Overview

CPOtracker™

A "Preparedness Management Tool" for Disaster Recovery, Business Continuity, COOP and Emergency Management

Contingency Planning & Outsourcing, Inc.

www.CPOtracker.com

CPOtracker Overview
Table of Contents

A Few Facts to Answer Basic Questions.
More Information Will be Provided in The Slides to Come

- **SECTORS -** CPOtracker is a very user-friendly and versatile planning software tool that can be used to build and maintain plans supporting any organization in the public and private sectors. A few examples are: Higher Education, Healthcare, Financial, Legal, Manufacturing, Information Technology, Energy, Entertainment, Services, Government at the Federal, State and Local level, and many more.

- **TYPE PLANS -** CPOtracker will assist you in developing and maintaining:
  - Disaster Recovery plans for Information Technology
  - Business Continuity plans supporting the business or administrative side of your organization
  - Continuity Of Operations Plans (COOP) as required for government organizations
  - Plans supporting Emergency Management.

- **LEVEL OF PLANNING** - Whether you are just beginning to address your planning needs or have plans at various levels of completion, CPOtracker will assist you through the process to where you can easily maintain them at a viable level going forward.

- **COMPLIANCE –** As a by-product of implementing and applying CPOtracker to address your planning needs, you will be able to demonstrate compliance with many government, regulatory and best-practice requirements.

Regardless of sector and whether you are addressing Disaster Recovery, Business Continuity, COOP or Emergency Management the following applies:

Public & Private Sector Statistics

The recovery <u>planning industry</u> has been in existence for 40+ years. Despite a multitude of vendors, consultants, their methodologies and software tools, <u>less than 10%</u> of all organizations have a <u>viable</u> DR, BC or COOP plan in place.

Reasons

<u>Maintenance</u>

It is virtually impossible to maintain plans in today's world without a software tool. All too often the tools today are too complex, not user friendly, cost prohibitive and in some cases just don't perform as needed and expected.

<u>Accountability</u>

Without accountability by the individuals responsible for critical information, resources and tasks, plans are seldom maintained at a current and viable level.

Welcome to an Overview of CPOtracker™

- **Preparedness** - A software system designed for those who are responsible for preparing their organization and ensuring that at time of need it is ready to effectively respond to and recover from any emergency or disaster situation.

- **Maintenance & Accountability** - A system that simplifies the maintenance process and with accountability for every document, task and resource needed, better ensures compliance and support from those who are responsible.

- **A system that supports:**
    - **End-user** – user friendly, know what you own and its status, the system generates your plan
    - **Planner** – monitoring capability at the enterprise, location, team and end-user level as well as at the project, critical system, compliance and regulatory levels
    - **Management** – reports provide answers to their primary question "are we ready?"

- **At Activation and Incident Management Time** – ensures all the required information you will be relying upon is accessible, accurate and complete.

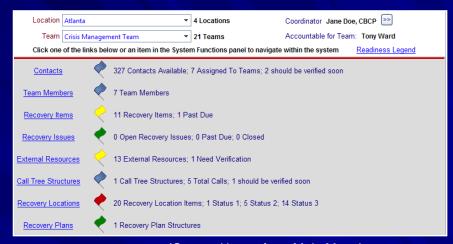# Develop and Manage Your DR, BC and COOP Program with CPOtracker

Main Menu: Simple and intuitive interface.

Real-Time Statistics: Via color codes and statistical information displayed on the home page, you have a quick snapshot of the status of each key area of the system for any team at any number of locations supporting the enterprise.
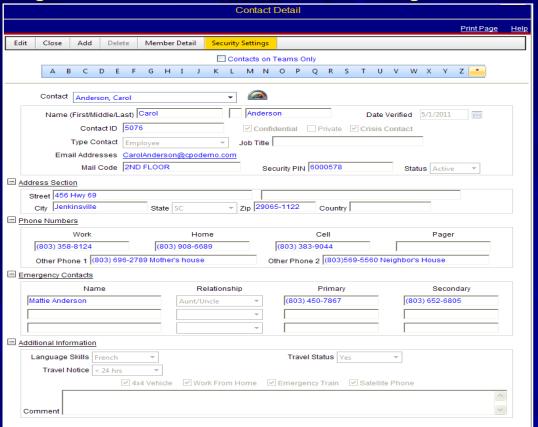
System Integrity Audit: Scans the database for system setup problems and questionable data to ensure system integrity. It help the planner keep the system viable.

On-line Help: Access to the CPOtracker user guide is available from anywhere within the system by clicking on the Help link in the upper right section of the page; over 200 pages of on-line documentation.

Develop and Manage Your DR, BC and COOP Program with CPOtracker

- **Contacts** - Any person that will need to be notified in the event of an emergency (may be imported from outside data sources)

- **Team Members** - Designated groups of Contacts with a specific mission supporting the overall response and recovery objective

- **Recovery Items** – Plan documents, tasks, and off-site storage "items" owned by a specific team and assigned to a specific individual is managed by this functional areas

- **Recovery Issues** – Problems and conditions that can adversely impact response and recovery are assigned to a specific team and individual for resolution

- **External Resources** – Companies or individuals critical to the response and recovery process that are outside the organization

- **Call Tree Structures** – Create and manage Call Trees

- **Recover Locations** – Manage recovery locations and the assets required to effectively utilize them: Incident Command Centers, Hot-site, Co-locations, Business Recovery locations, quarantine areas, emergency shelters, etc.

- **Recovery Plans** – Define the contents of Plans, at the Team level. The system with automatically generates Plans from data and documents under its control.
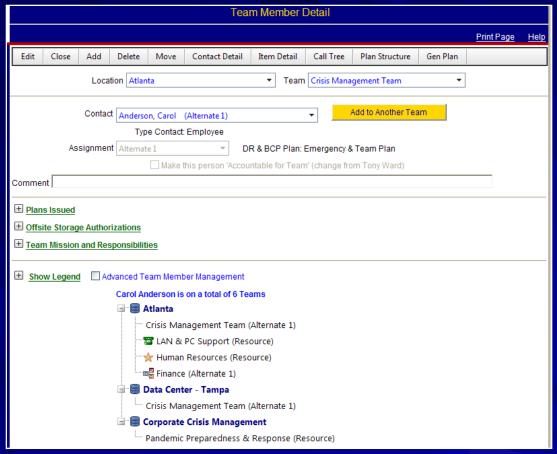
| Location | Atlanta | 4 Locations | Coordinator | Jane Doe, CBCP >> |
| Team | Crisis Management Team | 21 Teams | Accountable for Team: | Tony Ward |

Click one of the links below or an item in the System Functions panel to navigate within the system   Readiness Legend

Contacts	327 Contacts Available; 7 Assigned To Teams; 2 should be verified soon
Team Members	7 Team Members
Recovery Items	11 Recovery Items; 1 Past Due
Recovery Issues	0 Open Recovery Issues; 0 Past Due; 0 Closed
External Resources	13 External Resources; 1 Need Verification
Call Tree Structures	1 Call Tree Structures; 5 Total Calls; 1 should be verified soon
Recovery Locations	20 Recovery Location Items; 1 Status 1; 5 Status 2; 14 Status 3
Recovery Plans	1 Recovery Plan Structures

(Cropped insert from Main Menu)

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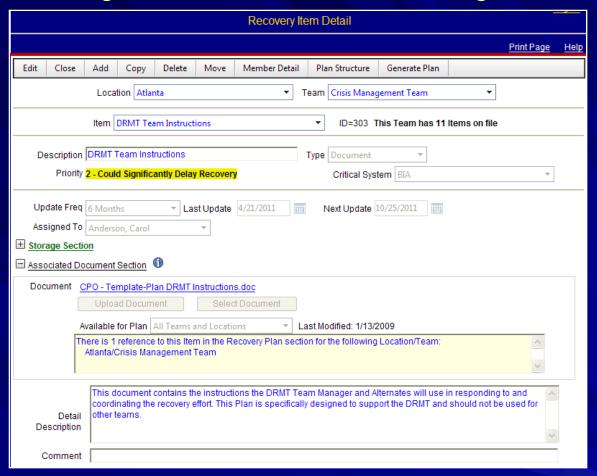

Contact Detail Screen

Detail contact information is maintained on each individual associated with a team, whether they are an employee, vendor, contractor, or external resource. Contact information may be shared between locations. Updating contact information in one place applies to all references to that individual. User-defined fields provide for client customization.

Import Contact Information - With the option to import contact information from a file from your HR or other system, you can quickly establish your critical contact information. If performed on a regular basis, maintenance is reduced and accuracy is better ensured. The System can be scheduled to automatically perform a contact import on any desired frequency: weekly, by-weekly, monthly, quarterly, etc.
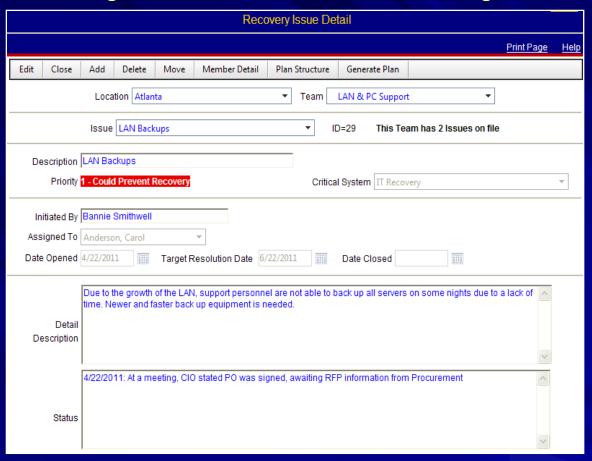
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Team Detail Screen

This screen allows you to manage the individual as to what team or teams they are on and what position or "assignment" they have. Team Assignments can easily be changed and members can easily be added, transferred or deleted. Maintaining a current Team Organizational Structure in a dynamic and changing organization can, in itself, become a maintenance nightmare. CPOtracker simplifies adjusting the system to support personnel and organizational changes. The organizational structure at the bottom of the screen shows all the teams this person is on at all locations.

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Item Detail Screen

This screen provides for the management of all documents, tasks and storage "items" assigned to teams. Each Item is assigned to a Team and a specific individual who is responsible or "accountable". CPOtracker can be scheduled to automatically send an email to the person "accountable" reminding them of Items coming due or are currently past-due. The Documents are maintained outside the CPOtracker system, but controlled via insertion of the document's location. Documents may be in Word, Excel, Visio, PowerPoint, and PDF, etc., and can be made available to any one or all teams in any or all locations for inclusion in plans. CPOtracker interfaces with most document management systems, such as SharePoint.

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Issue Detail Screen

Issues are any problem that can cause an adverse impact on the organization's ability to effectively respond to and/or recover from any emergency or disaster situation. This screen provides for the identification of Issues where they are defined, prioritized, assigned to a Team and specific individual to address. A running status can be maintained. Issues can be optionally included in management and readiness reports. Issues may be associated with any critical system, compliance or regulatory requirement. Issues can be associated with a specific test or exercise to help manage the post test phase.
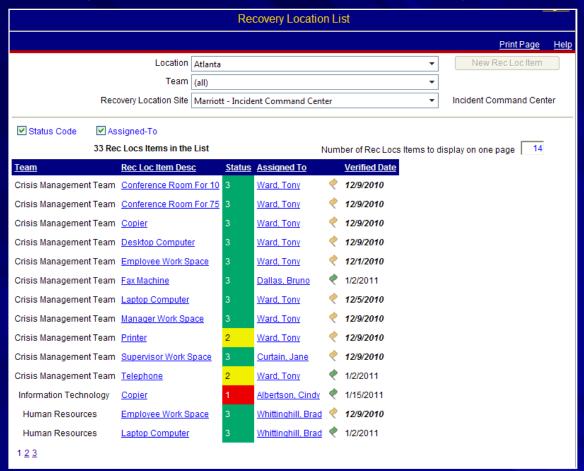
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External Resource Detail Screen

External Resources are individuals or organizations outside your organization who will be relied upon in some way to provide products, services or support. This screen provides for detail information regarding the External Resource and contact information. External Resource information can optionally be restricted to one Location or shared by all Locations. The person in the "Assigned To" field is responsible for maintaining this information and the system can be scheduled to automatically send an email reminder. Reports providing External Resource information may be included in plans.
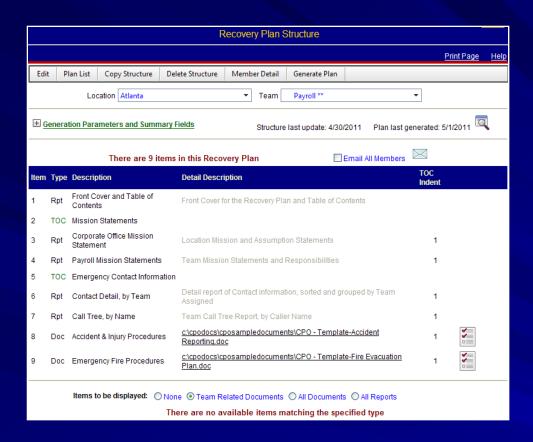
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Call Tree Structure Screen

CPOtracker will automatically generate a Call Tree Structure for any one or all Teams, which then becomes the basis for several reports that can be included in plans: Name Order, Team Order. An individual's Call Tree can be printed in card form, which he/she can then cut along the dotted lines to carry in their wallet or pocketbook. From this screen, emails can be sent to those listed in the Call Tree. Note: Not shown in this PowerPoint, but emails can also be sent to all Team Members for any one or all teams. This email capability is a good communications aid during incident management.

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Recovery Location – Detail Screen

CPOtracker allows you to define the places you plan to establish or relocate to as well as define all the assets and resources needed by each team in order to effectively utilize the "Recovery Location". A person is assigned to ensure each Item will be available at time of need and the "Status" indicates its degree of readiness: 1 = "not addressed", 2= "partially addressed but not ready yet", 3 = "Ready and will be available". Recovery time intervals are user-defined and each item is assigned to a time "interval". There are several reports showing what Items will be needed at what time interval at what Recovery Location. An overall "readiness" report shows how ready you are to utilize the various Recovery Locations.

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Defining the Plan Structure

The Plan Structure page is used to custom design a Plan for each team.

With all plan supporting information being either in the CPOtracker database or in documents defined as Items, which are under the control of the system, you simply select the reports and documents you want from the list available, arrange and group them how you want them to appear in the plan. This becomes your Plan Structure

Once the Plan Structure is defined, the Plan can be generated from the Reports menu. An updated Plan can be regenerated quickly and easily anytime the supporting information changes. A Plan Structure can easily be modified whenever new documents and/or reports are required.

When a Plan is generated, CPOtracker opens the application for each document defined in the Plan Structure and moves a copy into the Plan. It also automatically runs each report specified in the Plan Structure to ensure the most recent information in the system is included in the Plan. It will then assemble the reports and documents in the specified order, renumber all the pages, insert the proper page number in the table of contents, insert a cover page and then merge the documents and reports into one PDF. The Plan can be emailed, printed and distributed or loaded to a secure area on your intranet or internet site to be available when needed. If emailed from within CPOtracker, the Plan can optionally be encrypted and password protected.

CPOtracker Generates Plans

CPO Demo Company

Atlanta

Crisis Management Team

Emergency Response and Recovery Plan

This document contains the responsibilities and instructions pertaining to the Teams comprising the CPO Demo Company Atlanta Disaster Recovery and Business Continuity Program in their effort to protect the organization from physical or other contingencies threatening the employees, assets, good-will and continued high level of service to customers and users.

Due to the sensitive nature of this information, the distribution of this document is strictly controlled and limited.

Copying, loaning and allowing individuals outside the designated distribution to view this document without consent from CPO Demo Company is not allowed.

Effective date: Sunday, May 1, 2011

Questions related to this document should be directed to:

Tony Ward

Work: (803) 433-6536
Cell: (803) 608-3277
TimWard@cpodemo.com

This is an example of the front cover of the CPOtracker generated plan.

The user has the option to modify the text on the cover page or insert their own cover to replace the system generated one.

Some Important Plan Related Features:

• The system can be scheduled to automatically regenerate any one or all Plans at whatever frequency desired.

• Whenever any document within a Plan is modified by the person accountable, an email will be sent to all Team Managers having a Plan containing that document reminding them to regenerate their Plan to incorporate the changed document.

CPOtracker Generates Plans

CPO Demo Company

Atlanta

Crisis Management Team

Emergency Response and Recovery Plan

Table of Contents

This is an example of the CPOtracker generated table of contents for the Plan.

Each entry in the table of contents corresponds to a specific report or document that was defined in the Plan Structure.

Plan Structures can easily and quickly be adjusted as new documents and/or reports are needed within the plan.

Reports Menu

The Reports Menu provides for quick and easy selection from 10 different categories of over 60 reports.

Reports support the ability of the end user, the Planner and/or Management to print, email and export to a pdf a variety of information and statuses; all aimed at providing the ability to know and manage the degree of readiness at the team, location or Critical System level.

Maintenance Reports: Teams can use various reports to manage their specific responsibilities. The Planner can use reports to manage the overall DR, BC and COOP program as well as produce status and readiness reports for management.

Pro-active Reporting: Many reports can be run with an effective date in the future to provide team managers with a status as of a future date. This allows the person responsible to address specific Items, Issues, etc. in advance of them being "past-due".

Management Reports: There is a specific group of reports that provide graphs and supporting detail information geared to briefing management on the "Degree of Readiness" to respond and coordinate recovery at the team, location and enterprise level.

Plan Generation: Plans may be produced for individual teams as well as the entire Location/Campus. This complex and comprehensive Plan document can quickly and easily be produced in PDF format.

Viewing and Exporting Reports: Most all reports can be viewed on-line before being printed, exported or e-mailed.

Management Reports

One of the 10 categories of reports focuses on briefing Management on the organization's "degree of readiness" and answers Management's primary question, "are we ready?"

Readiness Reports can be run individually for specific Functional areas of preparedness or consolidated into a full report on any one or all Locations.

Readiness Reports allow the Planner to know and report on the degree of readiness of any Location/Campus to meet an anticipated or pending threat.

Readiness reports, as with all reports, can be printed, emailed or exported to a pdf.

You can include or exclude various components such as Recovery Issues and Recovery Locations depending upon their need or relevance. You can also include or exclude detail information depending on the level desired.

A very useful feature of the Readiness Reports is that they can be run for a specific "Critical System" or "Compliance" requirement such as Sarbanes-Oxley, HIPAA, NFPA 1600, Title IX, Pandemic, etc.

Various sections of a sample Consolidated Readiness Report are provided on the next few slides.

Management Report – Contact "Readiness"

This sample Contact Summary report indicates that if you experienced an emergency under the "current" conditions, you very well may not be able to contact those involved in response and recovery. The person running the report has the option to list the names, team assignments along with the date their contact information was last verified for those delinquent in maintaining their Contact information, which is presented separately on the next page within the report, however not included here.

Management Report – Recovery Item "Readiness"

The first page of this sample Recovery Item Summary report indicates that 25 documents, storage items and tasks supporting response and recovery have not been updated as required and 14 of those 25 are mission critical (priority 1) items. Eight items are priority 2 and could "significantly delay recovery". Another Fifteen items are "Not Established" or completed. If you had a disaster today under this level of readiness, your timeframe and level of recovery may not be acceptable or even possible!
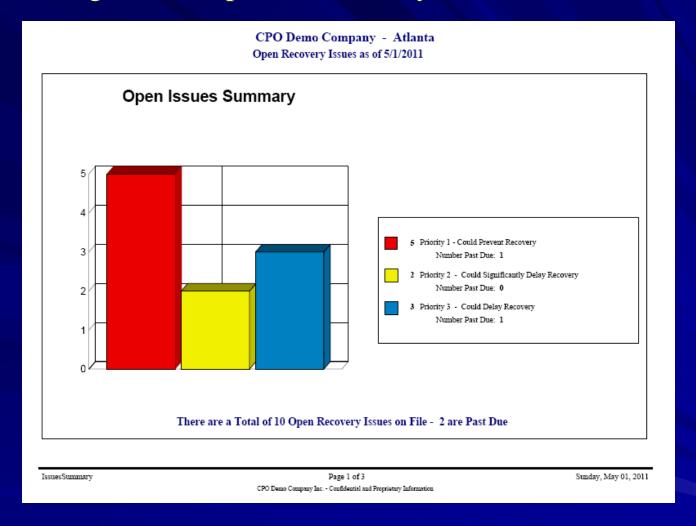
Management Report – Recovery Item "Readiness"

CPO Demo Company - Atlanta
Recovery Item Readiness - Past Due as of 5/1/2011

Team Name / Accountable for Team	Total Items	Not Established	Established		Past Due by Item Priority			Highest Number of Days Past Due
			Total	Past Due	Pri 1	Pri 2	Pri 3	
Crisis Management Team Tony Ward	11	3	8	1	0	1	0	40
DR/BC Test Team Joy Dunnhill	5	0	5	0	0	0	0	0
Information Technology Ellen Beasely	1	0	1	1	1	0	0	12
LAN & PC Support Bruce Smithwell	18	1	17	4	3	1	0	12
Systems Ben Stoneware	9	0	9	2	0	1	1	27
Human Resources Carol Anderson	30	4	26	6	4	0	2	176
Payroll Sherry Walden	6	0	6	2	1	1	0	23
Finance Carol Anderson	14	4	10	4	0	4	0	85
Accounts Payable Michael Lauan	10	1	9	1	1	0	0	18
Accounts Receivable David Charles	6	0	6	2	2	0	0	10
Risk Management Marshall Ellis	21	0	21	2	2	0	0	23
BCP/DR Support Micky Tomlin	4	2	2	0	0	0	0	0
BIA Team Roberta Strange	13	0	13	0	0	0	0	0
Mitigation Patty Benson	5	0	5	0	0	0	0	0
Total Items	153	15	138	25	14	8	3	176

ItemReadiness   Page 2 of 2   Sunday, May 01, 2011
CPO Demo Company Inc. - Confidential and Proprietary Information

The second page of the Recovery Item Readiness report shows a status of each team's maintenance effort on their assigned documents, tasks and storage items. You can see exactly which teams need attention in their effort to be prepared. In addition, when people who are responsible for being prepared know this type of reporting is going to management, they will be more vigilant towards maintaining their assigned items.

Management Report – Recovery Issues "Readiness"

The Recovery Issues "Readiness" report shows how many Issues or problems exist and their anticipated level of impact on your response and recovery effort. If you were to experience a disaster under these conditions, there are 5 Issues that may prevent recovery and 2 that could significantly delay recovery. A detailed list of all Issues is optional and would follow.

System Utilities Menu

System Utilities

Print Page   Help

Click on a link to navigate within the Utility options

▶	Organization Setup	Overall Organization settings
▶	Location Setup	Location specific settings
▶	Team Setup	Team definitions and relationships
▶	Custom Terminology	System-wide Customizable Terms and Settings
▶	General System Codes	Customize internal tables used throughout the system
▶	Import Utility	Import information from outside data sources
▶	Export Utility	Export information to be shared with outside sources
▶	Job Manager	Setup, Schedule, Monitor and Review Jobs
▶	Backup Database	Perform a backup of the CPOtracker database

*** Use care when applying changes in the Utilities section of the system. ***
Modifictions made in this section will directly impact the use and application of the system.

This area of the System allows the user to customize the CPOtracker system to meet the organization's specific planning needs.

Many of the parameters are supplied with anticipated values. Therefore, the time and effort to alter the system is greatly reduced.

This area is addressed and accessed by the Planner and/or System Administrator. The end-user would not need to access this area and, therefore is restricted from it.

Organization Setup: Specify Organization name and overall settings
Location Setup: Specify Mission Statement and Assumptions
Team Setup: Specify Team Structure, Mission Statements, Responsibilities, RTO and RPO
Custom Terminology: *Specify custom terminology used throughout the application
General System Codes: Customize a number of internal tables used throughout the system
Import Utility: Provides the process to import Contact and Recovery Item information from an outside data source
Export Utility: Provides the process to Export information to an outside source: automatic notification system, etc.
Job Manager: Provides the capability to schedule jobs to be run automatically at a desired frequency: weekly, bi-weekly, monthly, quarterly, etc. Such jobs as: automatic import of contact information, automatic email reminders, automatic regeneration of plans, system integrity audits
Backup Database: Request a backup of the CPOtracker database

* Custom Terminology will allow "Organization" to be changed to "University" if you are an educational facility. It would allow "Location" to be changed to "Office Location" or "Campus". Most all terms seen on the Home Page are customizable to support your preference and would not only be changed on all screens throughout the system, but also all reports generated from the system.

Benefits to You

- You will know, at any given time, how ready each Office Location, Campus, etc. is by:
  - Team
  - Team Member
  - Critical System
  - Building
  - Regulatory, Compliance and Special Project, etc.

- Uses existing documents: Word, Excel, Visio, PowerPoint, PDF, jpg, gif, etc.

- Provides capability to demonstrate compliance with most standard and regulatory requirements

- Accountability for all mission related plans and supporting information and tasks runs throughout the system

- System will automatically send email reminders to anyone owning: documents, tasks, storage items that are coming due or are past due.

Benefits to You

- System provides for scheduled automatic import and update of Contact Information

- System will automatically generate plans from information in its database and documents under its control

- Web-based - CPO Hosted and Client Hosted systems available. Critical information and plans can be accessed via the Internet from anywhere in the world.

- Requires less time to implement, develop and keep plans current

- Interfaces with most third party automatic notification and incident management systems

Benefits to You

Other Uses for the CPOtracker System - While CPOtracker is designed to develop, manage and maintain documents and information supporting emergency planning, it can also be used by many other areas of your organization, it's not just for emergency planning:

- **Documents and Information** – you can manage documents regarding standard operating procedures, policy statements, customer contracts, inventory lists, etc. and have the system automatically send email reminders to those responsible to maintain them.

- **Procedure Manuals** – with the system managing documents and forms as well as other information, you can easily pull any or all into one consolidated "manual". You simply tell the system which you want and it will generate the manual for you to include a cover and table of contents

- **Tasks Management** – you can assign tasks to people and have the system automatically send an email reminder to them as the due date approaches. Managers can be informed as well. Reports on the status of all Tasks.

- **Forms** – you can manage forms as to where they are kept, how many are in inventory and who is responsible to maintain and update them as well as have the system automatically remind them via email when maintenance is due.

- **More Applications** – space doesn't allow for all the applications to be listed where CPOtracker could be applied to help your organization manage and stay on top of tasks, assets, projects, etc.

Why You Should Choose CPO

- CPO is the exclusive owner of the CPOtracker system. CPO developed, maintains and supports the CPOtracker system.

- Product and Service Guarantee with every installation

- CPOtracker is offered at whatever level needed to support your planning schedule and budget

- No long-term contracts and no hidden fees

- The CPO Methodology and CPOtracker system has a proven track record of 20+ years

- Quick installation/access, training and implementation

- 24 hour technical support via email and/or phone

- Product Help Desk provided via email and/or phone

Why You Should Choose CPO

- Almost 70% of our customers have come to us after previously choosing a tool that was too complex, support was poor or non-existent and ongoing costs were too high

- We have never had a customer discontinue use of the CPOtracker system due to poor performance or support

CPOtracker Availability and Pricing Methodology

- **CPO Hosting Service –** CPO will host the CPOtracker system and provide all the required hardware and software. Client authorized personnel will have access via any computer connected to the Internet. Client's plan supporting documents, information and plans will reside on CPO's web server. Therefore, they will always be off-site and accessible no matter what happens to Client's hardware and/or facility. CPO will apply all enhancement and release updates. A CPOtracker Help Desk is included for the term of the subscription.

  Pricing - A subscription license is available for 1 to 3 years. A 2 or 3 year subscription provides a multi-year discount. The amount of the subscription fee depends upon how may Locations and Teams/Plans you need to start with. You can add Locations and Team/Plans anytime in the future.

- **Client Hosting Service –** For the Client preferring to purchase and host the system themselves on their web server, a perpetual license is available. Client is responsible for all hardware and software and will apply all enhancement and release updates.

  Pricing - The purchase of a perpetual license includes Annual Support Services for the for the first year and is optional each year thereafter. Annual Support Services includes a CPOtracker Help Desk, Technical Support and all enhancements and release updates. After the first year, Annual Support Services is optional at 15% of the retail purchase price. Multi-year purchases allow the total purchase price to be spread over the term of the license. The purchase price is determined by how may Locations and Teams/Plans you need. You can add Locations and Team/Plans anytime in the future.

www.CPOtracker.com

Whether you are just now starting to address preparedness regarding Disaster Recovery, Business Continuity, COOP or Emergency Management, or currently have plans you need to maintain, CPO is the company and CPOtracker is the tool.

For a live and personal demonstration, contact your CPO Representative or CPO directly:

Tim Lord, CBCP
803-712-6105
Tim.Lord@CPOtracker.com