



# 2021 BUSINESS CONTINUITY MANAGEMENT REVIEW

## AUDIT COMMITTEE SUMMARY

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**CENTRAL  
FLORIDA  
EXPRESSWAY  
AUTHORITY**

# BUSINESS CONTINUITY MANAGEMENT REVIEW

## Summary

### Overview

The scope of the “Crisis Management and Business Continuity Management Support” engagement focused on reviewing how changes to the new third-party vendor (AllianceOne) and go-live of the NICE InContact platform impact the Call Center operations business continuity plan, as the new vendor provides better capabilities to allow agents to work from home.

### Approach

- Reviewed existing business continuity documentation for Call Center operations and performed interviews with AllianceOne personnel to understand the procedures in place for disaster preparedness.
- Worked with CFX Management to outline the top priority changes to be reflected in the business continuity plan and to understand how changes to applications impact the approach that CFX takes to communicate with customers during downtimes or when operating in a remote work capacity.
- Documented a Business Resumption Plan.
- Enhanced the Business Impact Analysis for the Toll Operations department by providing suggested revisions to key stakeholders for approval.

### Deliverables

#### Business Resumption Plan

- Created a Business Resumption Plan to be used in the event of a disaster or business disruption impacting Call Center operations or critical technologies to help minimize the impact of the disaster on the business. This includes scenarios such as:
  - Loss of access or ability to operate information technology.
  - Loss of a key physical location and contents contained therein – internal or external.
  - Loss or inability to execute a business process in a normal manner because of loss or disruption to key vendor(s), personnel, accessibility issues, information, system functionality, etc.
- The Business Resumption Plan includes contact information for key personnel, recovery objectives, and specific procedures to follow during a disaster event.

#### Business Impact Analysis

- The suggested revisions to the Business Impact Analysis include key process overviews for Toll Operations and how they could be impacted during a disaster or other type of disruption event.

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