

BUSINESS CONTINUITY PREPARATIONS

Prepare for the day disaster strikes — and you are the first responder.

- Rehearse disruption before disruption rehearses you.
- Build response discipline into people, vendors, and systems.
- Protect service continuity, client trust, and tomorrow's operations.

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Today is a gift. How will you use it?

SNUG 2026 • Nashville

Imagination Is Part of Continuity

Continuity starts when you rehearse failure before failure rehearses you.

Imagination is not guesswork. It is structured scenario planning for the bad day nobody wants to invent in real time.

Power outage

Fire / flood

Cyber event

Key-person absence

Assumptions rarely kill a business all at once; sometimes they bleed it slowly and quietly.



Imagine the bad day now so you are not inventing the response later.



Training Is What Shows Up Under Stress

The exciting drills and the boring drills both mattered.

High-risk drills

- Live fire
- Vehicle extrication
- Swift water response
- Bail-out drills

Repetitive drills

- CPR refreshers
- Airway protocols
- Allergic reaction response

My years in the San Antonio Fire Department reinforced the same lesson that applies to business continuity: what gets practiced is what shows up when the alarm drops.



Under stress, you do not rise to the occasion. You default to your level of training.

Controlled Stress Strength Training

The exciting drills of today.

High-risk drills

- Fire Safety Drills Risk Assessments
- Disaster Scenarios Business Continuity Plans
- Vendor Risk Assessments

Nowadays the risk assessment no longer involves the building construction primarily for ingress and egress. Today's matrix envelopes more complex business continuity efforts to prevent disasters.



SPEED-E'Z BAKE-OFF FIRE DRILL

"There's Fire in the Kitchen!"

Things are heating up at the Speed-E'z Bake-Off... and not just in the oven! Join us for a fun and important fire drill where we'll learn what to do when things get a little **TOO hot** in the kitchen.

EVENT DETAILS

Date:	Wednesday, April 22, 2026
Time:	1:30 PM
Location:	Speed-E'z

WHAT TO EXPECT

- 🧯 Mock fire emergency simulation
- 📋 Learn proper fire safety procedures
- 😊 Stay safe while having fun

TREATS & JUDGING

- 🍰 Sample delicious baked goods
- 🏆 Peer judging competition
- 🏆 Celebrate surviving the 'kitchen fire'

Bring control during the chaotic times.

Everyone Here Protects a Business

Business continuity becomes real the moment normal operations break.

- A switch fails at 2:17 AM.
- A carrier outage or server-room issue interrupts service.
- A vendor lags during a client-critical event.
- Personal plans stop; incident response starts.

When tones drop, leadership is measured by preparation — not explanation.

The call, text, email, or smoke signal is the sound of tones dropping. That is when preparation becomes work.

First responders move to the alarm tones.



Three Continuity Actions Worth Annual Review

Start with your own use-case scenarios.

Business Continuity Plan

01

Document what must continue and how.

Risk Assessment

02

Identify, own, and mitigate the risks.

Vendor Risk Assessment

03

Validate the providers behind your operations.



Business Continuity Plan — Annually

A continuity plan turns “what if” into a documented response.



Business Impact Analysis

- Identify critical processes and dependencies.
- Define maximum tolerable downtime.
- Measure operational, financial, regulatory, contractual, and reputational impact.

Business Continuity Plan & Testing

- Protect personnel first.
- Document alternate operating strategies and leadership contacts.
- Exercise and test the plan with authorized personnel.

What belongs in the plan

People safety

Threat analysis

Alternate operations

Management contacts

Recovery roles

Testing cadence

The annual review is where imagination becomes process and testing becomes confidence.

Vendor Risk Assessment — Annually

Your continuity posture is only as strong as the vendors behind it.

- Identify the vendor, location, and primary contacts.
- Confirm why they are the vendor of choice and which services they support.
- Define what data they store, access, or transmit.
- Review privileged access and security responsibilities.
- Know how quickly they respond during an incident.

Ask simple questions early:

Who are they?
 What do they touch?
 What happens when something breaks?



VENDOR vs. PARTNER: SIDE-BY-SIDE COMPARISON

VENDOR	PARTNER
✗ Defensive in feedback	✓ Transparent with performance
✗ Doesn't collaborate with other providers	✓ Works with your team + vendors
✗ Blames others when things go wrong	✓ Owns mistakes and resolves quickly
✗ Prioritizes profit over partnership	✓ Focuses on dealership goals

Risk Assessment — Annually

Risk management makes disruption visible before disruption becomes costly.

1 Inventory

- People
- Policies & documents
- Infrastructure
- Software
- Processes

2 Evaluate

- Risk event
- Potential impact
- Treatment decision
- Mitigation plan

3 Assign

- Risk owner
- Review date
- Follow-through
- Evidence of action

As with everything in continuity: document, document, document.



Partnership Means Documentation, Accountability, and Trust



Partnership begins with performance of duties — not just shared branding or good intentions.

Ask for the plan

- Request documented business continuity and disaster recovery plans.
- Assess whether each vendor creates risk to your own recovery process.

Validate the response

- How are backups performed, how often, and how quickly can data be restored?
- How fast do they respond to security incidents?
- When were firewalls, penetration tests, and vulnerability scans last validated?

Evidence Over Assumptions

Vendor risk is a verification problem, not a branding problem.

Can they substantiate compliance claims?

What is the recovery time objective (RTO)?

When was the last failover test?

Can they provide SOC 2 or HIPAA evidence?

What happens if their data center loses connectivity?

Redundancy without verification is hope. Hope is not a strategy.





When the Switch Fails at 2:17 AM

The question is not whether something breaks. The question is whether your response is verified.

Detection

- Who knows first?
- Is notification automated?
- Or does the client discover it?

Resilience

- Backup internet and phone lines
- Wireless failover and remote-agent readiness
- Generator and transfer switch validation

Verification

- SIP trunk alarms tested
- Documentation retained
- Not assumed. Verified.

If you didn't document it, it didn't happen.

Final Call



“Your response is NOT a dress rehearsal.”

Imagine, Prepare, Test.
The day will come when events are no longer scenarios but incidents.

The best continuity work is the work that keeps the fire from becoming the story.

“If we focus on prevention, there is a chance the event never occurs.” — John Clint Spencer

Clear Horizons

Prepare today for tomorrow's unknown.

- One day your alarm will drop.
- No one will ask whether you feel ready.
- Train for the bad days — because storms are inevitable.

Today is a gift. How will you use it?



"The horse is prepared for the day of battle, but safety is from the Lord." — Proverbs 21:31