Business Continuity Planning for IIS Programs

Recommendations of the AIRA Modeling of Immunization Registry Operations Workgroup (MIROW)

Discovery Session
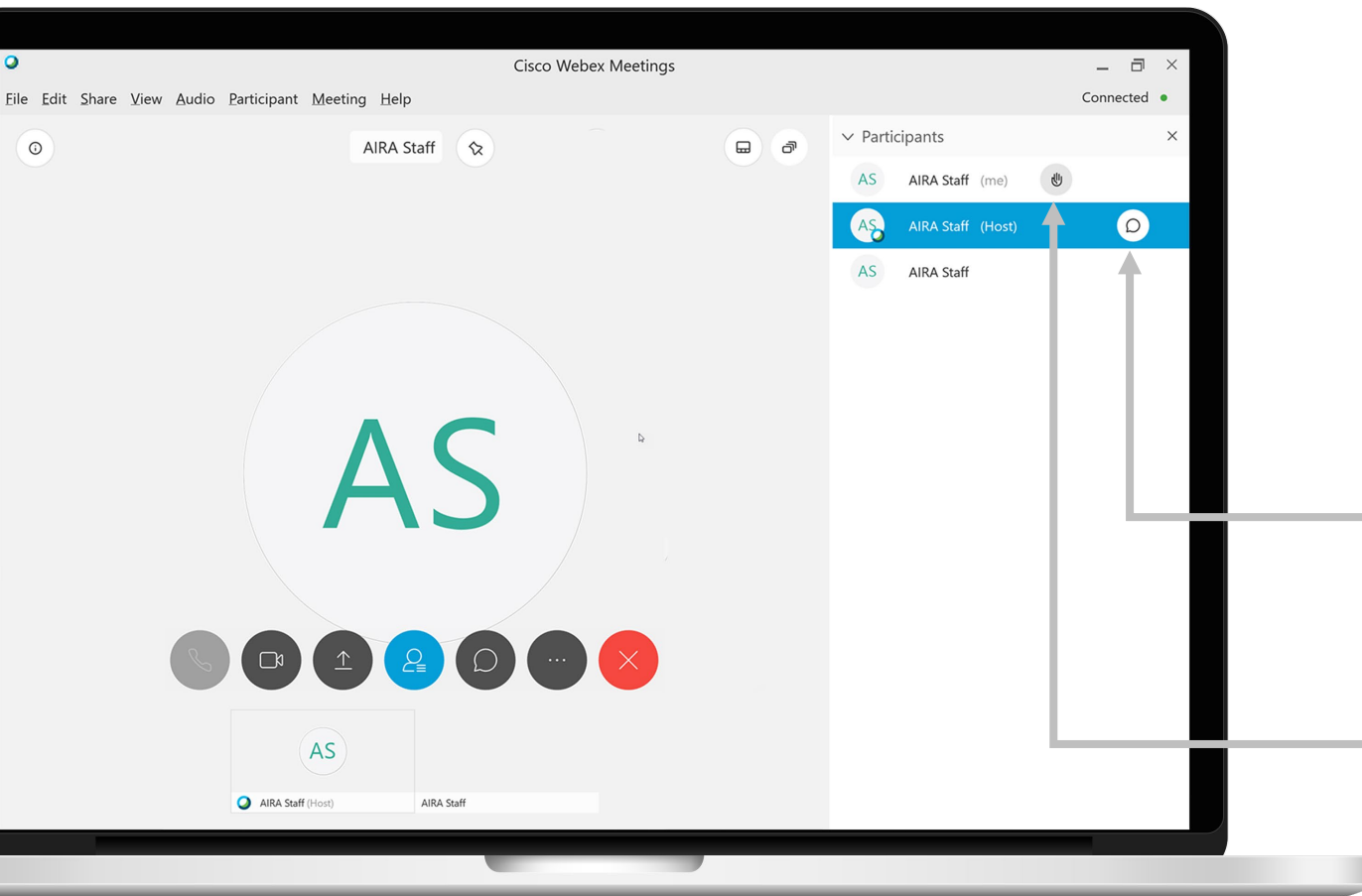December 16, 2019

Before We Get Started
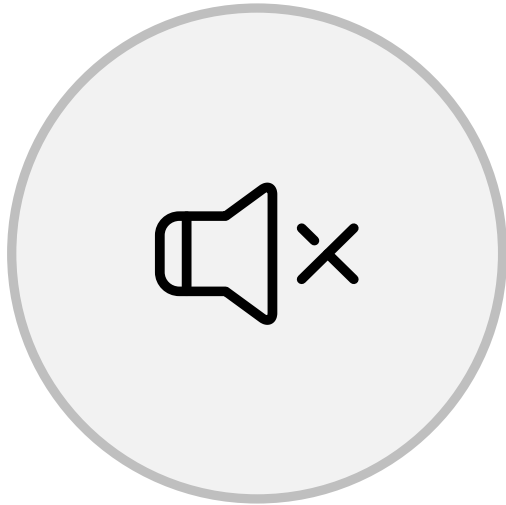
All phone lines
are muted

This meeting is being recorded
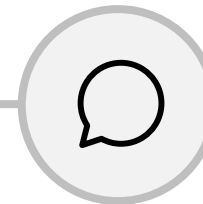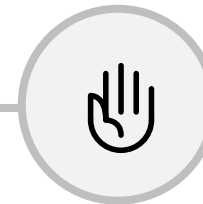and will be posted on the
AIRA repository

Question & Answer

How do I ask a question?

- There will be time allotted for Q&A following the presentation, to unmute your line press *6

- Via WebEx:

  Select the chat icon next to the host and type question into the chat box.

  Select the hand icon next to your name and you will be called on.

Overview of Webinar

- Introduction to MIROW and our newest guide
- Overview of business continuity
- The business continuity plan development process
- Implementation considerations
- Time for discussion, questions and answers

Today's Speakers

- Beth Parilla (AIRA)
- Mary Woinarowicz (North Dakota)
- Miriam Muscoplat (Minnesota)

MIROW Business Continuity Planning for IIS Programs

Beth Parilla

AIRA Senior Program Manager

What if...
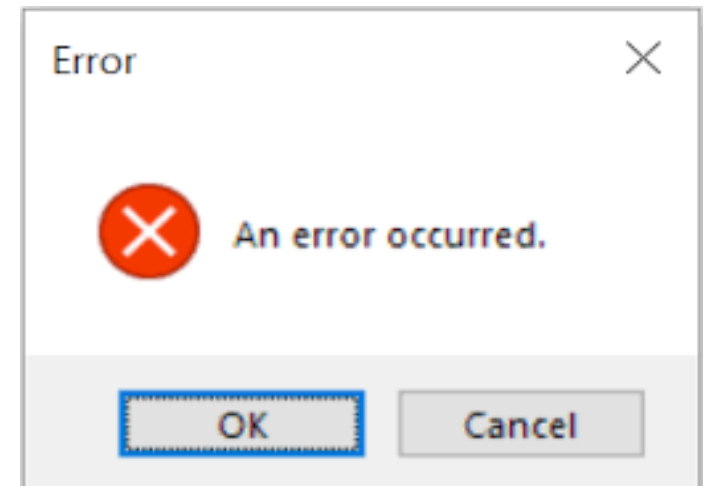
MIROW 101

- Modeling of Immunization Registry Operations Workgroup (MIROW)

- MIROW goals:
  - Developing a best practice operational improvement guidebook
  - Promoting the implementation of best practices in the IIS community

MIROW AND THE
BEST PRACTICE
DEVELOPMENT
PROCESS

VERSION 1.0   MARCH 2019

AIRA
AMERICAN IMMUNIZATION
REGISTRY ASSOCIATION

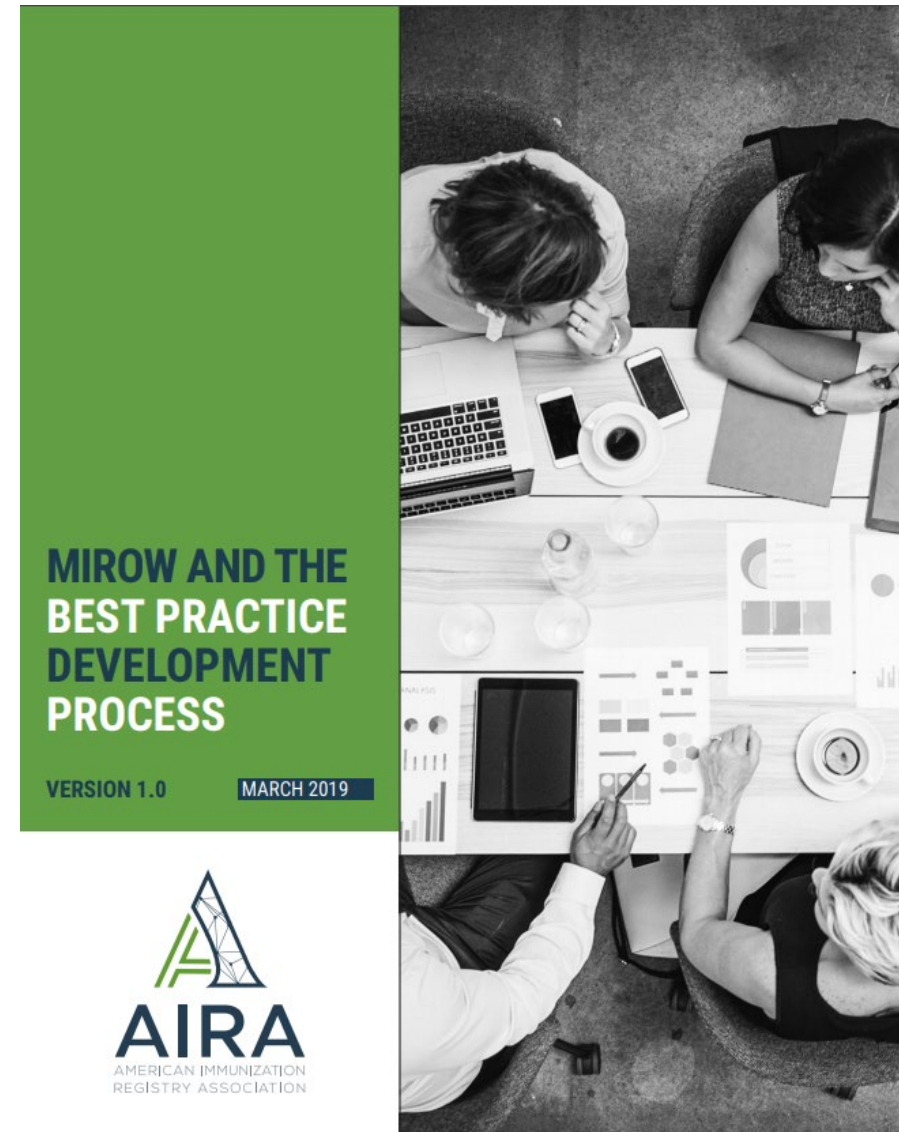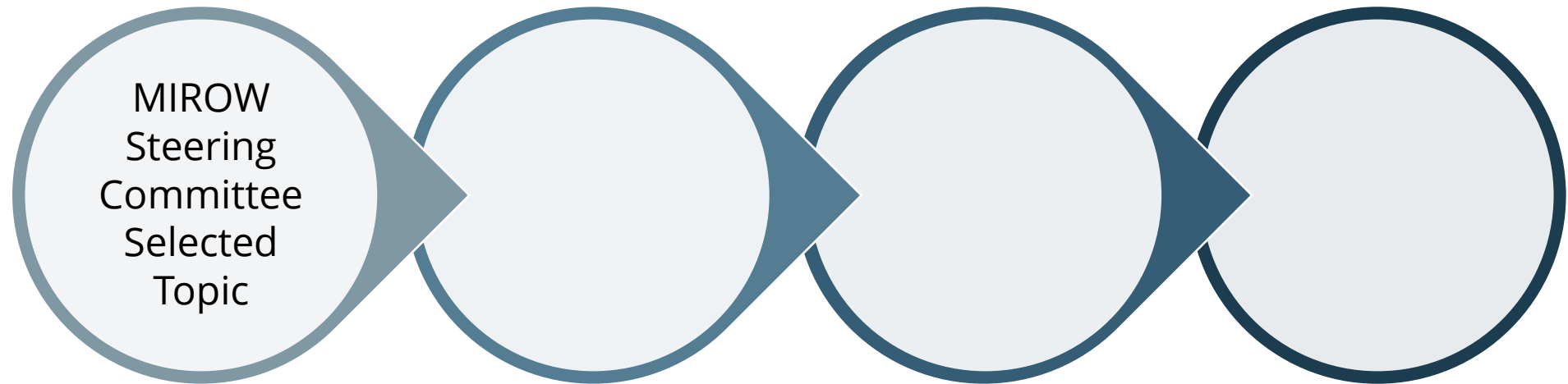# Development Process & Team

AS-IS MODEL
DISCOVERY
Documenting understanding of how exactly the current IIS operations work

ASSESSMENT
What is working well, what isn't, and improvement options

TO-BE MODEL
SPECIFICATION
Agreed upon IIS requirements that should be implemented

CDC, AIRA, and public health consultants: Conduct business analysis and support the development process

AIRA staff: Organizational support for in-person meetings

Consultants: Facilitation support for in-person meetings

Volunteer SMEs from the IIS community: Contribute knowledge of IIS operations and processes

Process for Creating the Business Continuity Guide

MIROW Steering Committee Selected Topic

MIROW Steering Committee

- Baskar Krishnamoorthy, Florida
- David McCormick, Indiana
- Miriam Muscoplat, Minnesota
- Amanda (Mandy) Harris, Nevada
- Megan Meldrum, New York

- Amy Metroka, New York City
- Katie Reed, DXC
- Brandy Altstadter, Scientific Technologies Corporation
- Elaine Lowery, AIRA
- David Lyalin, CDC
- Warren Williams, CDC

Process for Creating the Business Continuity Guide

MIROW Steering Committee Selected Topic

Small Group Researched the Topic
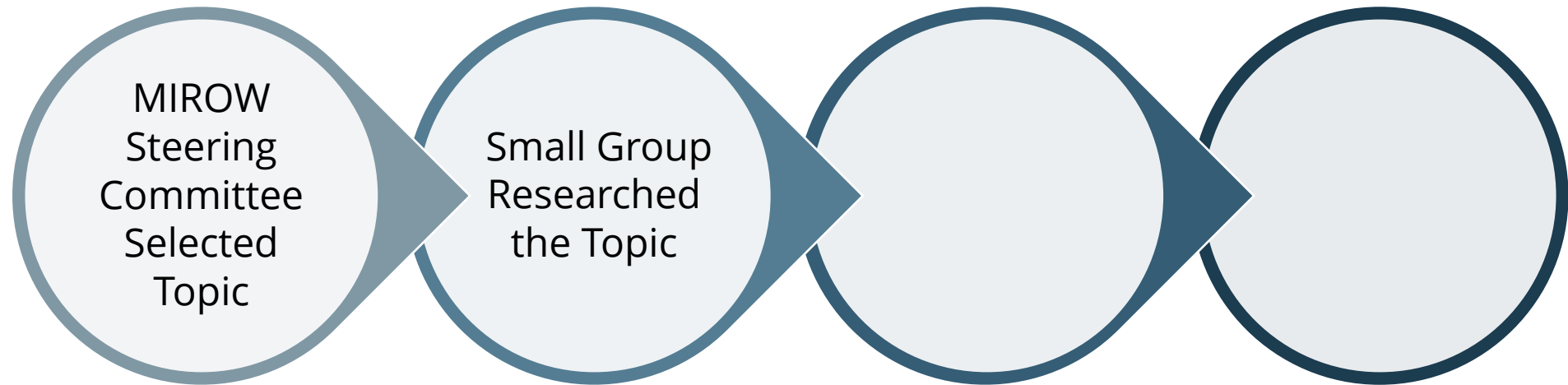
Small Group Members

- Beth Parilla, AIRA Senior Program Manager
- Cindy Scullion, Business Rules Solutions
- David Lyalin, CDC
- Elaine Lowery, AIRA Consultant
- Elizabeth Langford, AIRA Consultant
- Nichole Lambrecht, AIRA Senior Project Manager

- Additional support from:
  - Tom Bang-Knudsen, AIRA Consultant
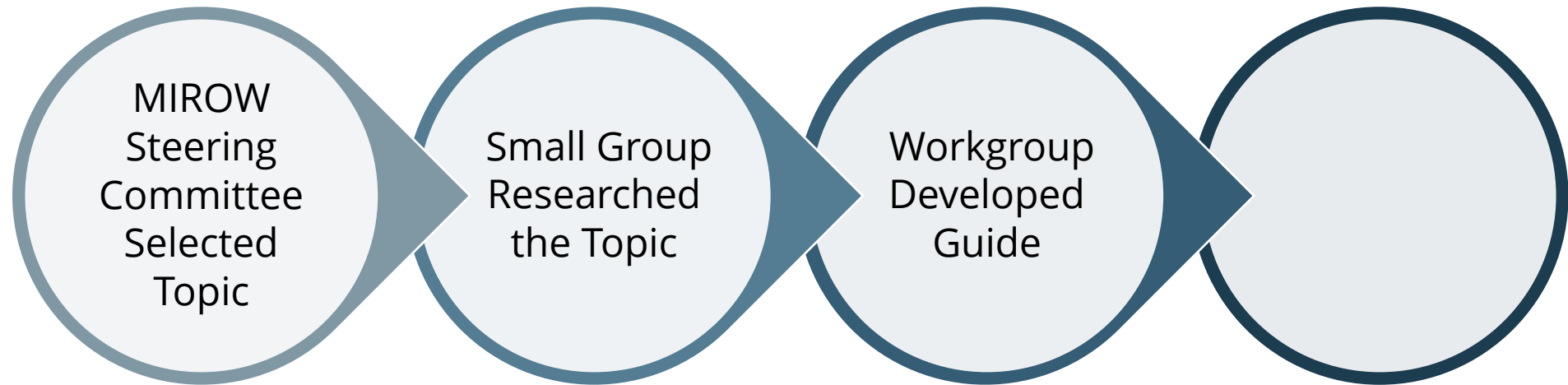 - Jim Pearsol, Facilitator

Phone Interviews

- Valentin Shoshtarikj, Arizona
- Heather Roth, Colorado
- Patricia Swartz, Maryland
- Aaron Bieringer, Minnesota
- Miriam Muscoplat, Minnesota
- Amanda (Mandy) Harris, Nevada
- Mary Woinarowicz, North Dakota
- Jenne McKibben, Oregon
- Mike Day, Oregon
- Lee Peters, Oregon
- Ivan Garcia, Puerto Rico
- Norma Castro, Puerto Rico

- Veronica Rodriguez, Puerto Rico
- Dannette Dronenburg, Washington
- Karen Meranda, Washington
- Michele Roberts, Washington
- Katie Reed, DXC
- Gary Wheeler, DXC
- Claire Murchie, Envision Technology Partners
- Steve Murchie, Envision Technology Partners
- Brandy Altstadter, Scientific Technologies Corporation
- Ashley McDonald, Scientific Technologies Corporation

Process for Creating the Business Continuity Guide

MIROW Steering Committee Selected Topic

Small Group Researched the Topic

Workgroup Developed Guide

Business Continuity Workgroup

- Valentin Shoshtarikj, Arizona
- Heather Roth, Colorado
- David McCormick, Indiana
- Amy Metroka, New York City
- Miriam Muscoplat, Minnesota
- Amanda (Mandy) Harris, Nevada
- Mary Woinarowicz, North Dakota
- Lee Peters, Oregon
- Dannette Dronenburg, Washington
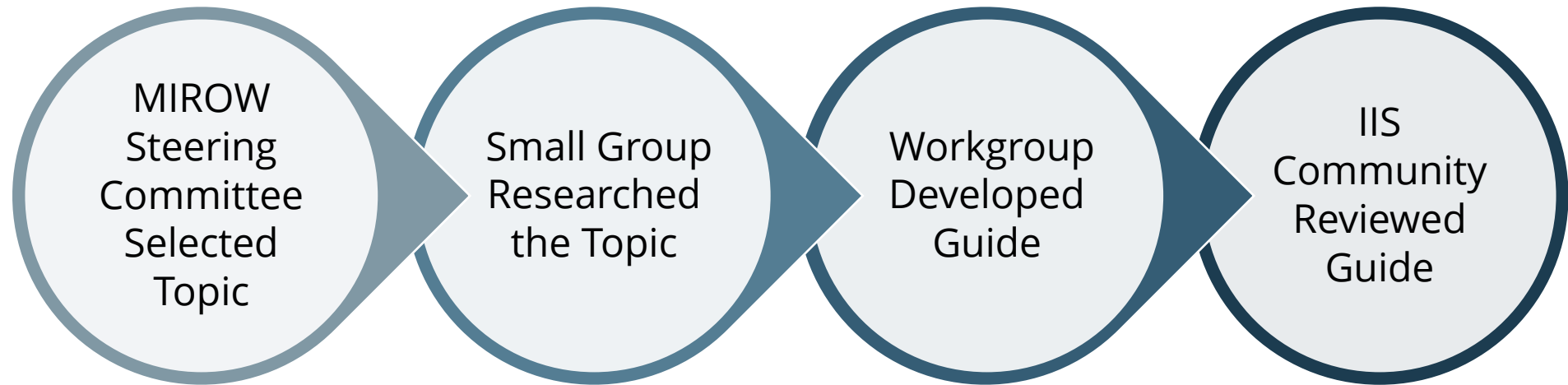- Jan Hicks-Thomson, CDC

Process for Creating the Business Continuity Guide

MIROW Steering Committee Selected Topic

Small Group Researched the Topic

Workgroup Developed Guide

IIS Community Reviewed Guide

Business Continuity Planning for IIS Programs

- Guide and mini-guide
- AIRA Resource Repository
  - http://repository.immregistries.org/

BUSINESS CONTINUITY PLANNING FOR IMMUNIZATION INFORMATION SYSTEM PROGRAMS

RECOMMENDATIONS OF THE AIRA MODELING OF IMMUNIZATION REGISTRY OPERATIONS WORKGROUP (MIROW)

DECEMBER 2019

AIRA AMERICAN IMMUNIZATION REGISTRY ASSOCIATION
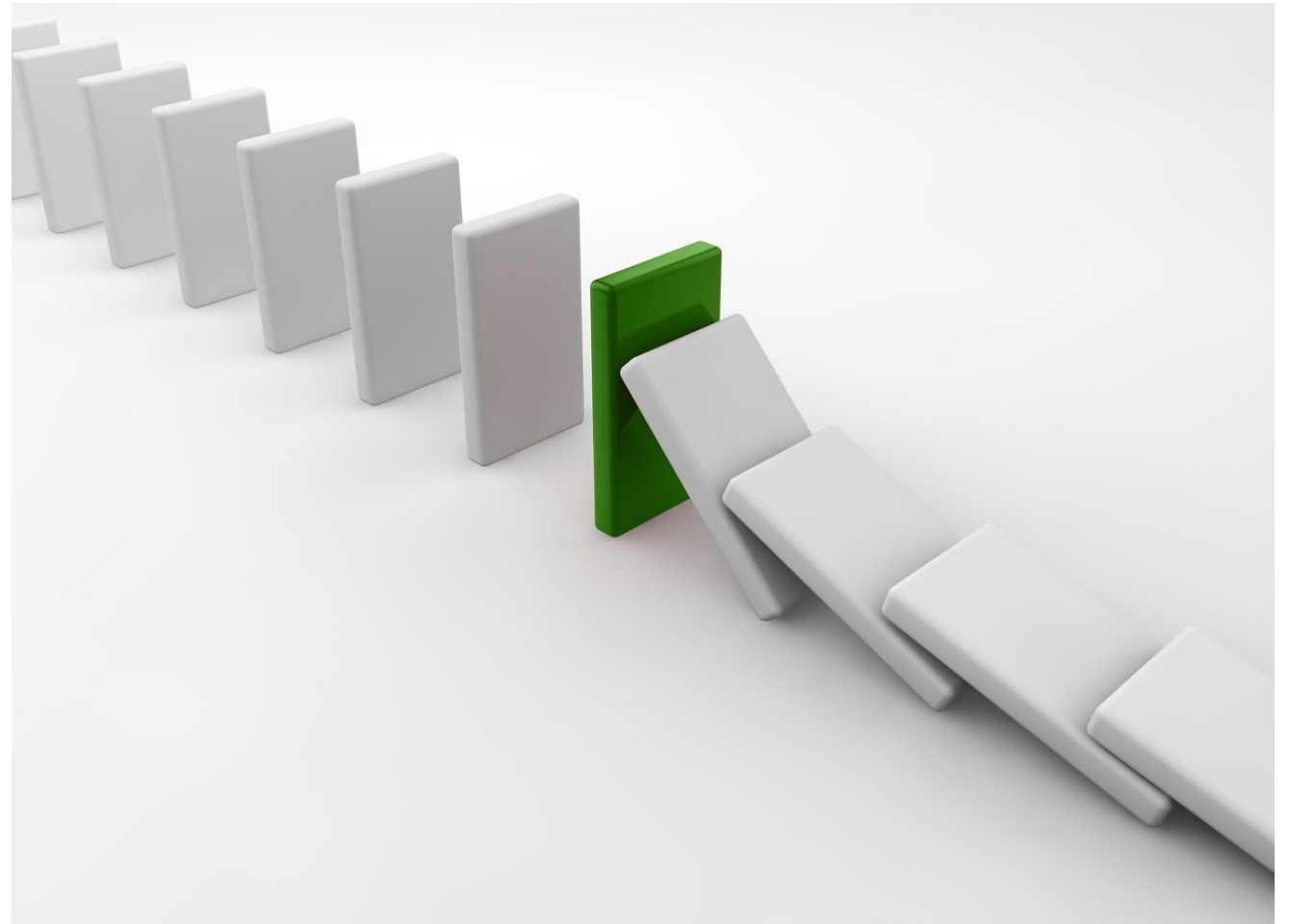
Purpose

Help with the development and implementation of business continuity plans

Target Audience

- Staff that will develop and implement a business continuity plan

- Immunization and IIS program leadership - read the executive summary and the mini-guide

- This guide may also be helpful to other public health programs interested in business continuity

Sections of the Guide

Fundamental Concepts

Business Continuity Plan Development Process

Broad Concepts that Apply to Business Continuity

Post-Planning Activities and Using the Plan

Why Should You Read This Guide?

- Simple step-by-step process
- Helpful implementation recommendations
- Detailed examples in the appendices

APPENDIX G EXAMPLE TABLE TO IDENTIFY POTENTIAL ESSENTIAL BUSINESS FUNCTIONS

Step 3.2 in Chapter 3 describes a process to identify the business functions that are essential to the IIS program, using the list of business functions that was developed in Step 3.1 in Chapter 3.

The five factors listed below can be used to determine which business functions are considered potential essential business functions. IIS programs can determine if other factors should be considered in this process. Likewise, IIS programs can determine if factors should have equal weight or differing weights based on their importance. The IIS program should develop a table to record a "score" for each factor for each business function. An example of a table is included below.

FACTORS TO DETERMINE ESSENTIAL BUSINESS FUNCTIONS	VACCINE ORDERING CAPABILITY	CDS FOR EVALUATING IMMUNIZATION HISTORY	REMINDER/RECALL
Time Critical 1 (low) – 3 (high)	3	3	1
Legal Requirement 1 (low) – 3 (high)	1	1	1
Health and Safety 1 (low) – 3 (high)	2	3	1
Customer Impact 1 (low) – 3 (high)	3	3	1
Reputation 1 (low) – 3 (high)	2.5	3	1
Total Score	11.5	13	5

Why Should You Read This Guide?

"The time to repair the roof is when the sun is shining."

— John F. Kennedy

Business Continuity 101 & Development Process

Mary Woinarowicz

NDIIS Manager

Business Continuity Plan

The documented procedures that guide organizations to mitigate the impact of a disruption and to respond, recover, resume, and restore to a predefined level of operation following disruption.*

* Adapted from ISO 22313:2012(E), Societal security — Business continuity management systems — Guidance

Business Continuity Management System

"a part of an overall management system that establishes, implements, operates, monitors, reviews, maintains, and improves business continuity."

* ISO 22313:2012(E), Societal security — Business continuity management systems — Guidance

Developing a business continuity plan and a system to manage business continuity offers several important benefits:

- Improved management of disruptions and speedy recovery
- Better understanding of the IIS program's operations and processes
- Sustained institutional knowledge about business continuity for the IIS program

IIS Business Continuity Plan vs. Other Plans

What and When

- Business function
- Essential business function
- Business impact analysis
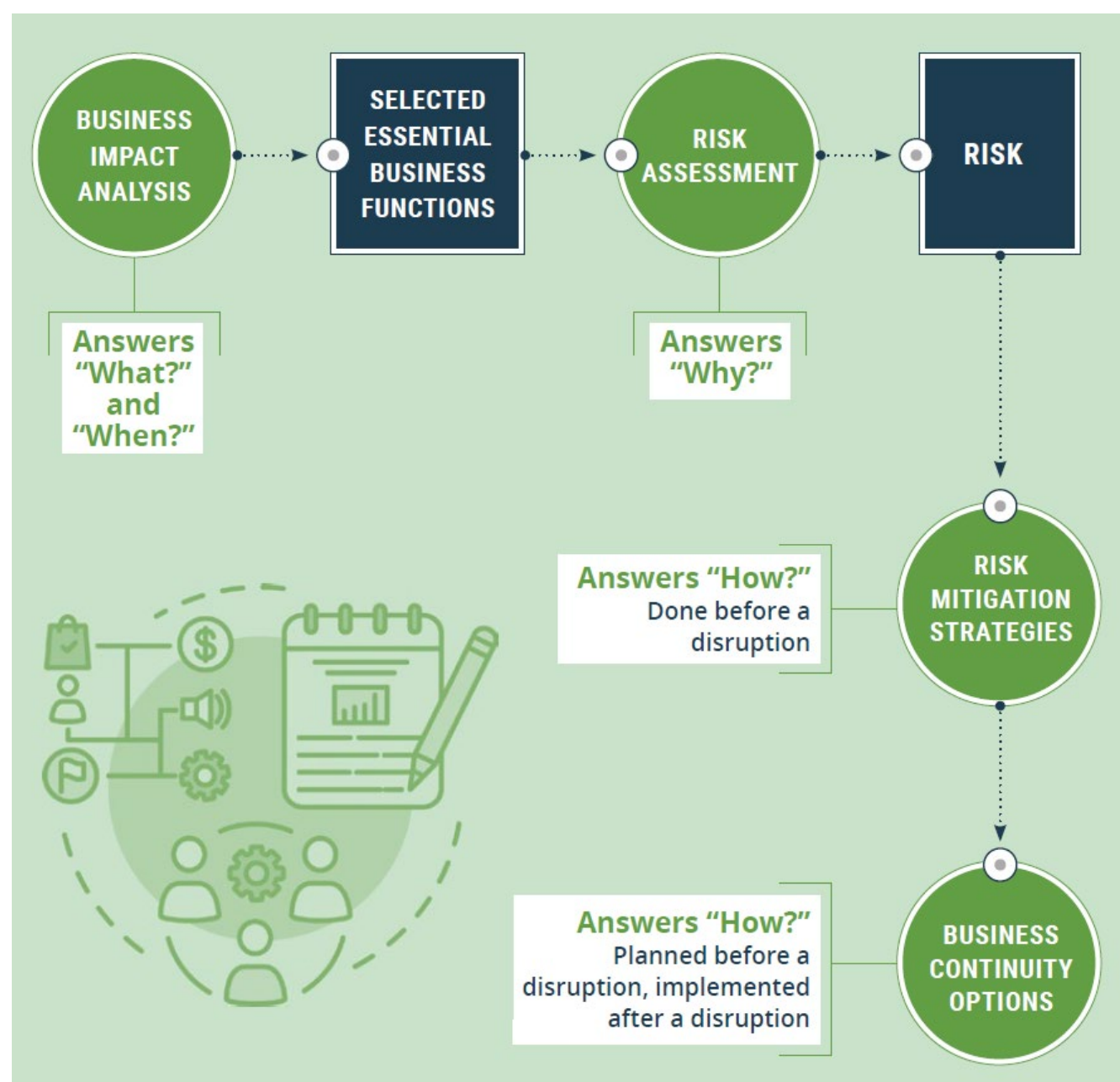- Time frames

Why

- Threat assessment
- Risk assessment

How

- Risk mitigation strategies
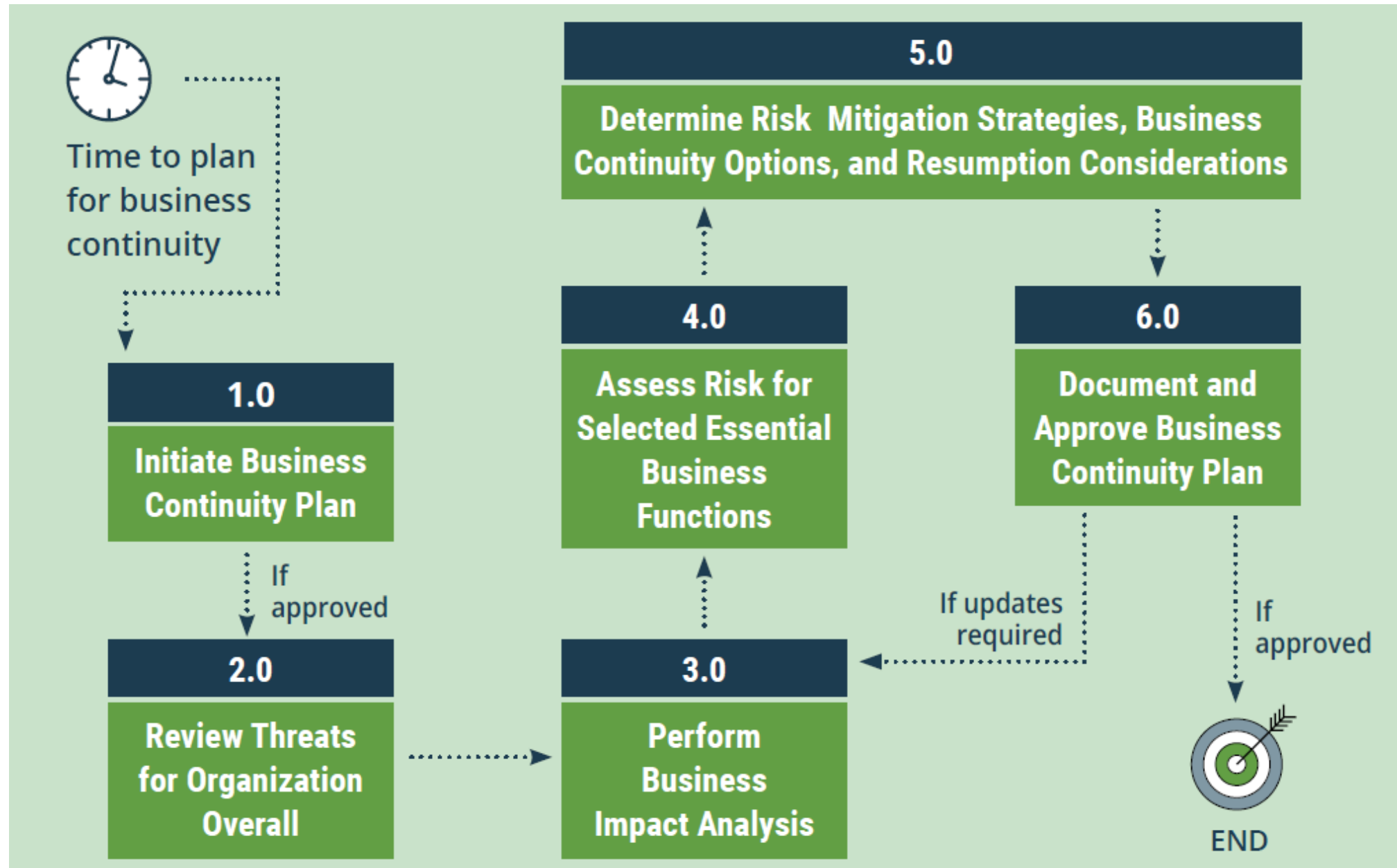- Business continuity options

Putting it All Together

How to Create a Business Continuity Plan

Time to plan for business continuity

5.0
Determine Risk Mitigation Strategies, Business Continuity Options, and Resumption Considerations

1.0
Initiate Business Continuity Plan

4.0
Assess Risk for Selected Essential Business Functions

6.0
Document and Approve Business Continuity Plan

If approved

2.0
Review Threats for Organization Overall

3.0
Perform Business Impact Analysis

If updates required

If approved

END

Task 1: Initiate Business Continuity Plan

- Create a strategy for developing the plan

- Ensure that there are resources to support the development and sustainability of the plan

- Important to get is buy-in from leadership and management

Task 2: Review Threats for Organization Overall

- Create awareness of the potential threats to the IIS program

- Review any threat assessments already completed for the health department

Task 3: Perform Business Impact Analysis

- Perform a business impact analysis to identify essential business functions and time frames related to resumption of the function
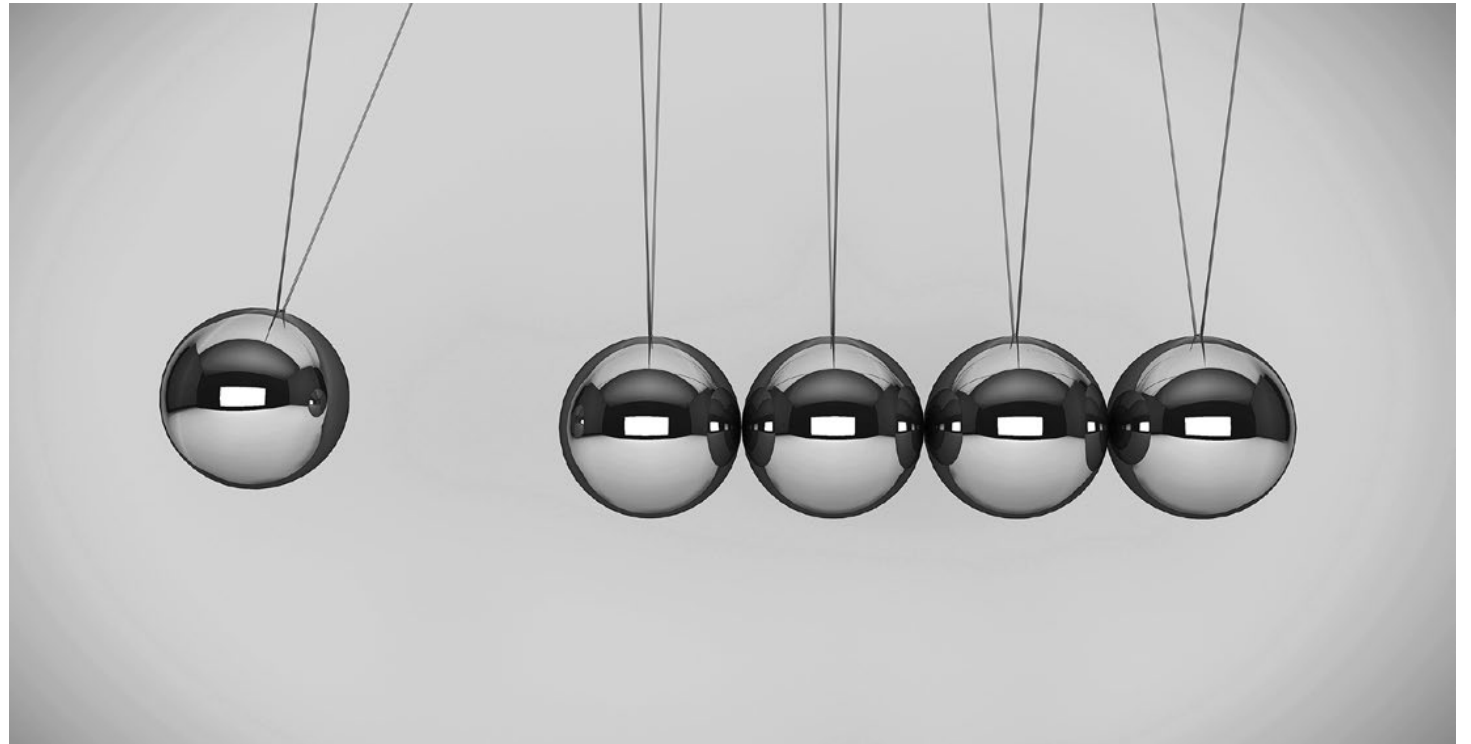
Task 4: Assess Risks for Selected Essential Business Functions

- Calculate the risk for each resource identified for each selected essential business function

- This process helps determine which resources should be targeted for risk mitigation strategies and business continuity options

Task 5: Determine Risk Mitigation Strategies, Business Continuity Options, and Resumption Considerations

- Risk mitigation strategies and business continuity options are developed to address the risks to resources

- Resumption considerations assist with the process of restarting normal operations after a disruption has ended

Task 6: Document and Approve Business Continuity Plan

- Develop general sections of the business continuity plan

- Incorporate business continuity planning that was completed in previous steps

- Finalize, review, and gain approval for the plan

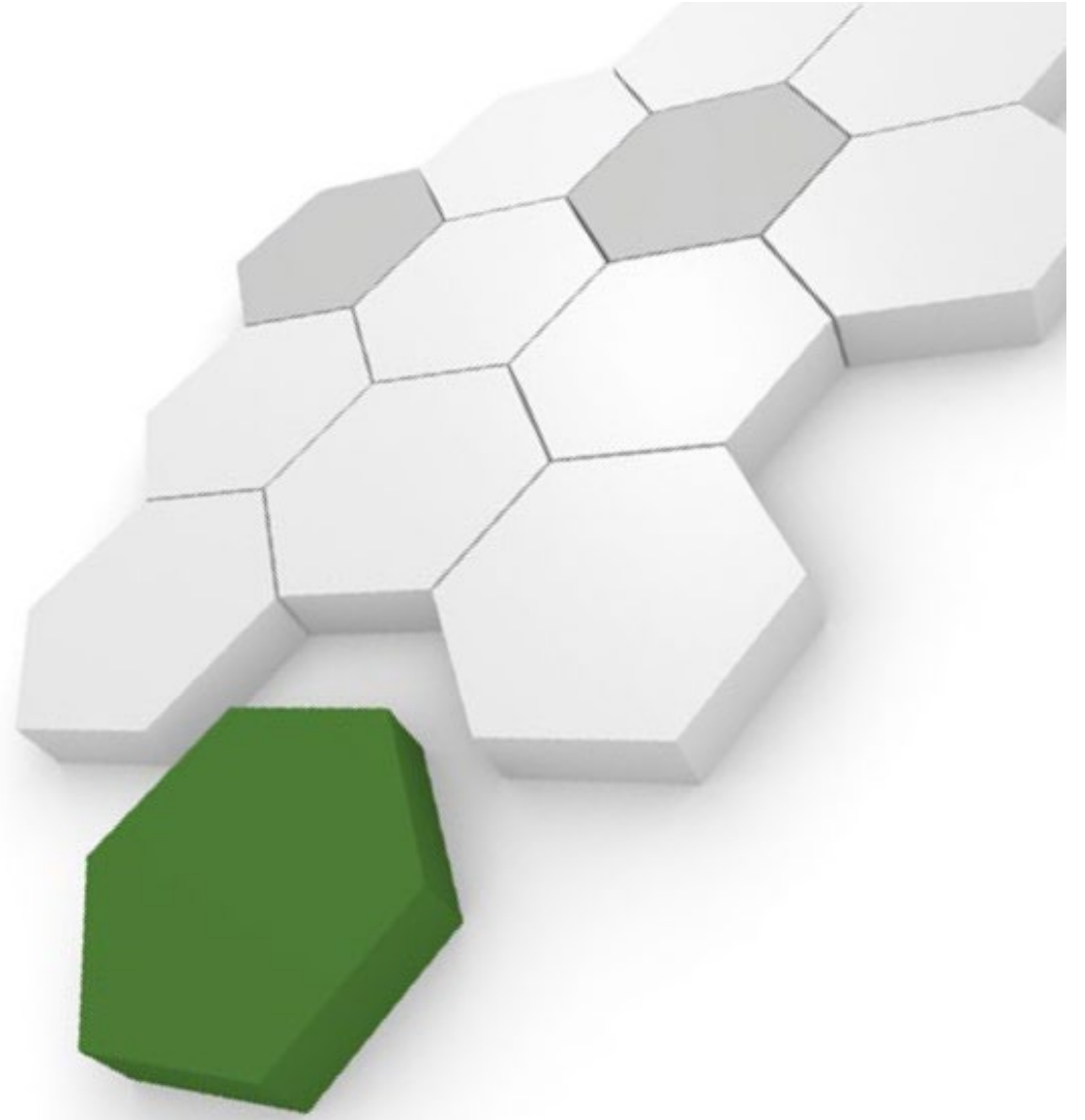# Implementation Considerations

Miriam Muscoplat

MIIC Manager

Broad Concepts that Apply to The Business Continuity Management System

Integration with Other State and Agency Plans

Program Resources

Communication

APPENDIX T COMMUNICATIONS – MESSAGE EXAMPLES

When a disruption occurs, communication with users is a critical component of a response.

Chapter 4.3 outlines key components of messaging, including initial messaging about the disruption and close-out messaging once functionality is restored. Any action steps on the part of the user should be clearly communicated in these messages. Below are example messages that can be modified to fit the specific conditions of a disruption.

EXAMPLE GENERIC INITIAL MESSAGE
Subject: Disruption to [FUNCTIONALITY]

It has come to our attention that [ISSUE – IIS is down, vaccine ordering function is unavailable, etc.].

We are working quickly to resolve this issue and apologize for any inconvenience this may cause. In the meantime, we ask that you [ACTION ITEM(S)]. Please contact the Help Desk with any urgent needs or questions at [EMAIL ADDRESS, PHONE].

We will let you know when [FUNCTION] is once again available. Thank you for your patience.

EXAMPLE GENERIC CLOSE-OUT MESSAGE
Subject: [FUNCTIONALITY] Has Been Restored

Thank you for your continued patience and understanding as we have worked through the technical issues with [IIS FUNCTION] over [TIME PERIOD]. This functionality has now been restored and is available for normal use.

What does this mean for you?
[ACTION STEPS FOR USERS]
Again, we thank you for your patience. We value your continued partnership in protecting [STATE] residents from vaccine-preventable diseases.

Post-Planning Activities of the Business Continuity Management System

Implementing the Plan

Training and Education

Exercising the Plan

Regular review of and updates to the business continuity plan are critical components of a business continuity management system.
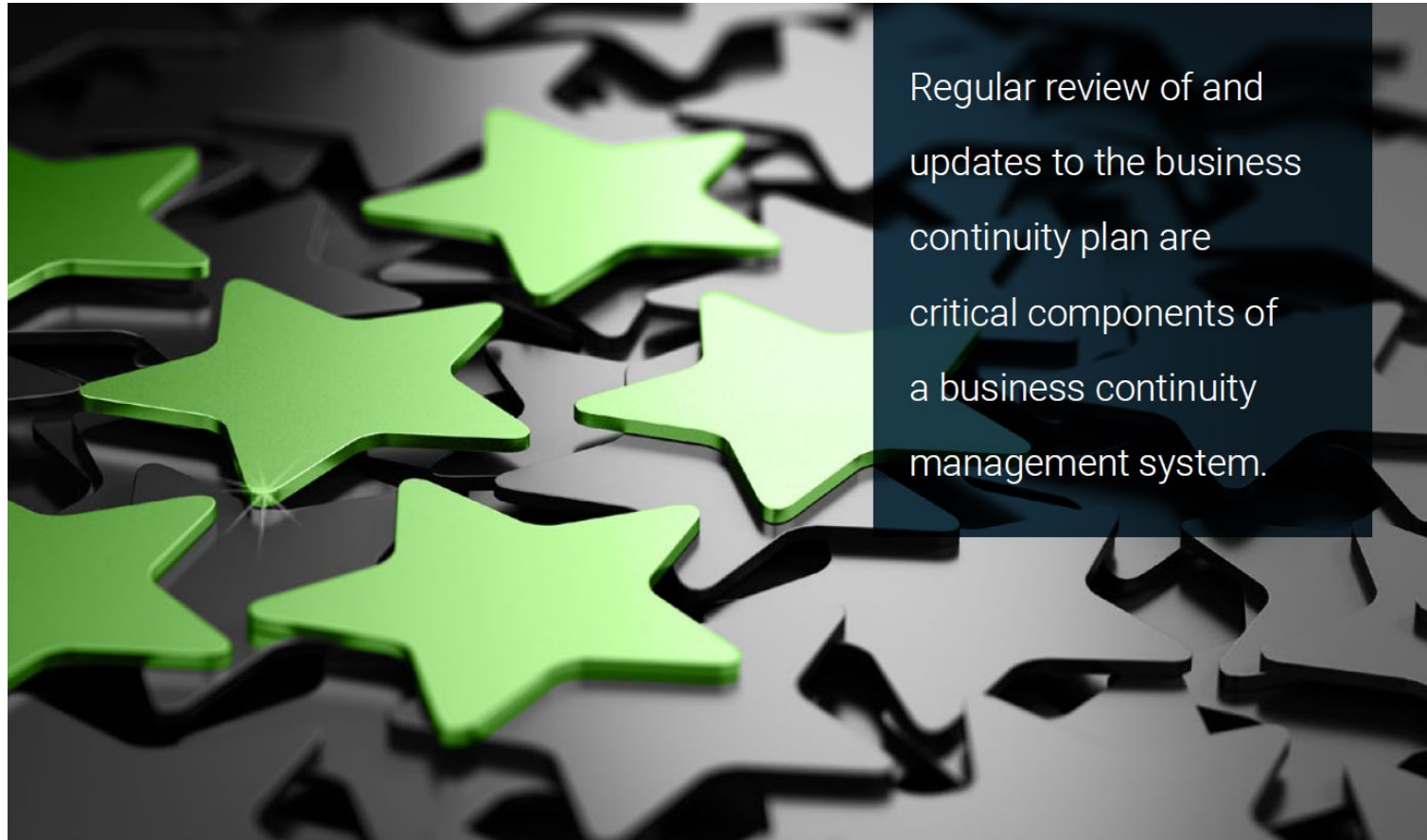
Regular Review and Updates

Using the Business Continuity Plan During a Disruption

Final Thoughts from Workgroup Members

The guide lays out a very manageable step-by-step process for producing a business continuity plan.
It provides details on parts of the planning process that would have been otherwise overlooked.
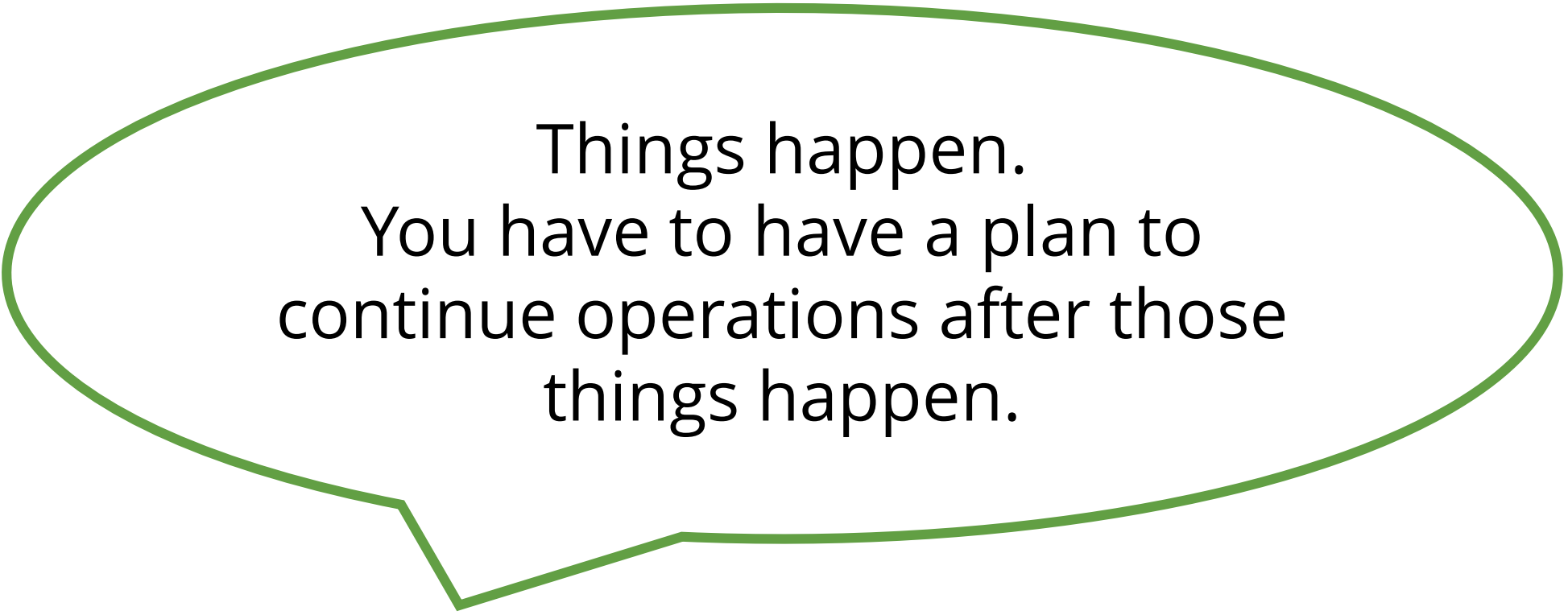
Final Thoughts from Workgroup Members

The process of developing a BCP is just as important as the plan itself.
The extent to which an IIS program develops their BCP can be dependent on resources available - anything is better than nothing.
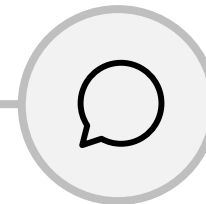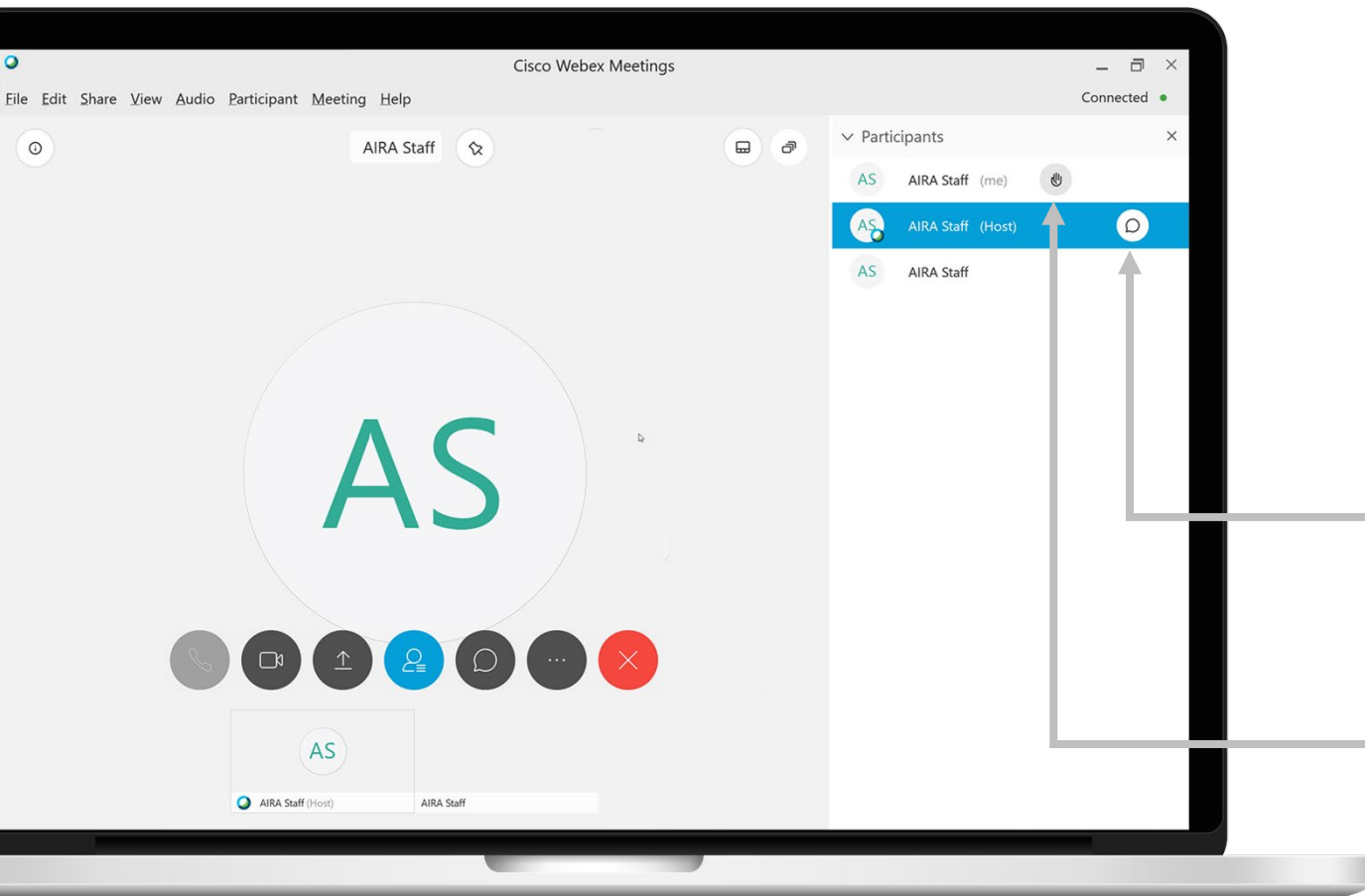
Final Thoughts from Workgroup Members

Things happen.
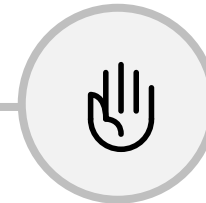You have to have a plan to continue operations after those things happen.

Questions, Comments, Discussion?

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  - To unmute your line press *6
  - Via WebEx:

Select the chat icon next to the host and type question into the chat box.

Select the hand icon next to your name and you will be called on.

Thank you to our presenters, and thanks to all of you for joining us!

A brief evaluation survey will be sent out following this webinar

The next Discovery Session will be

January 27th at 4pm ET