# Important Notes

1. Critical city services or business functions may benefit from unique business continuity plans. Complete this template for each critical service or business function.
2. Consider delegating this planning to department heads for services or functions organized under their respective areas of operation.
3. Do you need assistance? League of Minnesota Cities Insurance Trust members can obtain free cybersecurity consultant support for IT security and resilience planning projects.

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# Plan Purpose

The purpose of a business continuity plan is to promote the continuation of public services in an incident or disaster.

# Scope & Profile

**Organization Name:** Insert name of entity **Service or Business Function:** Insert service/function

**Summary**

In a few sentences, describe the purpose of the service and include a high level overview of how the process for this service or business function works.  
 **Calendar Considerations**

Describe any seasonal patterns, important dates, or cyclical patterns (if any).

# Recovery Expectations

**Common RTO Values**

1 Hour  1 Week  1 Month  1 Day  2 Weeks

**Custom Timeframe**

|  |  |  |
| --- | --- | --- |
| Days  Days | Hours  Hours | Minutes  Minutes |

**Service Levels**

Disuruptions may only partially degrade service capacity. Define service level expectations and thresholds that might inform when business continuity contingency plans should be invoked.

# Service Components & Dependencies

**Technology**

List specific technology systems, software solutions, or data needed to enable the service or business function.

| **System, Software,  or Data** | **Notes** | **Disaster Recovery & Backup Plan Exists?** |
| --- | --- | --- |
|  |  |  |
|  |  |  |
|  |  |  |

**Disaster Recovery Plans**

Insert file path or description of where to find Disaster Recovery Plans

**Facilities and Infrastructure**

List critical or required facilities or infrastructure needed to operate the technologies listed above. Describe how they support the city service or function.

| **Item** | **Location** | **Notes** |
| --- | --- | --- |
|  |  |  |
|  |  |  |
|  |  |  |

**Vendors or Suppliers**

If not already listed, document any external entities, suppliers, or support vendors that enable this service or business function.

| **Name** | **Contact Information** | **Notes** |
| --- | --- | --- |
|  |  |  |
|  |  |  |
|  |  |  |

**Other**

Include any other relevant information here (i.e., known issues, single points of failure, common mistakes operating this service, etc.)

**Documentation**

Define storage location for relevant contracts, procedures, manuals, documentation, or schematics.

# Loss Scenarios

Describe contingency plans for delivering the public service in the following loss scenarios. Consider adding scenarios for other anticipated events not already listed below.

| **Scenario** | **Plan** |
| --- | --- |
| Power Outage |  |
| Internet Outage |  |
| Email Delivery Issues |  |
| Telephone Outage |  |
| Denial-of-Service |  |
| Hardware System Failure |  |
| Destroyed Data |  |
| Recovery Backup Failure |  |

# Document Management

**Plan Approvals**

**Plan Author:** Insert name of author  
**Plan Approver:** Insert name of approver  
**Approval Date:** Insert date  
**Next Review:** Insert date of next review

**Plan Storage Locations**

**Primary Continuity Plan Storage Location:** Insert file storage location:   
**Offsite Continuity Plan Storage Location:** Offsite storage location

**Plan Accessibility:** Control for physical and digital disaster by keeping both physical and digital copies of the plan in multiple locations.  
  
**Plan Security:** Business Continuity Plans can contain sensitive data that might enable a malicious threat actor to disrupt recovery and continuity in a disaster scenario. Please consider how you might approach restricting access to these documents.

**Document History**

| **Version** | **Change Summary** | **Contributors** |
| --- | --- | --- |
| 1.00 | Document Template Created | League of Minnesota Cities |
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