



# HOUSING AUTHORITY OF THE CITY OF MILWAUKEE BUSINESS CONTINUITY MANAGEMENT PROGRAM **BOARD OF COMMISSIONERS UPDATE**

*May 12, 2021*



# INTRODUCTIONS AND OVERVIEW

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## BRONNER

- National multi-disciplined, professional services company
- Established in 1987 with 500+ clients
- Provide management consulting and assurance services
- Dedicated to the public sector
- Specialize in housing authorities – worked with 70+ PHAs
- Emergency preparedness, response, and recovery experience

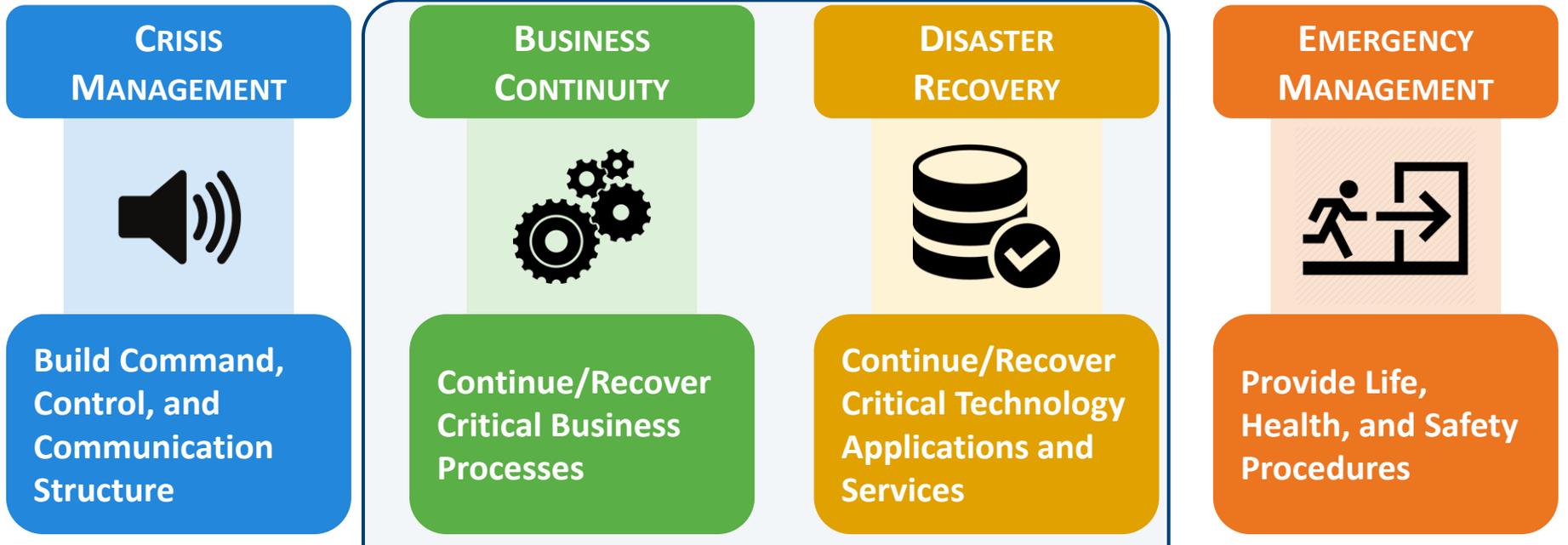
### **Presentation Overview**

1. Business Continuity Planning and Organizational Resiliency Background
2. HACM's Business Continuity Management Program
3. Board Governance



# ORGANIZATIONAL RESILIENCY AND BUSINESS CONTINUITY PLANNING

## BRONNER'S ORGANIZATIONAL RESILIENCY FRAMEWORK



## HACM PROJECT OUTCOMES



**Project Focus**



# BCMP PROGRAM OBJECTIVE

A Business Continuity Management Program (BCMP) provides a

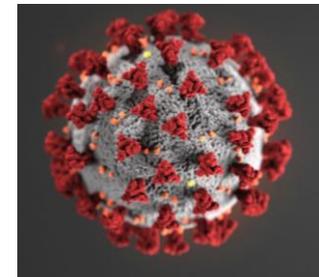
- ✓ Simple,
- ✓ Actionable, and
- ✓ Sustainable

approach to ensure that critical business processes, applications, and services are continued in the event of a disruption.



# COMMON BUSINESS DISRUPTION SCENARIOS

- 1) **Loss of access to a HACM office/facility**, e.g., weather or building related incident
- 2) **Loss of access to applications and technology**, e.g., damaged data servers or outages impacting the data center and telephone systems
- 3) **Loss of access to critical workforce/staff**, due to a prolonged absence



# BUSINESS CONTINUITY TEAMS

18 distinct Business Continuity teams across HACM and Travaux

Team
Executive Management
Finance – Accounting, Grants, Budget
Finance – Payroll
Finance – Travaux Construction
Finance – Travaux, LLC
Human Resources
Information Technology
Procurement and Purchasing
Housing Intake
Public Safety

Team
Resident Services/ Crucible
Housing Ops – Management, Leasing & Compliance
Housing Ops – Onsite Management and Maintenance
Maintenance Operations
Rent Assistance
Travaux Administration
Travaux Asset Management
Travaux Construction & Development



# BUSINESS CONTINUITY PLAN – EXAMPLE

**BRONNER**  
OPTIMIZING GOVERNMENT

**HOUSING AUTHORITY**  
CITY OF MILWAUKEE  
Welcome Home

**BUSINESS CONTINUITY PLAN**  
**FINANCE – ACCOUNTING, GRANTS, & BUDGET**

A Comprehensive Plan for the Continuance and Recovery of Critical Business Processes

October 2020

Business Continuity Plan – Finance - Accounting, Grants, & Budget

City of the City of Milwaukee's (MAD) approach to ensuring the continuity of critical business processes in the event of a business disruption. Individual plans are developed for each critical business process. This plan is designed and optimized for Finance - Accounting, Grants, & Budget. This plan includes general recovery Business Continuity Plan (BCP) Overview document.

Business processes, supporting IT systems, and MACH location in which they are performed for Finance - Accounting, Grants, & Budget.

Business Process	MAD	MACH Location
Office 365, Multiview Financial, Microsoft Office Suite, Copier/Printer/Scanner, Screen Connect	3-5 days	809 N. Broadway
Office 365, Yardi, Financial, Microsoft Office Suite, Copier/Printer/Scanner, Screen Connect	10 days	809 N. Broadway
Office 365, Check and, Multiview Financial, Microsoft Office Suite, Copier/Printer/Scanner, Screen Connect	10-15 days	809 N. Broadway
Office 365, Yardi, Financial, Microsoft Office Suite, Copier/Printer/Scanner, Screen Connect	10-15 days	809 N. Broadway
Office 365, Filezilla, Microsoft Office Suite, Copier/Printer/Scanner, Screen Connect	10-15 days	809 N. Broadway
Grants Processing	10 days	809 N. Broadway
Financial Reporting	30 days	809 N. Broadway

**BRONNER**

## Each of the 18 Plans contain:

- ✓ List of critical processes – IT systems and office locations for each process
- ✓ Staff List by process
- ✓ Recovery Procedures
- ✓ Regulatory/Compliance requirements
- ✓ Vital records, equipment, hardware
- ✓ Recovery locations
- ✓ External websites/applications
- ✓ Vendor/third party contact list



# PROJECT OUTCOMES

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Ensure the continuous performance or rapid resumption of HACM's critical business functions and processes following a disruptive event



Reduce or mitigate disruption of service to the public



Protect, prevent loss, and minimize damage to life, property and other assets



## BOARD GOVERNANCE

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- HACM Management will oversee and maintain Business Continuity Management Program going forward
- Management may propose policy changes to existing *Emergency Disaster Plan* policy to account for new program
- Update at future Board meeting to provide status update on rollout of the program

