



DSPN

Disaster
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Fast Facts for our Valued Friends and Clients May 2008

Here are some bullets and brain teasers about current events from your friends at Disaster Survival Planning Network (DSPN). In this issue, we provide an update on pandemic planning. If you'd like to forward this message to your colleagues, just click the "Forward Email" link at the bottom of this page.

Fast Facts about Pandemic Planning

Did you know...

- On March 19, 2008, the Federal Financial Institutions Examination Council (FFIEC) issued an update to the FFIEC IT Examination Handbook. The update includes information about pandemic planning that any organization can use. Requirements listed in the booklet provide a framework for financial institutions to develop or update their pandemic preparedness plans. All financial institutions regulated by FFIEC will be expected to incorporate these guidelines. Moreover, any organization, regardless of its regulating authority, can benefit from studying this booklet. Click here to visit the [FFIEC Download Site](#).
- FFIEC guidelines position an organization's board of directors as the approving authority for the plan. According to the booklet, the board's job is to ensure that senior management is investing sufficient resources into planning, monitoring, and testing. Senior management has been assigned three responsibilities by the FFIEC: to develop the plan and translate it into specific policies and procedures, to communicate the plan throughout the organization, and to ensure that the plan is regularly testing and updated.
- According to FFIEC guidelines, the pandemic plan should address the assignment of responsibility for planning, preparing, testing, responding, and recovering.
- According to the FFIEC, a good pandemic plan has five primary components:
 1. A preventive program to reduce the likelihood of serious impacts should a pandemic occur
 2. A strategy that allows the organization to scale its responses according to the stages of a pandemic outbreak
 3. Procedures that protect critical functions through long periods of employee absenteeism
 4. A testing program to ensure that the plan is effective
 5. An oversight program to make sure that appropriate reviews and updates occur
- The FFIEC recommends that pandemic risks be incorporated into your routine Business Impact Analysis Program.
- According to the FFIEC, a plan should provide for monitoring of alert systems so an organization can quickly escalate responses to match the stages of an outbreak.
- When preparing or updating your pandemic plan, the FFIEC recommends coordination and communication with the following six outside parties:
 1. Critical service providers
 2. Key financial correspondents
 3. Customers
 4. Media representatives
 5. Governmental agencies (local, state, and federal)
 6. Regulators

- Here are four more FFIEC recommendations found in the updated booklet:
 1. Analyze the impact to your operations if services provided by outside parties are disrupted.
 2. Include mitigating controls, such as teleworking, functional cross-training, and conducting operations from alternative sites, in the event large numbers of staff are unavailable for long periods.
 3. Consider modifications to your normal compensation and absenteeism policies that can be enacted during a pandemic.
 4. Analyze remote access requirements to determine if you have adequate capabilities and capacities to handle the load during a pandemic.
- The FFIEC recommends that a pandemic testing program include the following activities:
 1. A stress test of online banking, telephone banking, ATMs, and call centers to determine if adequate capacities are in place to meet the increased demand
 2. A telecommuting simulation to verify that your remote access strategy will work
 3. A test of internal and external communications processes and links
 4. A tabletop exercise focusing on operations
 5. Participation in local, regional, and national exercises

Brain Teasers

True or False

1. The World Health Organization tracks the status of virus transmission using a six phase scale.
2. In a severe pandemic, experts predict that absentee rates could reach 40 percent of employees during peak weeks of a community outbreak.
3. Use of an alternate facility may be complicated during a pandemic.
4. The FFIEC recommends that you become familiar with non-pharmaceutical interventions that can be implemented as part of your employee protection strategy.
5. The FFIEC does not recommend telecommuting for a pandemic plan.

Check your answers here...

Answers to the above questions:

1. *True.* The U.S. Government also uses a six stage scale. The FFIEC recommends that you monitor both of these sources.
2. *True.* This planning assumption has been published in many locations, including [The National Implementation Plan](#).
3. *True.* For example, moving employees to an alternate facility that is typically used during a natural disaster may not be feasible because the alternate site may also be affected by the pandemic. Moreover, due to increased absenteeism, you may not have enough employees to relocate.
4. *True.* Here are the [CDC's non-pharmaceutical interventions](#).
5. *False.* The FFIEC does recommend that you consider telecommuting, but it warns that complications can come from bandwidth constraints or from authentication mechanisms. Moreover, employees who typically work onsite may not have remote access authority or the necessary technology infrastructure to work at home.

Readiness Check

Hard-to-remember details:

1. Does your pandemic plan provide for the monitoring of pandemic stages?
2. Does your pandemic plan clearly assign responsibilities for planning, preparing, testing, responding, and recovering?
3. Have you incorporated pandemic risks into your routine BIA update?
4. Have you reviewed the pandemic plans that have been developed by your state and county?
5. Have you developed special policies for compensation and absenteeism that can be implemented should a pandemic occur?

New Pandemic Workshops from DSPN

Workshop #202P: How to Build a Pandemic Contingency Plan...*That Works!*

This session examines best practices for building and maintaining a pandemic contingency plan that is fully compliant with standards published by the Federal Financial Institutions Examination Council (FFIEC). Using recommendations from the March 2008 edition of the FFIEC BCP handbook and best practices collected by DSPN, attendees examine proven techniques for developing programs that are fully compliant with FFIEC requirements. Each participant will receive a specialized planning template that has been created by DSPN to simplify the planning process. DRII-certified professionals who attend this session can receive 16 continuing education points for re-certification. Two days. \$995 per seat. Quantity discounts available.

Workshop #302P: How to Stage a Pandemic Test...*That Works!*

Whether you already have a pandemic plan or are about to build one, this workshop will show you how to design and execute exercises that will speed the development of your plan while improving its effectiveness. Using recommendations from the March 2008 edition of the FFIEC BCP handbook and best practices collected by DSPN, attendees examine proven techniques developing robust testing programs. As a culminating activity, you will participate in pandemic tabletop exercise to experience first hand the challenges that organizations face in responding to this type of emergency. One day. DRII-certified professionals who attend this session can receive 8 continuing education points for re-certification. One day. \$445 per seat. Quantity discounts available.

Workshop #401P: Pandemic Experience for Executives

Pandemic Experience for Executives is a half-day tabletop exercise to help your leadership team define and practice their roles in reducing the impact of a pandemic emergency. The event is customized for your organization's circumstances and experience level and is facilitated at your site. Price varies depending on your requirements.

To find a session near you or to discuss options for staging a session at your site, email [Paul Klier](mailto:Paul.Klier).

Comments and Contributions

Tell us what you think...



Thanks to all of you who have sent us comments about this mailing.

In responding to recent incidents, did you discover an interesting detail that you would like to share with our readers? If so, send it along and we'll consider it for a
If you want us to print a comment or submission about your company, be sure to give us permission when you write.

[Paul Klier](mailto:Paul.Klier)

Popular Services from DSPN

- [Benchmark Your Program Using NFPA 1600](#) is a one-day workshop we are staging in Irvine, California on October 22, 2008. Sign up now!
- In addition to our public workshops, DSPN offers [on-site workshops](#) that are customized for your priorities.

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