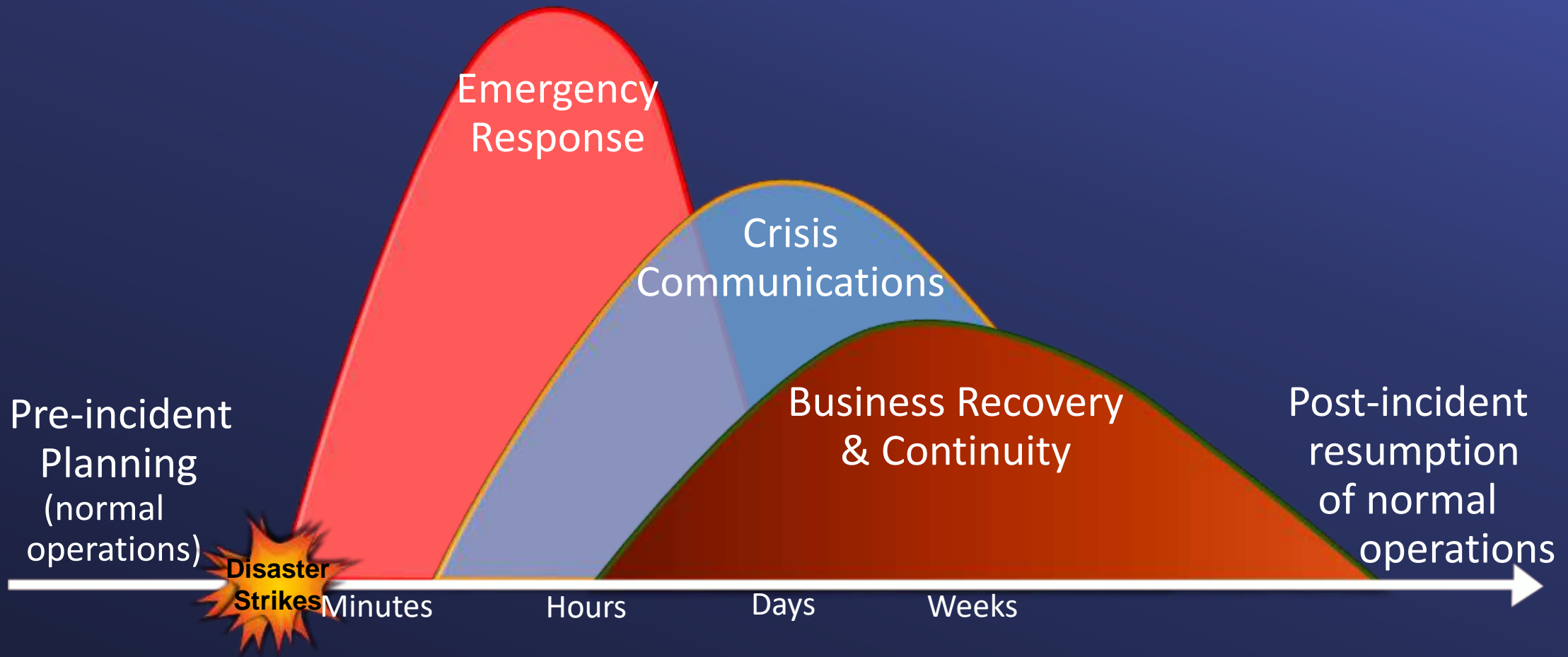
Next Steps

Continue to provide regular updates to the Board on Business Continuity Program activities.

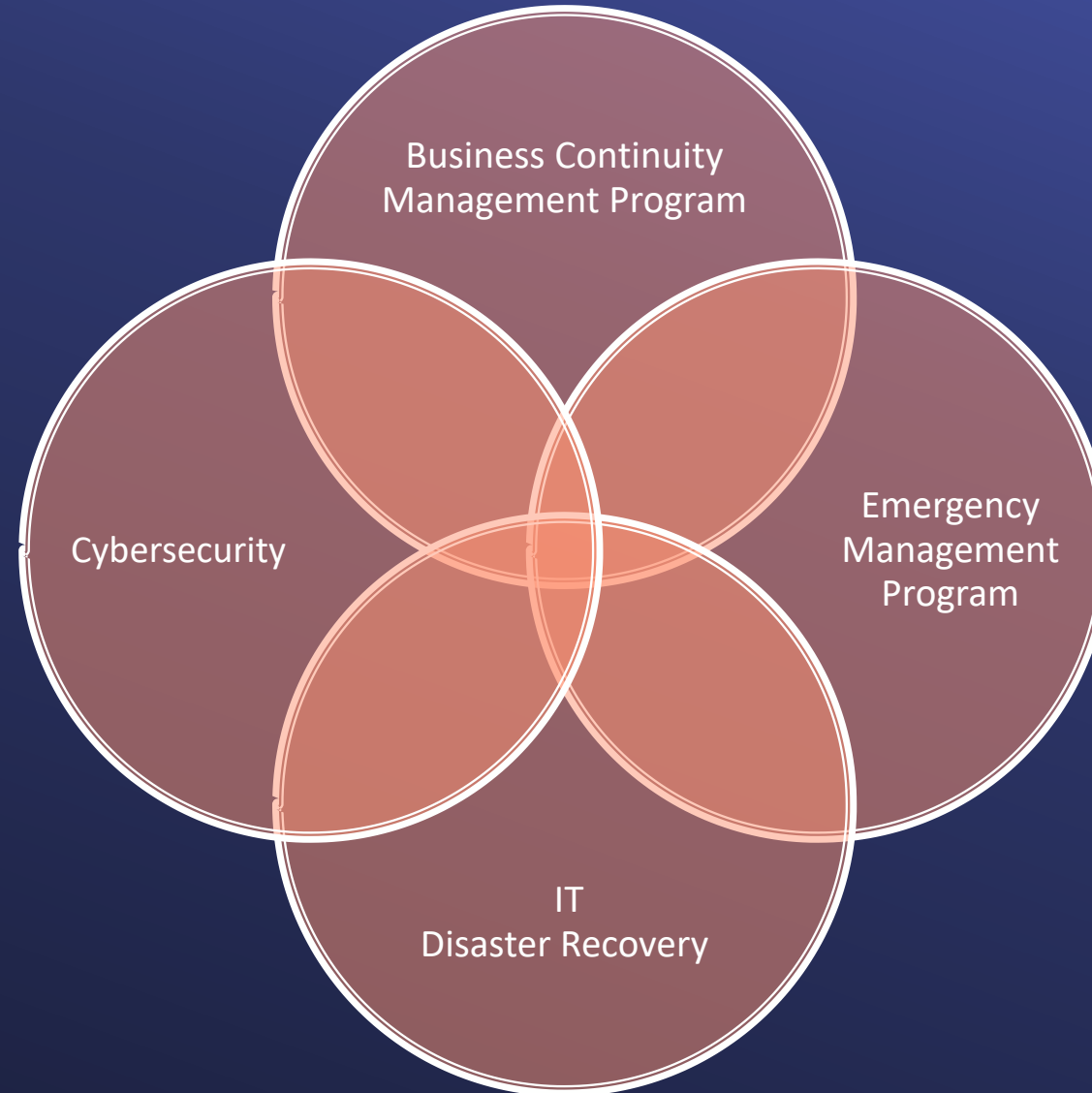
Agenda

- Disaster phases and relationships
- Emergency Management organization
- Business Continuity Management program
 - Objectives
 - Program governance
 - Lifecycle
 - Key Accomplishments
 - Business process examples
 - Roadmap

Disaster Phases and Relationships



Emergency Management Organization



Business Continuity Management Program

Objectives

- Build a culture of resiliency
 - Ensure mission continuity
 - Create awareness
 - Build and foster relationships
 - Increase collaboration

Business Continuity Management Program

Program Governance

- Reports to the Finance Group Manager
- Business continuity steering committee
 - Serves as an advisory and decision-making group
 - Ensure audit and policy compliance
 - Set planning priorities to guide the program
 - Meets on a quarterly basis

Business Continuity Management Program

Lifecycle



Business Continuity Management Program

Key Accomplishments

- 31 Business continuity plans developed
 - 110 critical business processes identified
- Fusion Risk Management system used to maintain plans and data
- SharePoint site developed for plan access
- Special focus on cybersecurity impacts for plan maintenance and testing

Business Continuity Management Program

Business Process Examples

Recovery Time Objective	Process
≤ 4 hours	Water system operations
	Fleet vehicles and equipment management
≤ 8 hours	Security services
	Internal and external communications
≤ 1 day	Liquidity management
	IT systems and network security administration
≤ 2 days	Payroll processing
	Fabrication, manufacturing & repair of pipe and mechanical equipment
≤ 3 days	Customer support (help desk)
≤ 4 days	Mailing services
	Purchasing
≤ 7 days	Manage warehouse inventories
	Support staffing needs
≤ 14 days	Construction management
	Water quality reporting
≤ 21 days	Construction contracts administration
≤ 30 days	Financial reporting

Business Continuity Management Program

Roadmap

- Increase training for planning coordinators
- Conduct employee workshops on business continuity and alternate ways to access key systems
- Build out the SharePoint site to ensure availability and accessibility of plans
- Conduct tabletop exercises

