Organizational Resiliency Planning
Executive Overview

2018

Organizational Resiliency Planning Enterprise Overview

Emergency Response:
Focused on safeguarding Board/non-Board employees, passengers, DFW assets and environment.

✓Hazard risks
✓Operational risks

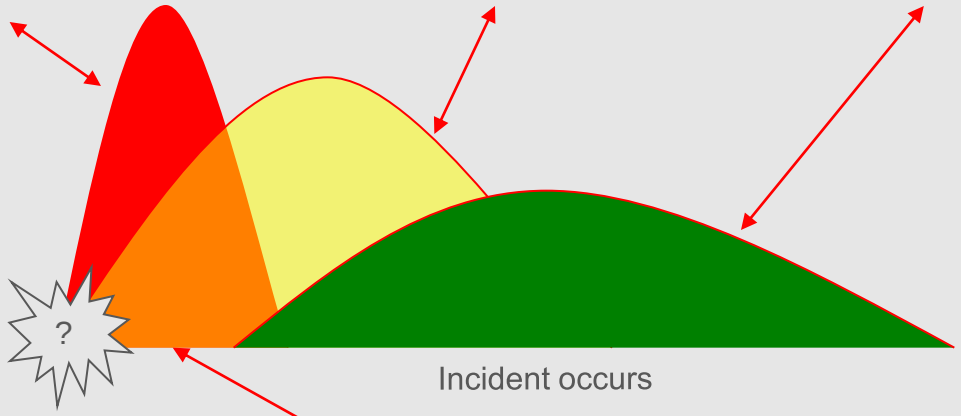
Crisis Management:
Focused on managing the issues and implications

✓Strategy perspective
✓Governance & liability
✓Stakeholder management

Business Continuity Management:
Focused on fast stabilisation restoration and recovery of critical business processes and continuity of operations (COOP)

✓Product performance
✓Service performance

Maintenance
✓Auditing
✓Exercising
✓Training



Pre-incident planning →

Post Incident →

Operating model to respond to an incident / crisis

✓Organisational structure
✓Evaluation criteria
✓Escalation criteria

IT-Disaster Recovery:
Focused on rebuilding and sustaining critical IT systems & processes

✓Minimal/Critical Processes
✓Back-up & Recovery

Debrief / Evaluation
✓Claims processing
✓Maintenance

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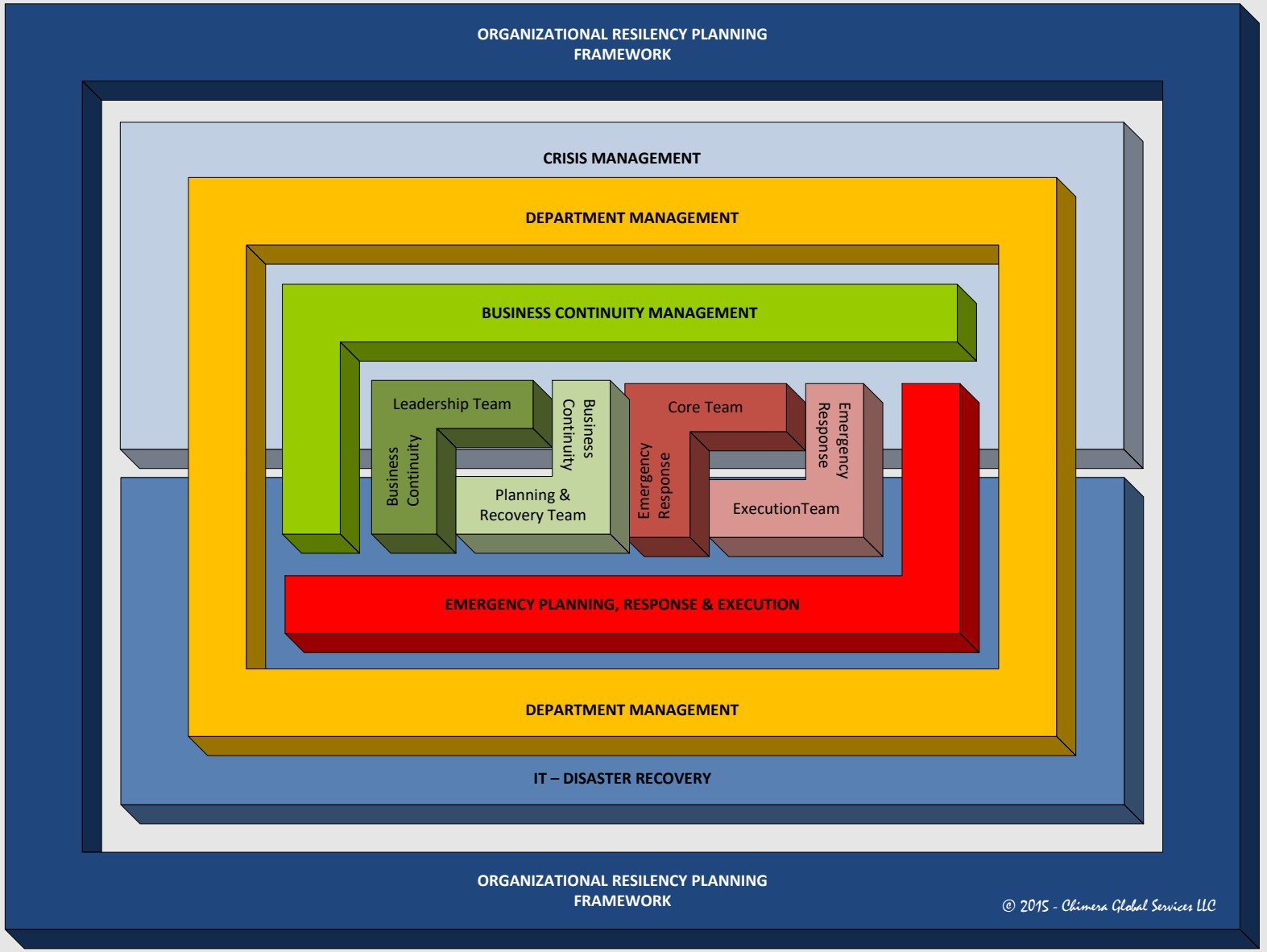
Organizational Resiliency Planning Framework



Organizational Resiliency Planning Framework
Core Plan Elements

Business Continuity Management

- IT/Disaster Recovery
  - IT Infrastructure Recovery Plan
  - Data Breach Preparedness Plan
- Crisis Management
  - Crisis Management & Communications Plan
- Emergency Response
  - Continuity of Operations Plan (COOP)
  - Business Unit Centric Recovery Plans

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