

Business Planning for Volunteers

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Introduction

Today we're going to talk about business continuity planning and the volunteers' roles in this crucial process. This presentation has been prepared by Dana Lavey, Senior Supervision Analyst with the National Credit Union Administration, the NCUA.

Objectives

The objectives for this course are to:

1. Explain what business continuity planning is;
2. Clarify why it's important;
3. Define what the board's responsibilities are;
4. Identify action steps your credit union needs to take.



What Business Continuity Planning is

Just exactly what is business continuity planning, and what crucial areas does it cover? Business Continuity Planning or BCP is:

- The planning process addressing how to deal with every critical system of an organization and how it will respond before, during and after disruptions.
- Disruptions might be natural disasters, man-made disasters, failures in systems, or a whole host of other possibilities; any event that keeps you from doing your everyday business.
- Part of this planning process requires you to prioritize which operations are essential for the survival of the credit union as restoration of all business units may not be feasible due to cost and logistics, especially if this disruption occurs during a time of widespread crisis.
- BCP is the consideration of how you will plan, recover, and restore your operations, partially or completely, from any disruption of normal operations.
- BCP is an ongoing process, not a big project that has a beginning and an end. Often people think that once the plan is completed that the work and the worry are done. Not so. This is ongoing planning that needs regular attention.



Who must do this Planning

Business Continuity Planning is not something that only large organizations, with dozens of employees and huge operations must do. BCP is scalable to any operation, applicable to any organization and level of complexity.

- There is no shop too small to require much planning.
- There are NCUA regulations requiring this work.
- But also, it's just a good idea.

The lessons learned from the past few years should be a guidepost for volunteers from credit unions of all sizes. We have learned valuable planning lessons from the significant events of the past few years, from the terrorist attacks of 9/11, to Hurricane Katrina and beyond.

The Scope of Involvement

The next thing that you should keep in mind is that business continuity planning involves the entire credit union. And its purpose is to protect:

- Your people;
- Information;
- Operations; and
- Organization.

In that order. People are your number one asset. It is very easy to get shortsighted in this planning process and only consider the electronic systems that are involved and how you would recover from their disruption.

Restoring IT systems and electronic data is important; however, recovery of these systems will not always be enough to restore business operations. BCP should be assessed on an enterprise-wide basis. Without a BCP that is enterprise wide, your credit union may not be able to resume member service at an acceptable level. You must carefully consider every aspect of your credit union's people, operations, systems, buildings, and beyond.

The Scope of Your Planning

There is a huge range of different situations for which your credit union needs to be prepared. The ones that tend to be top-of-mind are the natural disasters of the past few years, such as Hurricanes Katrina and Rita, which destroyed a couple of credit unions and caught a lot more unprepared. For example, some credit unions that had continuity