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S T A N D A R D S

Network Operations Subcommittee

SCTE OPERATIONAL PRACTICE

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**Cable Operator
Business Continuity and Disaster Recovery
Operational Practices**

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140 Philips Road
Exton, PA 19341

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1. Introduction

1.1. Executive Summary

This operational practice outlines a study of best practices to create and maintain a suitable disaster response plan which prepares for an effective response to natural and man-made disasters that may result in regional and potentially national service outages. The primary goals of an effective plan include minimization of mean-time-to-repair and rapid response based upon selected criteria.

1.2. Scope

The scope and primary objectives are to:

1. Define a business continuity plan (BCP) – outline what the components are
 - a. Proactive planning: Identify the best practices to help mitigate customer impacting outages
 - b. Reactive planning: restoration of service based on incident (disaster recovery (DR) plan)
2. Plan documentation, exercises, and maintenance
3. Improve understandings of cable operations for local offices of emergency management (OEM)
4. Outline threats to cable operations
5. Tools of BCP programs
6. Identify Incident Management Structure leveraging NIMS framework

1.3. Benefits

Cable operators play a vital role in every community and during times of need such as man-made or natural disruptions to day to day life, it is important for our industry to have proper plans to help minimize service disruption. Communication is vital to the restoration process for communities in need. Without proper continuity plans, times to restore can be delayed. Business continuity plans help cable operators review and optimize processes and procedures for dealing with incidents. The long-term advantage for having proper business continuity plans identified and exercised include brand confidence by subscribers, marketplace advantages and possibly regulatory avoidances. Through standards and best practices such as this publication, cable operators can optimize approaches for dealing with all-hazard risks.

1.4. Intended Audience

Cable operator business continuity employees and individuals involved with ensuring customer experience is optimized during time of incident.

1.5. Areas for Further Investigation or to be Added in Future Versions

None at time of publication.

2. Normative References

The following documents contain provisions, which, through reference in this text, constitute provisions of this document. At the time of Subcommittee approval, the editions indicated were valid. All documents are subject to revision; and while parties to any agreement based on this document are encouraged to

investigate the possibility of applying the most recent editions of the documents listed below, they are reminded that newer editions of those documents might not be compatible with the referenced version.

2.1. SCTE References

- No normative references are applicable.

2.2. Standards from Other Organizations

- No normative references are applicable.

2.3. Published Materials

- No normative references are applicable.

3. Informative References

The following documents might provide valuable information to the reader but are not required when complying with this document.

3.1. SCTE References

- SCTE 226 Cable Facility Classification Definitions and Requirements
https://scte-cms-resource-storage.s3.amazonaws.com/Standards/ANSI_SCTE%20226%202015.pdf

3.2. Standards from Other Organizations

- International Organization for Standardization (ISO) 22301
Societal security -- Business continuity management systems --- Requirements
<https://www.iso.org/standard/75106.html>.
- Standard on Continuity, Emergency, and Crisis Management
<https://www.nfpa.org/codes-and-standards/all-codes-and-standards/list-of-codes-and-standards/detail?code=1600>
- ASIS SPC.1-2009 Organizational Resilience: Security, Preparedness, And Continuity Management Systems - Requirements With Guidance For Use
<https://webstore.ansi.org/standards/asis/asisspc2009>

3.3. Published Materials

- Business Continuity Institute
<http://thebci.org>
- DRII (Disaster Recovery Institute International) Ten Professional Practices
<https://drii.org/resources/professionalpractices/EN>
- Business continuity management. Code of practice
<http://shop.bsigroup.com/en/ProductDetail/?pid=000000000030157563&rdt=wmt>
- National Infrastructure Protection Plan
<http://www.dhs.gov/national-infrastructure-protection-plan>
- Strategic National Risk Assessment (SNRA)
<http://www.dhs.gov/strategic-national-risk-assessment-snra>