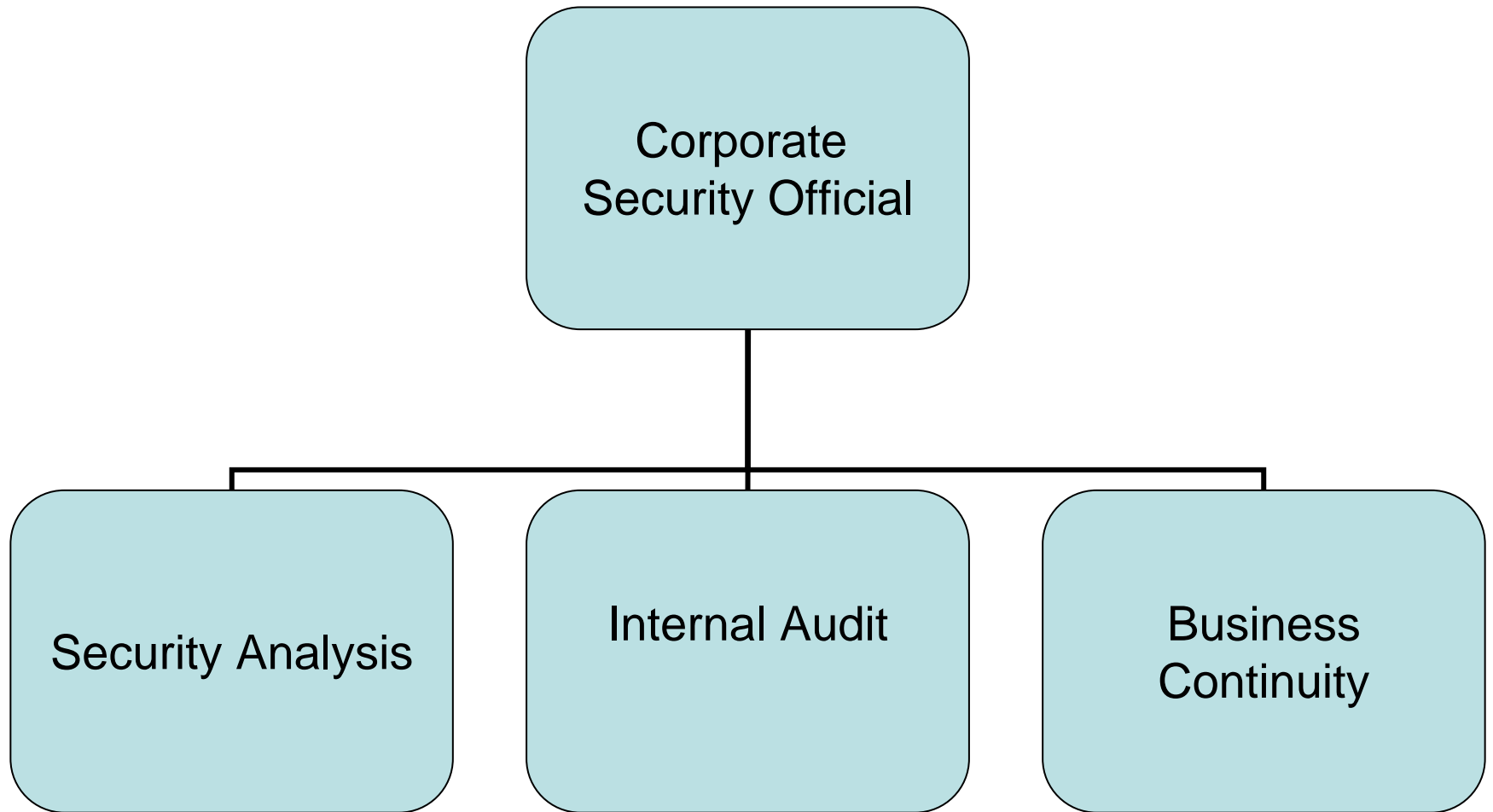
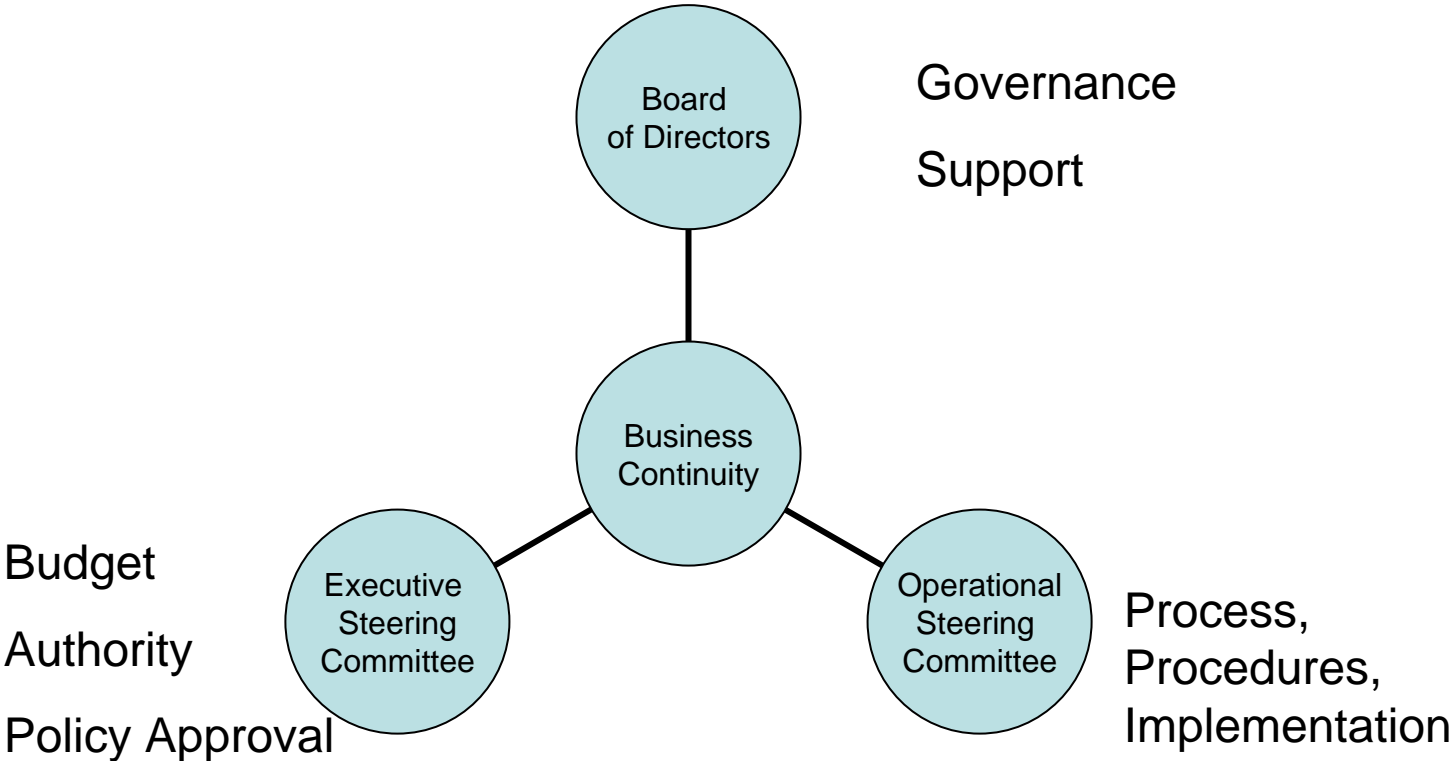


Russ Arnett PMP, MBCI, CBCCP

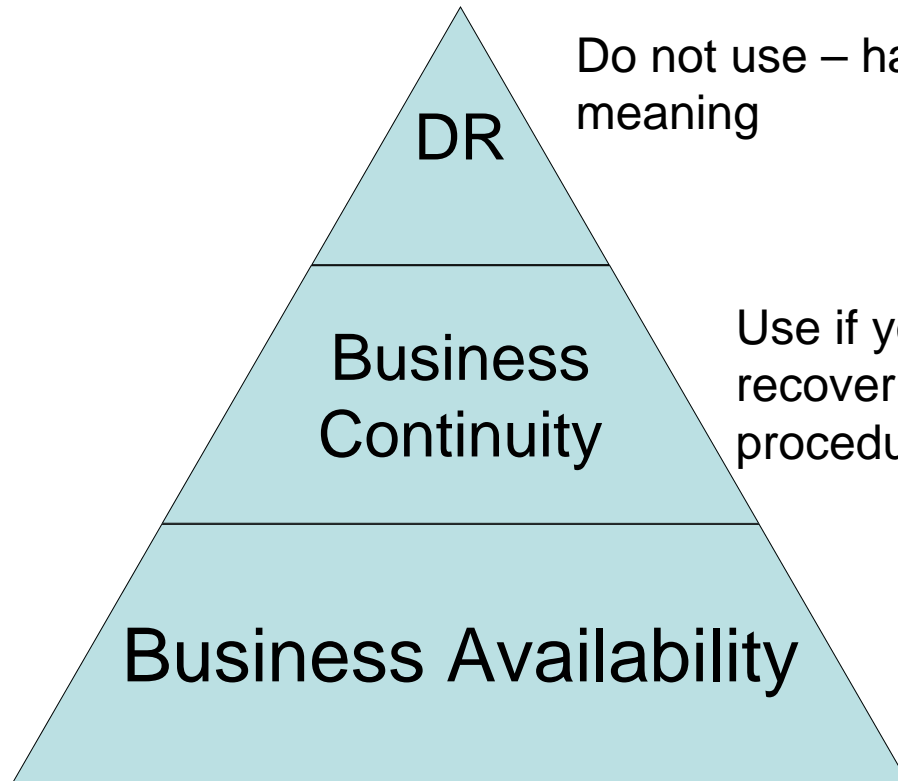
Information Technology



Senior Management Support



Senior Management Support



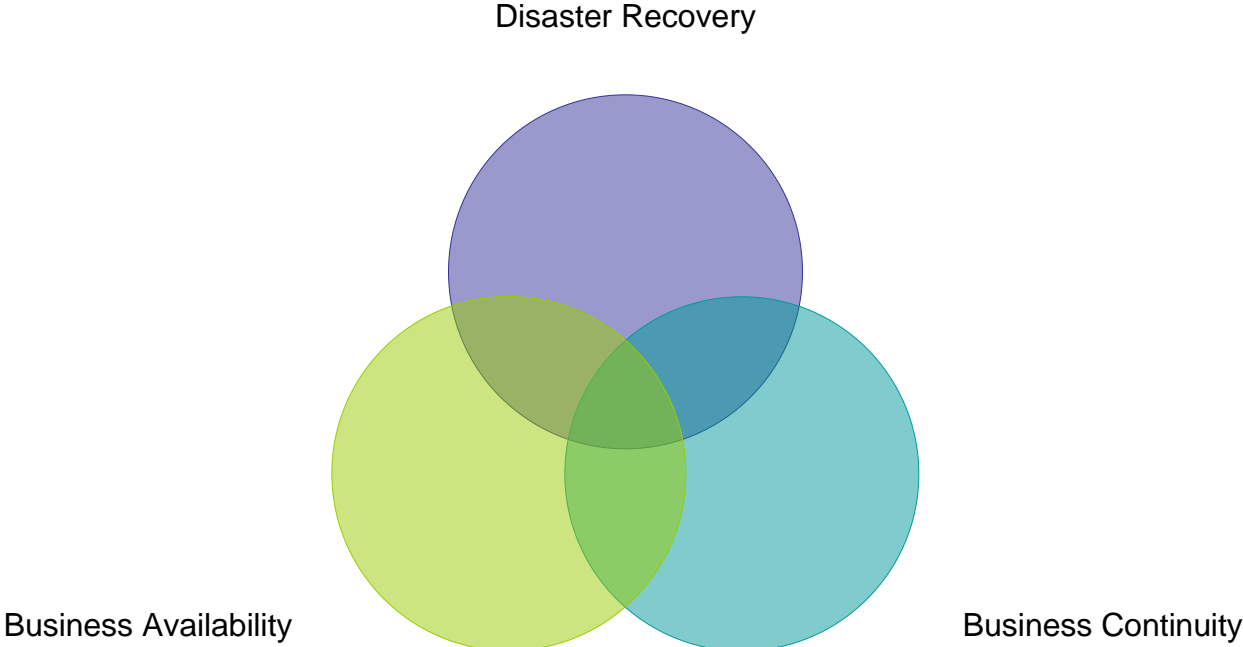
Do not use – has no business meaning

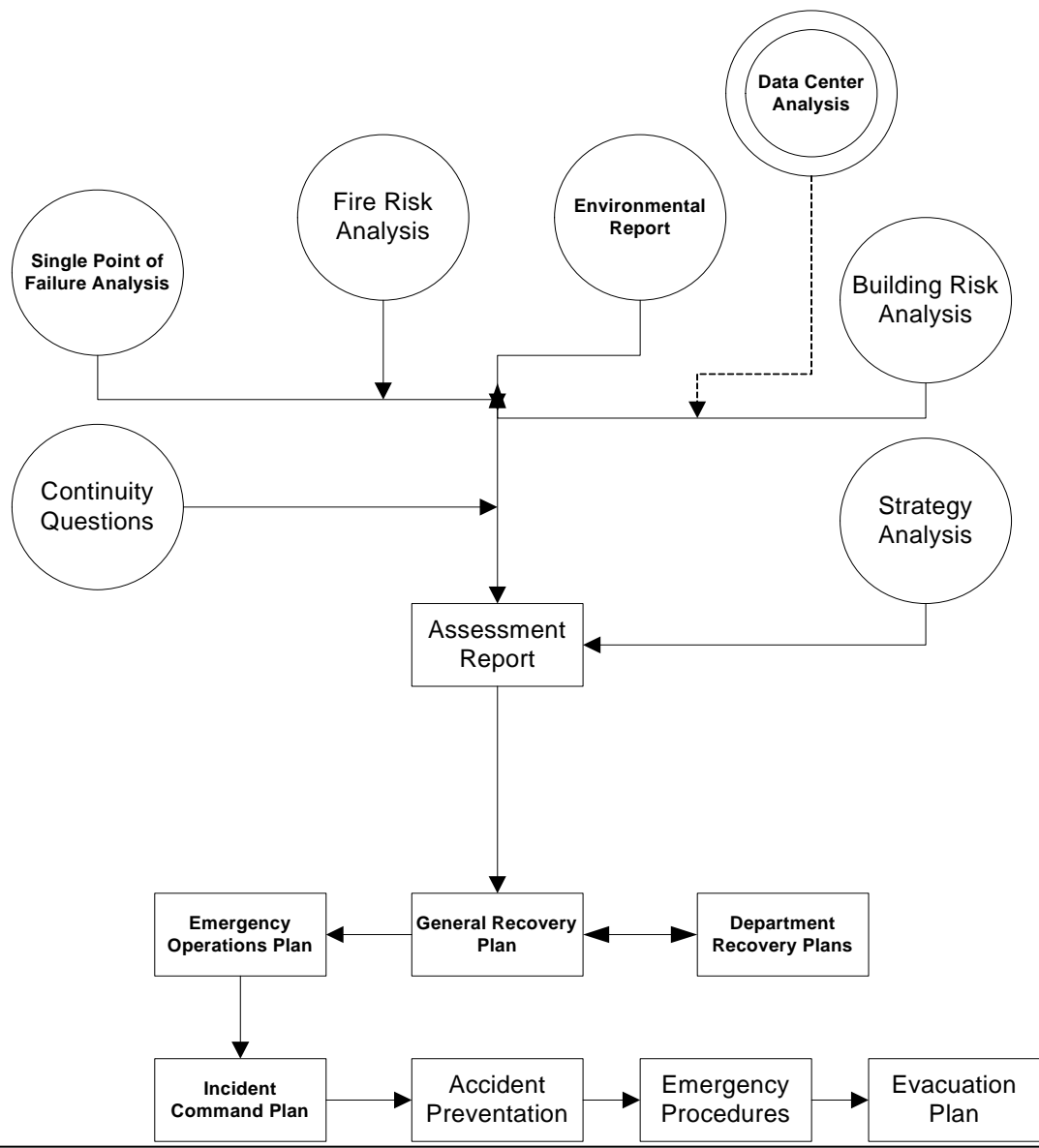
Use if you have 30+ days to recover and have manual procedures well documented

Yeah – Baby!

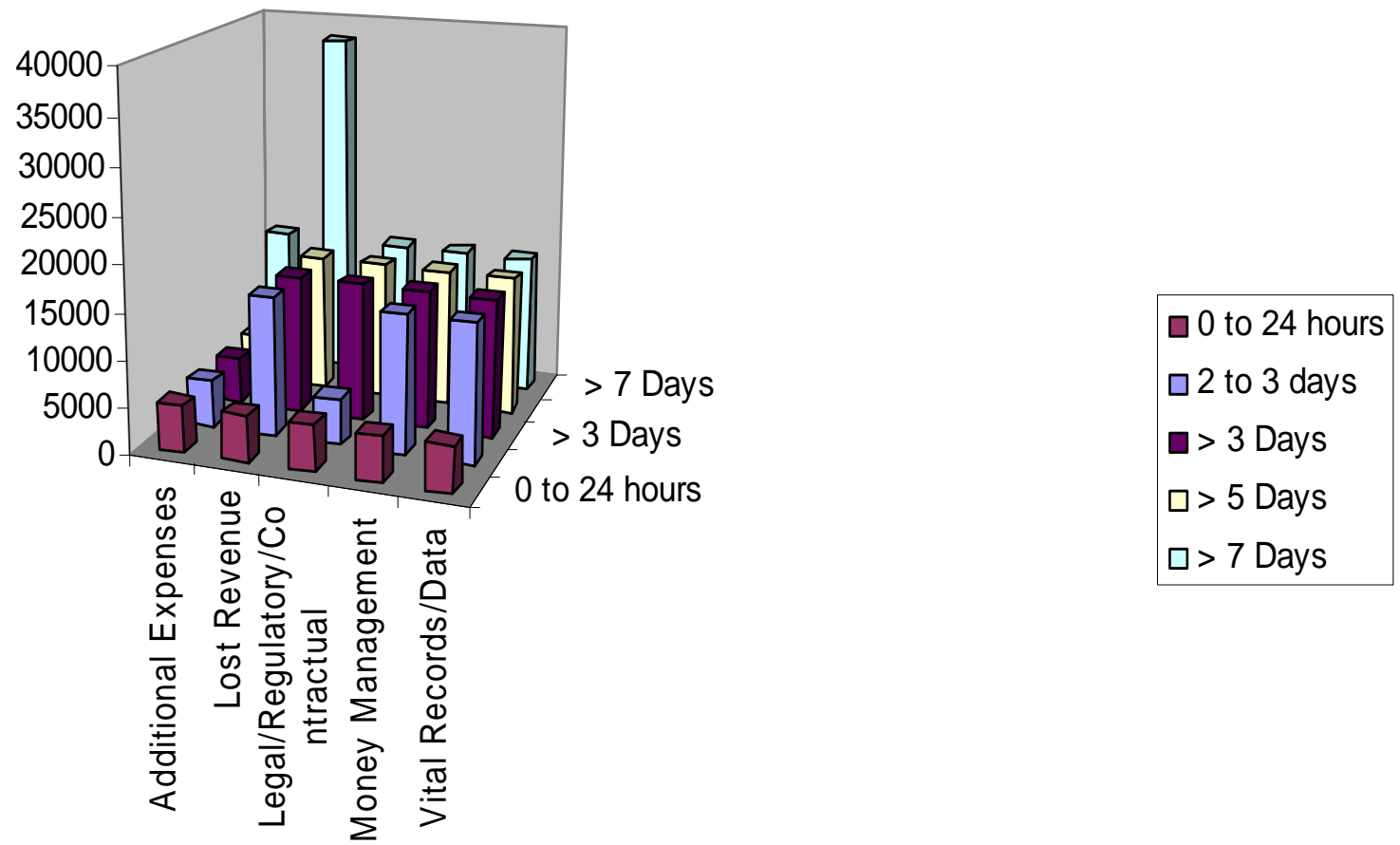
Always available – that is what everyone wants – establish this as the goal

Senior Management Support





Typical Financial Impact





What determines a Major Event?

- Type of event
- length of outage time
- How should it be declared
- When should it be declared
- Protocol and procedures to follow?
- Critical notifications (Rx America, etc.)

Ability to relocate locally:

- Within building complex
- Local recovery center (contract / notification required?)
- Local hotel with conference rooms (contract / notification required?)
- Local recovery requirements:
 - Network connectivity - (Use of Internet Connectivity?)
 - Need "Recovery survival pack" (Software / Hardware / security appliance?) (Require training and testing / Cost analysis / Budget process)
- Minimum staffing needs

Process required to transfer / rely on nearby healthplan

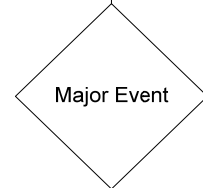
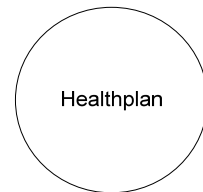
Indiana to Ohio or Michigan
 Utah to Washington
 New Mexico to Indiana to Ohio to Texas or California
 Washington to California
 Ability for any plan to transfer coverage as needed to another plan. (Member and Provider Services Initially)

Primary Directive

Employee safety
 member communication
 provider communication
 public/regulatory communication

Non evacuation event

- Loss of Telco service
- Loss of LAN/WAN

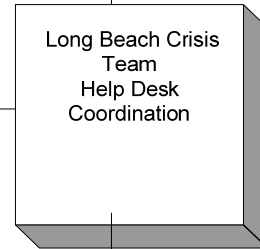


- Building lockout
- fire
 - electrical outage
 - criminal activity
 - Local area issue
 - weather
 - hazardous spill
 - earthquake
 - criminal activity

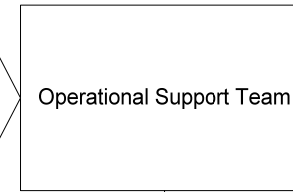
- Security of building / office
- Basic immediate needs -
- Tools, light sticks, flashlights
 - Radio, TV, Water
 - Cleaning materials, rags, sterile wipes
 - First aid materials
 - Unique local software / hardware
 - Unique vital records - one of a kind
 - Privacy Issues - documented protocol



Legal
 Public Relations
 Corporate Directives



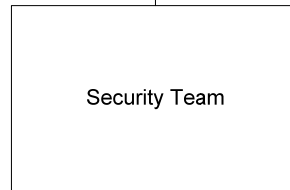
Data Security
 Business Continuity and recovery



Call center support

- Members
- Providers

Procurement needs
 Facility requirements
Include MHC staff also?

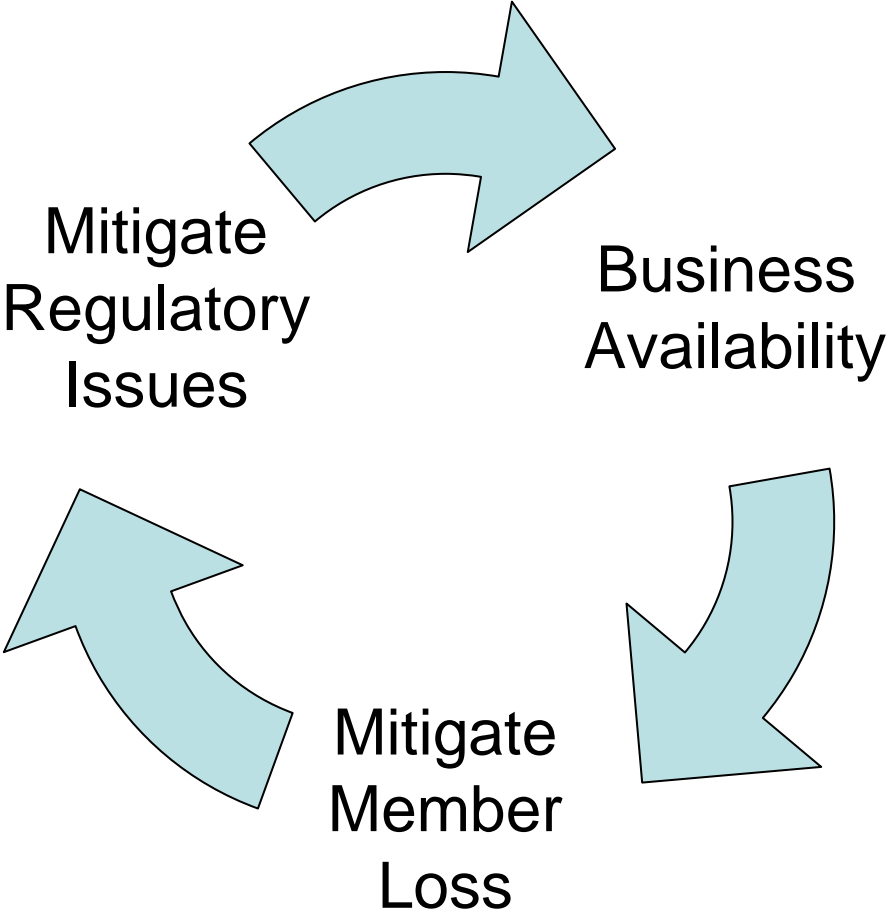


- Required Solution: The process for a Healthplan to follow
- Barriers to understand and address:
- Primary differences in Healthplan policies
 - Member Services
 - Provider Services
 - Clear definition of what requires a notification
 - Situation
 - Elapsed time
 - Clear understanding of Corporate policies
 - Clear understanding of options to consider and operational impact
 - Clear understanding of options to consider and financial impact
 - Development and analysis of scenarios that should be considered



System Restoration - Redirect
 Telco Restoration - Redirection
 Data Restoration
 WEB - Intra/Internet notificatio
 RAS - Setup and implementat

Senior Management Support



Senior Management Support

- It is a good business decision
- It is not Information Technology
- Customers
- Cash flow
- Regulators
- Newsletter for the under-informed
- Committees