Sample Resiliency Plan Outline

This outline can be used as a "starter" for anyone pursuing business continuity, disaster recovery, or resiliency planning. Customize it to the situation for your sites, technology sourcing, staff locations, etc.

1. Document Version Control
2. Overview
    2.1. Business Overview
    2.2. Goals
    2.3. Scope
    2.4. Scenario and Business Impact Matrix
    2.5. High-level Technology Architecture
        2.5.1. Systems resiliency
        2.5.2. Network resiliency
    2.6. Key Assumptions
        2.6.1. Facilities – alternate sites or services
        2.6.2. Replacement Equipment
        2.6.3. System and Data Back-ups
3. Team
    3.1. Resiliency Team
        3.1.1. Names and Contact Information
        3.1.2. Command Center details
    3.2. Roles and Responsibilities
        3.2.1. Internal teams – Operations, IT, Others
        3.2.2. External resources – Vendors, 3rd parties
4. Declaration/Activation and Execution of Resiliency Plan Scenarios
    4.1. Responsibility for Activation/Deactivation
    4.2. Scenario definitions and levels/triggers for activation
    4.3. High Level Scenario Actions/Processes and Timelines
    4.4 Scenario Checklists
5. Communications
    5.1. Critical Notifications of Office Closure
    5.2. Communications Channels, Messages, and Recipients
6. Execution Procedures and Owners
    6.1. People Coordination
        6.1.1. Meeting/Gathering sites
        6.1.2. Transportation contacts between primary and backup sites
        6.1.3. Hotel/Motel reservations by backup site
        6.1.4. Expense procedures for backup sites
        6.1.5. Work at Home or other alternate location(s) transition processes
    6.2. Process
        6.2.1. Evacuation Checklist
        6.2.2. Employee Hotline
        6.2.3. IVR/Phone Message Update Procedure
        6.2.4. Web Site Update Procedure
        6.2.5. Mobile Update Procedure
        6.2.6. Social Media Update Procedure
        6.2.7. Post-Office Mail Forwarding to Recovery Site
    6.3. Technology
        6.3.1. Re-routing of Main/Toll Free Numbers
        6.3.2. Failover Information by component
        6.3.3. Failover Procedures for Agents (by system, as appropriate)
        6.3.4. Change Procedures specific to Work at Home