

Business Continuity Program Overview

The California ISO implements and maintains incident management and business continuity plans and solutions designed to protect its people and assets and enable the continuity of business activities that may be impacted by disruptive incidents.

To mitigate, prepare for, respond to and recover from disruptive incidents, California ISO business continuity program management maintains a corporate policy and program framework document in support of these programs. An executive steering committee oversees the two programs.

The California ISO business continuity and incident management program objectives are to achieve the following:

- Mitigate the impact of a disruption on market participants;
- Understand or estimate business exposures and potential business impacts across the organization in the event of a disruption;
- Develop and maintain plans and strategies that facilitate the recovery of key assets, such as people, processes, technologies, facilities, equipment and suppliers and vendors;
- Provide actionable knowledge to employees on what to do during a disruption and where they will go to continue working;
- Comply with regulatory requirements;
- Provide transparent management reporting regarding response and recovery capabilities, residual risk and remediation activities;
- Identify and prioritize business continuity program enhancement opportunities and preparedness solutions;
- Coordinate remediation planning and investment prioritization;
- Facilitate risk-based decision-making; and
- Develop escalation criteria and protocols to use during a major event or crisis.

The following documentation is maintained in support of the programs:

- **Incident Management Plan:** This documentation covers roles, responsibilities, processes, tools, training and procedures for managing disruptive incidents.
- **Business Continuity Framework:** This documentation covers business continuity program structure and scope, processes, reporting, and training requirements.
- **Business Continuity Recovery Plans:** This documentation guides personnel at the business unit level through the steps necessary to respond to a disruptive incident, recover or acquire resources necessary to support operations, and resume operations at modified or full capability.
- **Application Recovery Plans:** This documentation covers application recovery procedures, key contacts, testing requirements and any other steps necessary to recover from a disruption.
- **Infrastructure Recovery Plans:** This documentation covers infrastructure recovery procedures, key contacts, testing.
- **Emergency Response Plans:** This documentation covers the roles, responsibilities and procedures to protect people and property.