

## **Department of Development Services Business Continuity Planning**

The County of Gates Department of Administration has developed a Business Continuity Plan on how we will respond to events that significantly disrupt our business. Since the timing and impact of disasters and disruptions is unpredictable, we will have to be flexible in responding to actual events as they occur. With that in mind, we are providing you with this information on our business continuity plan.

**Contacting Us** – If after a significant business disruption you cannot contact us as you usually do at 252-357-2411, you should call our alternative number 252-357-0210 or visit us on the web: <http://www.gatescounty.govoffice2.com/>. If you cannot access us through either of those means, you should wait for alternative contact information to be provided to you in a public service announcement.

**Our Business Continuity Plan** – We plan to quickly recover and resume business operations after a significant business disruption and respond by safeguarding lives and property, making a financial and operational assessment, protecting the County's books and records, and allowing official business to be transacted. In short, our business continuity plan is designed to permit our Department to resume operations as quickly as possible, given the scope and severity of the significant business disruption.

Our business continuity plan addresses: data backup and recovery; all mission critical systems; financial and operational assessments; alternative communications with customers, employees, and regulators; alternate physical location of operations; critical supplier, contractor, bank and counter-party impact; regulatory reporting; and assuring our residents prompt access to their local government.

**Varying Disruptions** – Significant business disruptions can vary in their scope, such as only our Department, a single building housing our Department, the business district where our Department is located, the city where we are located, or the whole region. Within each of these areas, the severity of the disruption can also vary from minimal to severe. In a disruption to only our Department or a building housing our Department, we will transfer our operations to a local site when needed and expect to recover and resume business within one (1) business day. In a disruption affecting our business district, city, or region, we will transfer our operations to a site outside of the affected area, and recover and resume business within three (3) business days. In either situation, we plan to continue to work for the interests of Gates County, transfer operations to other facilities throughout the area if necessary, and notify you through our website <http://www.gatescounty.govoffice2.com/> or our emergency number, 252-357-0210 on how to contact us.

**For more information** – If you have questions about our business continuity planning, you can contact us at 252-357-2411.

Last Updated: July 26, 2013