



NEW YORK CITY

Office of Emergency Management

NYContinuity

Emergency Management Newsletter for Businesses

NYC OEM
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Welcome to **NYContinuity**, a monthly publication to help you prepare for emergencies, strengthen your continuity plans, update you on emergency management news, and inform you about events and resources available to businesses in New York City.

This month's continuity feature focuses on external dependencies, the outside organizations you rely on to keep your business running. Learn how you can manage your dependencies to increase your business's resilience in any situation.

NYC experienced more snow in February than in any other month on record. How did your business handle the weather? Is there anything you would do differently next time? Learn how to review incidents with your staff to avoid recurring problems.

Lastly, the Department of Homeland Security invites you to share your ideas about how it can improve its operations and better serve you. Learn how you can join the dialogue in the third feature.

NYContinuity is a newsletter for small business owners and continuity professionals brought to you by OEM.

Continuity Feature: Manage Your Dependencies



No business is an island. Organizations depend on networks of external suppliers, shippers, vendors, and customers. While you may not be able to control these other organizations, there are some simple steps you can take to increase your business's resilience by managing your dependencies.

Step 1: Identify Your Dependencies

Consider a cafe, and all that goes into making a cup of coffee. Where do you get the coffee grounds? The milk and sugar? The water? Where does the coffee-making machine come from, and power for the machine? Who supplies you with cups? With filters?

You might depend on up to seven or eight external organizations just to make a cup of coffee.

Now consider your business. What organizations do you rely on? Examine your operations and identify all equipment, supplies, and processes you must maintain to stay in business. Which of these functions depend on external providers? Consider where equipment comes from, and how you distribute your product. Who provides you with power, with internet and phone service, or with specialized information?

Step 2: Coordinate with External Organizations

Now that you know what you need to stay in business and who you need it from, communicate with your network and coordinate your emergency plans. Develop procedures for getting in touch with external organizations during major emergencies. Encourage your partners to form their own continuity plans, so that they will be able to support you when you need them. Spend time now arranging for quick deliveries of supplies and equipment in the event of an unexpected disruption or malfunction.

Step 3: Have a Back-Up Plan

You've identified your external dependencies and you've coordinated with your network. But what if the same emergency that affects your business also disrupts your partner? Form relationships with other organizations that can fulfill your needs if one of your partners fails. For absolutely essential resources, consider writing up a contract with these third-party organizations that will become active only when you pull the trigger.

Start Writing Your Plan Now

Want to start your plan right away? [Ready.gov's Sample Emergency Plan](#) provides a blank template that can help you organize your thoughts. The third page is designed to assist you with managing dependencies.

Winter Weather After Action Report: How Did You Do?



Since the publication of [NYContinuity's February issue](#) discussing winter weather hazards and strategies, the city was hit by two significant snow events (three on Staten Island), one of which was the fourth largest snowfall ever recorded in Central Park.

How did your organization weather the storms?

After action reports are formal reviews of actions taken in response to an incident that outline successes, lessons learned, and areas in which there was room for improvement.

While you don't have to write up a formal document, consider conducting some form of after action report for the recent snow events. Talk to your staff about how your business handled the storms. What did you do well? What didn't go so well? Could you have prepared better? Did you have the information you needed (if not, [learn more about CorpNet](#), OEM's emergency notification system for the private sector)? Think about what steps you can take next time there is a snow event or any other sort of emergency.

Open Homeland Security: Share Your Ideas



As part of President Obama's OpenGov initiative promoting transparency and accessibility in government, the Department of Homeland Security invites you to share your ideas about how it can improve its operations and better serve you. Ideas will be accepted until March 19, 2010. [Join the conversation](#) by submitting your thoughts to the Open Homeland Security website, or comment on other people's suggestions.

Federal agencies are not the only ones that can benefit from new ideas. Have an idea for NYC OEM? [Contact us](#) and let us know.

If you have any topics or themes that you would like to see covered or any suggestions for how we may improve this newsletter, please send an e-mail to publicprivate@oem.nyc.gov. To see if your topic has been covered in a past issue, please visit the [NYContinuity Archive](#).

Sincerely,
The **NYContinuity** Team

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