

## **Executive Summary**

### **NTTA's Business Continuity Plan**

#### **History**

It is the policy of the NTTA to maintain a comprehensive Business Continuity Plan to protect its technology infrastructure, information assets, assure employee safety, and provide continued services. The Plan provides for reestablishment of critical and essential operations that may have been disrupted due to the impact of an unforeseen event.

The Plan was developed to document the tasks, support and resources needed should a disaster impact the North Texas Tollway Authority. The Plan will be activated when an emergency beyond the scope of standard operating procedures occurs. It is designed to reduce confusion created during a disaster, and provides a framework for recovery and restoration of critical systems, voice/data communications, business processes and facilities.

#### **General Overview**

The purpose of this Plan is to formalize and document the Business Continuity Policies and Procedures of the NTTA and to provide guidelines to:

- Gain control of problem situations early;
- Minimize the impact of an operational outage on the NTTA,
- Gather critical information into a central repository,
- Reduce risks to essential information resources,
- Make decisions in advance of a crisis,
- Test periodically.
- Restore the facilities.
- Return to a permanent operating environment.
- Resume time-sensitive business operations.

The Business Continuity Plan addresses the logical flow of events in responding to major disruptions in IT services, business processes and technology infrastructure. Specifically, the events to:

- Continue/resume time-sensitive business operations for the critical and essential business processes.
- Activate the resumption and support of those services. (chain of command, communication with key personnel, emergency procurements, etc.).
- Provide ability to initiate restoration procedures of critical computer processing and data communications capabilities quickly following a disaster.
- Define how the NTTA Departments will communicate and coordinate with the Business Continuity Teams.
- Identify the staff assigned to implement resumption support (Business Continuity Teams & Key Personnel) and their responsibilities.
- Restore critical operating systems, application systems, functions and telecommunications.
- Achieve each of the above objectives in a timely, efficient, and cost effective manner.
- Return to a permanent operating environment.

The Business Continuity Plan is a restricted document and classified as confidential given the nature of the contents. Elements of the Plan are tested periodically and it is modified as needed based upon test results, as well as changes to hardware, software, applications, procedures, personnel, and the NTTA's organization structure. The Plan documents are stored electronically, backed up and saved off site, and made available in electronic form to authorized individuals.