

Multnomah County Health Department
Business Continuity Business Analysis Tool

BC Business Analysis Tool

Program Area: Business Services

Priority: Immediate Critical and Short Term Critical

Origin Date: 28-Sep-05
Rev date 1: 2-Jun-06
Rev date 2: 2-May-07
Rev date 3 11-Jan-08

Name: Wendy Lear
Extension #27574:

<p>Activities/Services</p> <ol style="list-style-type: none"> 1. Liaison w/Facilities 2. Liaison w/IT Applications Support 3. Liaison w/IT Network Support 4. Liaison w/Telecom 5. Liaison w/FREDS 	<p style="text-align: center;"><u>CHAIN OF COMMAND</u></p> <ol style="list-style-type: none"> 1. Wendy Lear, Business Services Director 2. Les Walker, Finance Manager 3. Darren Chilton, Contracts Manager 4. Eric Arellano, Accounting Supervisor
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<u>People</u>			<u>Process</u>		
Current Practice	< 3 days Plan A	> 3 days Plan B	Current Practice	< 3days Plan A	> 3days Plan B
1. Health Department staff and supervisors typically liaison directly with the service provider (Facilities, IT, Telecom), if there is a site issue.	1.0 FTE (Business Services Manager or designee) assist with problem resolution.	Same as < 3 day plan	Health Department staff call or email service provider.	Current practice will continue, with Business Service Manager or designee assisting operating sites to resolve problems with internal services. This can be done in person, via phone, or email.	Same as < 3 day plan
2 same as above	Same FTE as above	Same	2 same as above	same as above	Same
3 same as above	Same FTE as above	Same	3 same as above	same as above	Same

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4 same as above	Same FTE as above	Same	4 same as above	same as above	Same
5 same as above	Same FTE as above	Same	5 same as above	same as above	Same

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<p>Activities/Services</p> <ol style="list-style-type: none"> 1. Liaison w/Facilities 2. Liaison w/IT Applications Support 3. Liaison w/IT Network Support 4. Liaison w/Telecom 5. Liaison w/FREDS

<u>Facilities</u>			<u>Technology/Equipment</u>		
Current Practice	< 3 days Plan A	> 3 days Plan B	Current Practice	< 3 days Plan A	> 3 days Plan B
1. Business Services is operating out of the Lincoln Building	The liaison role could be conducted face-to-face at the operating sites, or via any telephone or PC that is operational and connected to the County systems.	Same as < 3 day plan	Currently most requests for internal services are conducted via help-desk telephone calls, or County email. The communication from the internal service provider is most often via email.	Same, telephone, PC with access to County email.	Same as < 3 day plan

Business Services – Immediately Critical

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2 same as above	same as above	Same	2 same as above	same as above	Same
3 same as above	same as above	Same	3 same as above	same as above	Same
4 same as above	same as above	Same	4 same as above	same as above	Same
5 same as above	same as above	Same	5 same as above	same as above	Same

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<p>Activities/Services</p> <ol style="list-style-type: none"> 1. Liaison w/Facilities 2. Liaison w/IT Applications Support 3. Liaison w/IT Network Support 4. Liaison w/Telecom 5. Liaison w/FREDS

<u>Communication staff & client</u>		
Current Practice	< 3 days Plan B	> 3 days Plan A
<p>1. Since department staff and supervisors typically liaison directly with the service provider (Facilities, IT, Telecom), if there is a site issue, there</p>	<p>Business Services should take the lead in contacting each operating site to determine if additional assistance is needed. Business services should keep in close contact with Department Leadership, to keep communication</p>	<p>Same as the <3 days Plan</p>

<p><u>STAFF ORIENTATION & TRAINING PLAN</u></p>

Business Services – Immediately Cr

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is no direct communication with Business Services.	flowing regarding the state of the infrastructure (Facilities, IT, Telecom, etc.)	
2 same as above	same as above	same as above
3 same as above	same as above	same as above
4 same as above	same as above	same as above
5 same as above	same as above	same as above

1) Date: _____ Reviewed and updated plan. _____
Manager's signature

2) Date: _____ Reviewed plan with staff. _____
Manager's signature

3) Date: _____ Reviewed plan with substitute staff. _____
Manager's signature

4) Date: _____ Reviewed plan with a relevant stakeholders (i.e. vendors, contractors, & community reps.).

Manager's signature