



## **BUSINESS RESILIENCY PROGRAM MANAGER**

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**Position Status:** Exempt  
**Reports To:** Technology Services Director  
**Effective Date:** 04/13/17  
**Revised Date:** 04/03/23  
**Job Level:** P4

### **POSITION SUMMARY**

Under general direction, this position:

1. Provides program management of the Business Continuity & Disaster Recovery Plan (BC&DRP), ensuring the plan is robust and aligns with applicable requirements and industry standards
2. Develops, coordinates, and manages the Information Technology (IT) Risk Management Program
3. Facilitates and evaluates business continuity testing, exercises and training, in conjunction with the Emergency Management Team (EMT) and BC&DRP Advisory Group
4. Serves as the primary subject-matter expert and an internal champion for business readiness
5. Facilitates the promotion of readiness initiatives to organizational leadership and other staff and supports the EMT/Incident Response staff during times of declared disaster
6. Performs other duties as assigned

### **RESPONSIBILITIES**

1. Provides program management of the Business Continuity & Disaster Recovery Plan (BC&DRP), ensuring the plan is robust and aligns with applicable requirements and industry standards, with duties included but not limited to:
  - Assessing organizational vulnerabilities and providing strategic counsel to Alliance departments and critical functions related to business continuity and readiness for a wide range of crises
  - Ensuring that a community response plan is developed and maintained and assisting departments in coordinating communications with members, providers, county emergency personnel, and other stakeholders
  - Leading the assessment of risk associated with business function interruption and conducting threat vulnerability studies, surveys, and impact assessments
  - Collaborating with Alliance departments to identify potential business impacts and time-sensitive and critical processes and applications and incorporating information gathered into an organization-wide recovery plan
  - Identifying and tracking the mitigation and resolution of high-impact risks and gaps
  - Developing protocols, implementing program updates and managing the support and maintenance of Alliance crisis readiness, business continuity and disaster recovery capabilities
  - Drafting and recommending administrative policies related to BC&DRP
  - Facilitating and overseeing the work of Alliance staff assigned to support business continuity
  - Investigating and making recommendations on best practices related to business continuity and recovery and ensuring the BC&DRP reflects the approved order of recovery
  - Ensuring linkage between all safety, crisis response, and recovery plans
  - Working cross-functionally to coordinate the regular operations of the Business Continuity & Disaster Recovery Program
  - Ensuring that the BC&DRP meets regulatory and contractual requirements, including those related to the protection of electronic Protected Health Information

- Providing support to the Technology Services Director in advance of and during organizational crises
  - Working with the Technology Services Director to prepare reports for organizational leadership and the Board, as assigned
  - Designing metrics and reports to monitor the maintenance and implementation of ongoing business continuity planning efforts
2. Develops, coordinates, and manages the Information Technology (IT) Risk Management Program, with duties including but not limited to:
- Assisting with the maturing and execution of an IT and Information Security (IS) risk management framework using industry leading practices in alignment with regulatory expectations
  - Conducting risk analysis, identifying risks, making recommendations for appropriate action, and remediating risks or transferring the risk for remediation
  - Assisting with communication and escalation of significant risk issues to management and monitoring corrective actions to address issues, as needed
  - Conducting risk assessments of critical technology implementations
  - Identifying, evaluating, and escalating issues that conflict with Alliance risk tolerances
  - Supporting the risk assessment process for IT risks and making risk-tailored recommendations for remediation and continuous monitoring through the creation of key risk indicators/key performance indicators (KRIs/KPIs) for each business unit
  - Collaborating with key business owners in the development, assessment, and monitoring of mitigation plans related to enterprise risks to ensure that risks are managed to an acceptable level
  - Leveraging Enterprise Risk Management (ERM), Operational Risk Management (ORM) and IT Risk Management (ITRM) frameworks in partnership with Information Technology Services (ITS) teams
  - Partnering with ITS teams to further mature the second-line-of-defense risk assessments, document controls, identify gaps, and create action plans for critical IT and IS processes, including validation and testing to ensure appropriate implementation of IT risk programs
  - Leading the development and refining of the current risk register for ITS and operational risk competencies and the creation of new operational risk competencies, as needed
  - Reviewing processes and controls against leading practices and industry frameworks, identifying gaps in design and execution, communicating issues, and making recommendations for improvement
3. Facilitates and evaluates business continuity testing, exercises, and training, in conjunction with the Emergency Management Team (EMT) and BC&DRP Advisory Group, with duties included but not limited to:
- Developing, facilitating and scheduling training on business continuity, business recovery, and crisis management tools, strategies, and standards
  - Staffing meetings and activities of the BC&DRP Advisory Group and the Emergency Management Team, including scheduling meetings, identifying agenda items, and preparing agendas and minutes
  - Collaborating with Training and Development (T&D) staff to ensure the accuracy and effectiveness of training content

- Working with the EMT and BC&DRP Advisory Group to design, plan and conduct BC&DRP-related drills and exercises, ensuring all technical components of the plan are successfully tested at least annually and whenever significant changes are made
  - Analyzing results of exercises and tests for evidence of completeness, viability, and compliance with policies and standards and to assess the efficacy of the plan
  - Planning and managing the testing of recovery support and business resumption procedures in functional areas to ensure recovery procedures are effective
4. Serves as the primary subject-matter expert and an internal champion for business readiness, with duties included but not limited to:
- Acting as the primary internal subject matter expert regarding the BC&DRP and acting as a resource regarding plan content to all levels of staff in the organization
  - Updating and maintaining records and information associated with the BC&DRP and related program activities, including ensuring that the Intranet reflects current information relevant to the BC&DRP
  - Implementing and coordinating preparedness efforts in a manner that bridges multiple departments by considering relationships and dependencies between departments
  - Serving as the primary liaison with Alliance departments to provide consultation, training and support for the business continuity planning process, including reviewing departmental contingency plans and making recommendations for revision
  - Developing internal communications campaigns related to BC&DRP policies, protocols and best practices to raise awareness among all staff
  - Creating presentations, articles, talking points, and other materials to support the goals of organizational crisis readiness
5. Facilitates the promotion of readiness initiatives to organizational leadership and other staff and supports the EMT/Incident Response staff during times of declared disaster, with duties included but not limited to:
- Assisting with the execution of the BC&DRP during business interruption events
  - Acting as a resource and assisting staff performing recovery support and business resumption activities
  - Managing post-event debriefings to identify lessons learned and opportunities for improvement and updating the BC&DRP, as appropriate
6. Performs other duties as assigned

## EDUCATION AND EXPERIENCE

- Bachelor's degree in Project/Program Management, Business Continuity/Emergency Management, Communications or a related field and a minimum of eight years of experience in business continuity or emergency response planning and coordination, which included business impact analysis responsibilities, developing business continuity plans and processes, and conducting business impact analysis and risk assessments (a Master's degree may substitute for two years of the required experience); or an equivalent combination of education and experience may be qualifying

## KNOWLEDGE, SKILLS, AND ABILITIES

- Thorough knowledge of and proficiency with Windows based PC systems and Microsoft Word, Outlook, PowerPoint, and Excel, and Adobe Acrobat
- Thorough knowledge of issues related to risk management, business process recovery planning, crisis management, and disaster recovery planning processes
- Working knowledge of the methods and techniques used to develop business continuity plans and processes
- Working knowledge of the methods, techniques and tools used to conduct business impact analysis and risk assessments
- Working knowledge of the threat landscape, security threat and vulnerability management, and security monitoring and analytics
- Working knowledge of industry leading practices related to business continuity and disaster recovery planning, such as International Organization for Standardization (ISO) 22301
- Working knowledge of industry leading practices related to IT/IS risk management, such as NIST CSF, COBIT, and SCF
- Working knowledge of the principles and practices of research, analysis, and reporting
- Working knowledge of the principles and practices of project management
- Working knowledge of the principles and practices of customer service
- Some knowledge of the principles and practices associated with Incident Command System protocols
- Ability to demonstrate strong analytical skills, identify and troubleshoot issues, identify and evaluate alternative solutions, make recommendations for action, and identify potential consequences
- Ability to provide strategic counsel on BC&DRP-related issues and be tactical when conducting organizational research and designing recovery strategies
- Ability to act as a subject matter expert and technical resource and explain processes and programs related to area of responsibility
- Ability to provide leadership and facilitate meetings
- Ability to foster effective working relationships, influence others, and build consensus with individuals at all levels in the organization
- Ability to plan, organize, and prioritize tasks, coordinate multiple activities and projects simultaneously, respond to changing priorities, and adhere to timelines
- Ability to interpret, apply, and explain policies, procedures, and regulatory language
- Ability to proofread, verify, analyze, and audit information and data
- Ability to produce organized, accurate, and detail-oriented work, including narrative and analytical reports, and maintain accurate records
- Ability to create forms, correspondence, and other program documents
- Ability to develop training materials in conjunction with T&D staff and conduct training
- Ability to work independently, manage assigned workload, make decisions related to areas of functional responsibility, recognize issues requiring escalation, and work as a member of a team

## DESIRABLE QUALIFICATIONS

- Experience working in a healthcare, non-profit, or government environment
- Experience developing and conducting business continuity training

- Associate Business Continuity Professional (ABCP) certification issued by the Disaster Recovery Institute International (DRII)
- Possession of one or more risk management related certifications, such as Certified Information Security Manager (CISM), Certified Information Security Manager (CISA), Certified Information Systems Security Professional (CISSP), Certified in Risk and Information and Systems Control (CRISC), CPT (Certified Penetration Tester), Certified Ethical Hacker (CEH), Advanced Embedded Systems (ARM) certification, or equivalent
- Working knowledge of security risks in a healthcare environment
- Working knowledge of Microsoft Visio

## WORK ENVIRONMENT

- Ability to sit in front of and operate a video display terminal for extended periods of time
- Ability to bend, lift and carry objects of varying size weighing up to 30 pounds
- Ability to travel to different locations in the course of work
- Willingness to report for duty on a 24-hour basis in the event of emergency

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*This position description, and all content, is representative only and not exhaustive of the tasks that an employee may be required to perform. Employees are additionally held responsible to the Employee Handbook, the Alliance Standard Knowledge, Skills and Abilities and the Alliance Code of Conduct. The Alliance reserves the right to revise this position description at any time.*