Structuring/Reviewing Foundation Plans
Mission Continuity Program

You can use the following guidelines when structuring your Foundation Plan, or reviewing your plans for completeness:

1. How do I prepare to enter a plan into Shadow-Planner?

   You are recommended to use some tools to prepare your plans:
   - The Pre-Planning Questionnaire
   - The spreadsheet template

   Both are available on the Mission Continuity website at:
   http://www.upenn.edu/missioncontinuity/tools_plan.html

2. What parts of the Shadow-Planner site should I use?

   A Foundation Plan should use the following items in Shadow-Planner:

   Your briefcase
   - BCPlanning
     - **Roles**
     - **Action Plans**
     - **Procedures**
     - **Library**
   - Contacts
     - **Call Lists**

3. How do I create a Role?

   Tips on creating Roles:
   - NOTE: Shadow-Planner refers to a Role as a Contact Group.
   - A Role should be identified by a working title, not by a person's name. Then add the appropriate person(s) who fit that title.
   - There can be one person in a Role, for example, "Office Manager," or multiple people in a single Role, for example, "Dean's Office Staff".
   - Use the Search function to find the person(s), then drag and drop each one into the appropriate Role.
   - Each Role should have only one Contact Group in it; don't make a Contact Group "tree" inside one Role.
   - Roles can be added at any time, but it's good to start with ones you know will have responsibilities in an Action Plan.
   - Think through your Roles in advance and add them even before starting the Action Plan. Then, when your plan is created, you can just drag and drop them in.

4. Should I use Action Plan Categories?

   An Action Plan category is a container for holding multiple, related Action Plans. Action Plan Categories can be useful if you have a lot of plans. You should divide plans into sections that make sense for your organization. For example:

   - Business offices, such as Marketing, Finance and Development
   - Academic offices, such as Dean's Office and Academic Affairs
   - Departmental offices, such as Anthropology and Psychology
   - Segments of the BETH3 model, such as Building Loss, Equipment Loss, Technology Loss, Human Resources Loss and Third-party Partner Loss

5. What's the best way to approach an Action Plan?

   An Action Plan is a container for holding Triggers, Actions to take when that Trigger occurs, people responsible for taking those actions, and Procedures those people should follow. Tips on creating Action Plans:

   - **BETH3:**
     - Consider creating at least one plan in each BETH3 element: Building Loss, Equipment Loss, Technology Loss, Human Resources Loss, and Third-Party Partner Loss. Eventually, you may not use all of them, but think through what you need before you start entering plans.
     - There may be multiple plans in one BETH3 element. For example, you may have one Loss of Human Resources plan for a public health emergency, such as a flu epidemic, and another HR plan for loss of key individuals in the organization.
   - **Advance preparation:**
     - Create the plan in a spreadsheet before loading it into Shadow-Planner.
     - Think about the four columns of an Action Plan –Trigger, Action, Responsible Persons, Procedure – as the When, What, Who and How of your plan. ***When*** something happens, ***What*** should we do, ***Who*** does it, and ***How*** should it be done?
     - Check out the plans in the Penn Library to see if any of the items in those plans can be used in your plans. Go to: BCPlanning, Library, Penn Library, Action Plans.
   - **Entering the plan:**
     - Start by entering the Trigger, and then create the Action. You can drag and drop the appropriate Role(s) into the plan once the Trigger and Action are created. Then add the Procedure, if desired.
     - Triggers can be organized in several ways:
       - By duration, e.g., "Short-term building loss," "Long-term building loss."
       - By time of day, e.g., "Equipment loss during business hours," "Equipment loss outside of business hours."
       - By time of year, e.g., "Loss of key supervisor during academic year," "Loss of key supervisor during the summer."

        - Relating to status of disaster recovery, e.g., “Before disaster has been declared,” “After disaster has been declared.”
    - Multiple Actions can be added to the same Trigger. Keep each Action short.
    - You can print out Action Plans as PDFs, or store them on a flash drive, and store them off-site for additional security in the event of an emergency.

6. Should I use Procedures? If so, what’s the best way to create them?

   Use a Procedure if further, more detailed information is needed beyond what is contained in the Action. Tips on using Procedures:

    - You can use Procedure Categories if you will have a lot of Procedures; Procedure Categories serve a similar function to Action Plan Categories. Just group related Procedures into logical containers, such as Evacuation Procedures or Work From Home Procedures.
    - There are two ways to create a Procedure. You can:
        - Create a new Procedure by going to the Procedures section in the left-hand navigation bar (called the Tree-view), then drag and drop it into the appropriate Action, OR
        - Click on Awaiting Procedure in the Action Plan once you have created the Trigger and Action.
    - The same Procedure can be used in multiple Actions and multiple Plans. Just drag and drop it in. Try not to duplicate the same steps or information in multiple Procedures.
    - Think through your Procedures in advance and add them even before starting the Action Plan. Then, when your plan is created, you can just drag and drop them in.
    - If the Procedure is very long, you can attach a document that already contains the Procedure.

7. How do I create a Call List?

   Tips on creating a Call List:

    - Shadow-Planner refers to Call Lists, as well as Roles, as Contact Groups.
    - Name a Call List so it is clear who is included, for example, Finance Department Staff.
    - Use the Search function to find the appropriate person(s), then drag and drop each person into the Call List.
    - There can – and usually are – multiple people on a single Call List.
    - Call Lists can be added at any time.
    - You can print out Call Lists as PDFs, or store them on a flash drive, and store them off-site for additional security in the event of an emergency.
    - NOTE: It is recommended that you do ***not*** enter anything in the categories of External Contacts or Internal Contacts. These categories are automatically updated when the contact data in Shadow-Planner is refreshed.

8. What about ongoing plan maintenance?
   Once you've entered you're plans it's important to keep them up to date. Here are some tips about how to do that:
   - Review your plans at least once every six months. Make sure that the same people should still be responsible for the same Actions and Procedures, or replace them with new people.
   - Store your plans off-site in both hard copy and soft copy (on a flash drive). Make sure that the stored copies are updated whenever the plans are updated.
   - Think about conducting tabletop exercises to test whether the plans will actually work well in the event of an incident or outage.
   - If an incident occurs, conduct a Lessons Learned/Best Practices exercise to determine if your plans should be changed in any way. There is a proposed format for this kind of exercise available on the Mission Continuity website at: http://www.upenn.edu/missioncontinuity/Lessons_Learned.html