



2021 BUSINESS CONTINUITY MANAGEMENT REVIEW

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EXPRESSWAY
AUTHORITY**

BUSINESS CONTINUITY MANAGEMENT REVIEW



Summary

Overview

The scope of the Crisis Management & BCM Support project focused on understanding how changes to the third-party vendor and go-live of NICE's InContact platform impacts the call center operations business continuity plans 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 their procedures on disaster preparedness.
- Worked with Management to understand the top priority changes that need to be reflected in the business continuity plans and how changes to applications will impact the approach that CFX takes to communicate with customers during downtimes or remote work environment. .
- Documented a Business Resumption Plan and updated the existing Business Impact Analysis for the Toll Operations department and submitted revisions to key stakeholders for approval.

Deliverables

Business Resumption Plan

- To be used in the event of a disaster or business disruption affecting call center operations or critical technologies to minimize the impact of the disaster.
 - Loss of access or ability to operate information technology.
 - Loss of a key physical location and contents – internal or external.
 - Loss or inability to execute a business process in a normal manner because of key vendor, personnel, accessibility issues, information, functionality, etc.
- Includes contact information for key personnel, recovery objectives, and specific procedures to follow during a disaster

Business Impact Analysis

- Includes process overview for Toll Operations, and how they could be impacted during a disaster

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