

FRP US (Emergency) Federal Response Plan was a signed agreement among 27 federal departments and agencies, including the American Red Cross, that: provided the mechanism for coordinating delivery of federal assistance and resources to augment efforts of State and local governments overwhelmed by a major disaster or emergency; supported implementation of the Robert T. Stafford Disaster Relief and Emergency Assistance Act, as amended (42 U.S.C. 5121, et seq.), as well as individual agency statutory authorities; and supplemented other federal emergency operations plans developed to address specific hazards. It was replaced by the National Response Plan in 2004. *See also* National Response Plan.

gap analysis A method to determine the actions necessary to move from a current state to a desired, future state. Also called needs analysis or needs assessment. Conducting a gap analysis involves listing aspects of the present situation (the “as is” state); identifying factors reflecting the desired (“to be”) state and, by comparing the two, identifying the gaps between them and actions necessary to bridge this gap.

gateway A methodology for re-evaluating projects or procurement at key points before implementation to assure their continued justification.

GRC Governance, risk management, and compliance. An organization may cover these three areas by bringing them together within a single function comprising corporate governance activities, regulatory and legal compliance, and enterprise risk management.

HACCP Hazard analysis critical control point. European requirement for risk assessment in the food industry.

hazard A theoretical exposure to danger.

HAZOP Hazardous operation.

hot site An alternate or standby facility that is ready for staff to arrive and begin work immediately, fully equipped with whatever is necessary (including infrastructure) to provide rapid recovery of operations (usually refers to ICT and work area provision).

IAEM International Association of Emergency Management (www.iaem.com).

ICS US Incident Command System.

ICT Information and communications technology.

incident A situation that may be, or may lead to, a business interruption, disruption, loss, emergency, or crisis.¹⁶

incident management The immediate response to a localized event (e.g., flood, fire, spillage) to mitigate its impact and to contain it before it becomes a disaster. Typically, it is the responsibility of the premises manager or operational managers to plan an appropriate response to identified risks that could occur within their areas of responsibility. Incident management plans are normally separate from BCPs and are invoked first.

incident management systems The combination of facilities, equipment, personnel, procedures, and communications operating within a common organizational structure, responsible for the management of assigned resources to effectively accomplish stated objectives pertaining to an incident.

interested parties Stakeholders including regulators, shareholders, employees, customers, and suppliers together with the government, local communities, the media, financial analysts, and other individuals, groups, and entities that may influence or be influenced by the impact of adverse events on an organization.

Six Thinking Hats Edward de Bono's Six Thinking Hats³³ is a simple and practical method of achieving parallel thinking. Parallel thinking is best understood in contrast to traditional argument or adversarial thinking. It is achieved by all participants adopting the same thinking mode, or "hat," at the same time: feelings and emotions; positive logical; negative logical; creative; fact-seeking; order and control.

SME Small and medium sized enterprise. The European Union (EU) has defined SMEs as those enterprises with a headcount of less than 250 and a turnover of less than or equal to €50 million or balance sheet total of less than or equal to €43 million. In the US, SMEs are firms that employ fewer than 500 employees.

solicitation document A formal request from a customer to a supplier asking for a formal response (a quote, proposal or bid) for a job.

stand down Formal announcement to cease alert status.

standard of care The effort by an ordinarily prudent or reasonable party to avoid harm to another party or the application of every reasonable precaution to avoid harm.

standby service Alternative site(s), facilities, and/or resources that may be used in a disaster.

standby site See alternative site, hot site, warm site, or cold site.

step change In *Business Beyond the Box*,³⁴ John O'Keefe propounded the concept that incrementalism was the enemy of real progress: that is, you can only go so far by doing what you now do, better. To make breakthrough results, you need a step change in your approach.

SWOT analysis Analysis of internal strengths and weaknesses, and external opportunities and threats.

threat A theoretical exposure to danger.

UPS Uninterruptible power supply. A battery device used to provide temporary power in the event of failure of main power.

USGS The United States Geological Survey.

value-based costing A methodology by which the supplier must first determine what ROI the client expects from the project, then project that for the contract duration as the basis for charging the client.

vital materials Supplies, equipment, etc., essential for recovery from a disaster.

vital record Information, documents, or data, essential for recovery from a disaster.

Volcanic Explosivity Index (VEI) A scale to measure the force of volcanic eruptions, rising from 0 to 8, with 4 being rated cataclysmic and 8 super-colossal.

warm site A designated alternate or standby site, equipped and serviced to a level that will enable the enterprise to install equipment and resume its essential operations and processes before the loss threatens the capability of the enterprise to fulfill its mission (not kept fully equipped as is the case with a hot site).

wide-area disaster A catastrophe affecting a large geographic area (e.g., major power outage, hurricane, or flood) that destroys or denies access to public telecommunications, transport, or utilities infrastructure. Often civil or military emergency authorities will take control, thus limiting the actions possible by individual entities.

work area recovery (WAR) Restoration of office activity at a recovery site including desks, telephony, and office systems.