

**Shared Services Meeting Notes**  
**Business Continuity/Disaster Recovery**  
**May 10, 2005**

1. Reviewed the BC DR shared services meeting objective and the process being used to reach the objective.
  - a. Objective: an agreement/consensus about what the elements of a BC DR shared service would be.
  - b. There is no target date for completion, but we need to work towards the objective.
  - c. Important to review the list of possible shared services items generated during the March 31 meeting.
  - d. Determine if any thoughts from the March 31 meeting were not captured in the notes/lists.
  - e. Determine if any list items needed more detail discussion to ensure a clear understanding of each item.
  - f. Through discussion, begin to narrow the March 31 meeting list(s) to those most important.
2. Notes from the March 31, 2005 were distributed. Notes for the March 31 meeting and future meetings can be found on the NITC, State Government Council web site.
  - a. <http://www.nitc.state.ne.us/sgc/workgroups/sharedservices/index.html>
3. Identified items missing from the list(s) generated during the March 31 meeting;
  - a. Training - all kinds of training
  - b. Exercises to validate BC DR plans. Additional BC DR exercises discussion points;
    - i. Does it make sense to do a small “real life” exercise to learn where we are in our planning process?
    - ii. Value of exercises
      1. Focuses exercise participants’ attention on the issues and the need for planning.
      2. Important to learn that every second during the response phase counts.
      3. The level of stress to introduce during an exercise;
        - a. Too much stress will debilitate and be destructive
        - b. Important to know who can perform under pressure
        - c. Discover what training and support are needed to provide recovery participants with the skills and experiences needed
        - d. Very wide range of exercise types can vary the level of stress introduced
  - c. If “John Doe” is no longer available to do his job, how does “John Doe’s” job get done or how do you replace “John Doe”?
4. Meeting focus turned to identifying list items that were most important. Several issues were discussed;
  - a. The breadth and depth of BC and DR can be paralyzing if an attempt is made to cover all DR or BC at once.

- b. Is it possible to scale down the disaster for planning, training and exercising?
  - c. So that we are not overwhelmed by the breadth and depth of BC DR, should we “break up” BC and DR into levels of recovery and address each level individually?
  - d. The assumptions made and the dependencies stated (that allowed progress in the BC DR planning process) may be criticized.
  - e. As the planning iterations of BC DR are performed, more and more of the assumptions and dependencies can be discussed with agencies/entities and consensus reached.
  - f. There is risk associated with generating BC and DR plan iterations based on assumptions and dependencies. If the assumptions and dependencies are not valid, additional time may be required to revise BC DR plans and/or different BC DR strategies may have to be developed.
  - g. The BC DR planning process may not ever be done.
5. As part of the “narrowing the list” process, the most important list items (from the March 31 meeting notes/lists) were identified;
- a. Keith Dey
    - i. Item #6 from the IMServices notes list - Who are the experts who have the experience and skill and we can rely on to be available to give us guidance?
  - b. Scott McFall
    - i. Item #14 from the Shared Services Ideas list - High level coordination of plans, oversight, cooperation, capacity to execute interoperability
    - ii. Item #1 from IMServices notes list – What applications should have priority during the recovery? Who will decide which applications have priority?
  - c. Linda Salac
    - i. Items # 14, 10, 6, 3 from the Shared Services Ideas list
      - 1. #14 - High level coordination of plans, oversight, cooperation, capacity to execute interoperability
      - 2. #10 - Communications
      - 3. #6 – Power/utilities
      - 4. #3 - People
    - ii. Item #6 from the IMServices notes list
      - 1. #6 - Who are the experts who have the experience and skill and we can rely on to be available to give us guidance?
  - d. Randy Ceclre
    - i. Item #6 from the IMServices notes list
      - 1. #6 - Who are the experts who have the experience and skill and we can rely on to be available to give us guidance?
    - ii. Item #22 from the Shared Services Ideas list
      - 1. #22 – Damage assessment
6. It was noted that with regard to the items listed immediately above, two questions should be considered;
- a. How would these things manifest themselves as a shared service?
    - i. Meetings

- ii. Etc
  - b. What things should be offered as Shared Services?
- 7. There was discussion regarding what the next steps in the BC DR shared services meetings should be. The following items were identified as possible next steps or issues for further discussion;
  - a. Would it be possible to establish a list of BC DR experts and obtain information from the experts as we address the issue of starting the recovery?
  - b. Could someone from emergency management provide information about the BC DR planning process?
  - c. Do we need an entity to guide us in our BC DR planning efforts?
  - d. Should we get a list of skill sets needed so we can request the expertise needed?
  - e. In the case of an emergency response planning, it won't just be internal people we need to plan with – we must plan with first responders and other external participants.
  - f. How broad should the scope be for our BD DR planning?
    - i. IMServices has made the assumption they will be responsible for IT recovery only. Is that scope too narrow?
    - ii. IMServices has a responsibility to those agencies who have paid to have IMServices manage their software, hardware and data.
  - g. Maybe we should consider shared physical and equipment facilities
  - h. Where is the expertise and how can we record that?
    - i. Physical space for equipment
    - j. Physical space for people
    - k. Data preservation
    - l. Systems environment preservation
  - m. We need a coordinated damage assessment, we need a leader, we need expertise

Points saved for future discussion

- What is a man made and what is a natural disaster

Meeting attendees:

- Randy Cecrle (WCC)
- Matthew Dicke (Crime Commission)
- Keith Dey (DMV)
- Scott McFall (NSP)
- Linda Salac (HHSS)
- Steve Rathje (DNR)
- Bob Howard (DAS)
- Steve Henderson (DAS)
- Dave Berkland (DAS)