



Services Program Policy

Program Theme: *Develop services/products to offer to private sector members (owner/operators, vendors, other) consistent with the AHC's mission, strategic plan goal for an integrating planning model, and support for private sector owner/operator integration.*

Program Goals:

- Create unique services/products to support the integrated planning model/initiatives with private sector owner/operators (*part of AHC Strategic Plan*)
- Improve information sharing and partnership development
- Provide unique, quality regional multi-state services/products that will enhance private sector resiliency efforts/operations and generate consistent sustainable private sector revenues (*part of AHC Strategic Plan*)

Background: *The AHC's Regional Integrated Planning Initiative is now engaging private sector owner/operators who are interested in services that can enhance their business operational continuity and planning objectives. In order to provide these types of services and the related funding from private sector, the AHC needs to adopt a services policy to support an overall "services program" which will guide the process.*

Program Description: *From time to time, the AHC may develop service/product offerings designed to support its members (in government and the private sector) which are consistent with the AHC's mission to promote education, collaboration, and information sharing across the region. These services would be created/offered as part of membership and may include elements of training, exercises, on-line directories, integration meetings, research, etc... all designed to support the key areas catastrophic planning, critical infrastructure resiliency, information sharing/fusion and business continuity. These services may be developed in conjunction with AHC partners from industry, academia, government, and /or non-profit organizations.*

Guidelines: *The following guidelines will be used for the development of services/products:*

1. *New services will not compete with other organizations*
2. *Funding sources would be private sector organizations*
3. *Services should compliment AHC state/UASI driven initiatives*
4. *Services should be limited to the resources available*
5. *As always, the AHC needs to be cautious about expanding too fast. The Board Executive Committee will monitor this program and keep the Board informed. As needed, proposals for new services will be voted on by the Board.*

Review Process: *As needed, The Board Executive Committee would review/shape proposals for any new services/products and present it to the Board for discussion and approval. Once approved the Executive Director would begin implementation of the service to all members.*



Example of Private Sector Services

The AHC currently offers no formal services to the private sector owner/operator community other than annual AHC memberships, event attendance/sponsorship and free reports generated from meetings.

Specific new services would be funded by the private sector.

Some examples would include services that help private sector owner/operators and state/local governments to:

- share information better
- communicate & collaborate together before/during/after events
- integrate their planning efforts where applicable
- contact each other at any time
- survive personnel turnover due to changes in government/industry
- improve their ongoing resiliency/business continuity efforts
- and allow private sector to fund a larger portion of the homeland security and emergency management efforts for initiatives that improve their corporate planning, operations, and risk management efforts