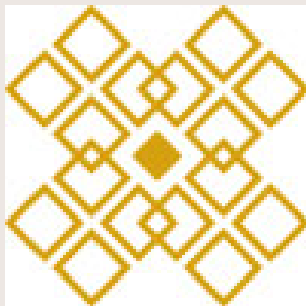# Business Continuity Planning

San José State University

Business Case

Office of the Vice President

Administration & Finance Division

Topics

- What is business continuity planning (BCP)?

- Why is it important?

- How do we create our Business Continuity Plan?

Business Continuity is …

- **an ongoing program of activities**

 to ensure that the organization is prepared

 to restart its mission-critical functions

 when an adverse event occurs…

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Why Is BCP **Important**?

BCP reduces the impact of adverse events and helps to rapidly restart our critical functions. BCP is required by Executive Order 1014.

- *If staff unavailable – who will do the work?*

- *If a system or records are gone – how do we operate?*

- *If a specific building cannot be used – where do we go?*

Having a plan inspires calm instead of panic.

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Emergency Management

- **Emergency Preparedness is …**
  activities to reduce and prevent death, injury and loss of property/assets thru prevention and mitigation measures

- **Crisis Management is …**
  actions to cope directly with crisis-events to protect people and property

- **Business Continuity is …**
  activities to restart teaching, research, and other mission-critical functions after crisis-events.

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3 Phases of Management Response to Disaster Events

crisis management

emergency preparedness

business continuity

Level of Activity

Time
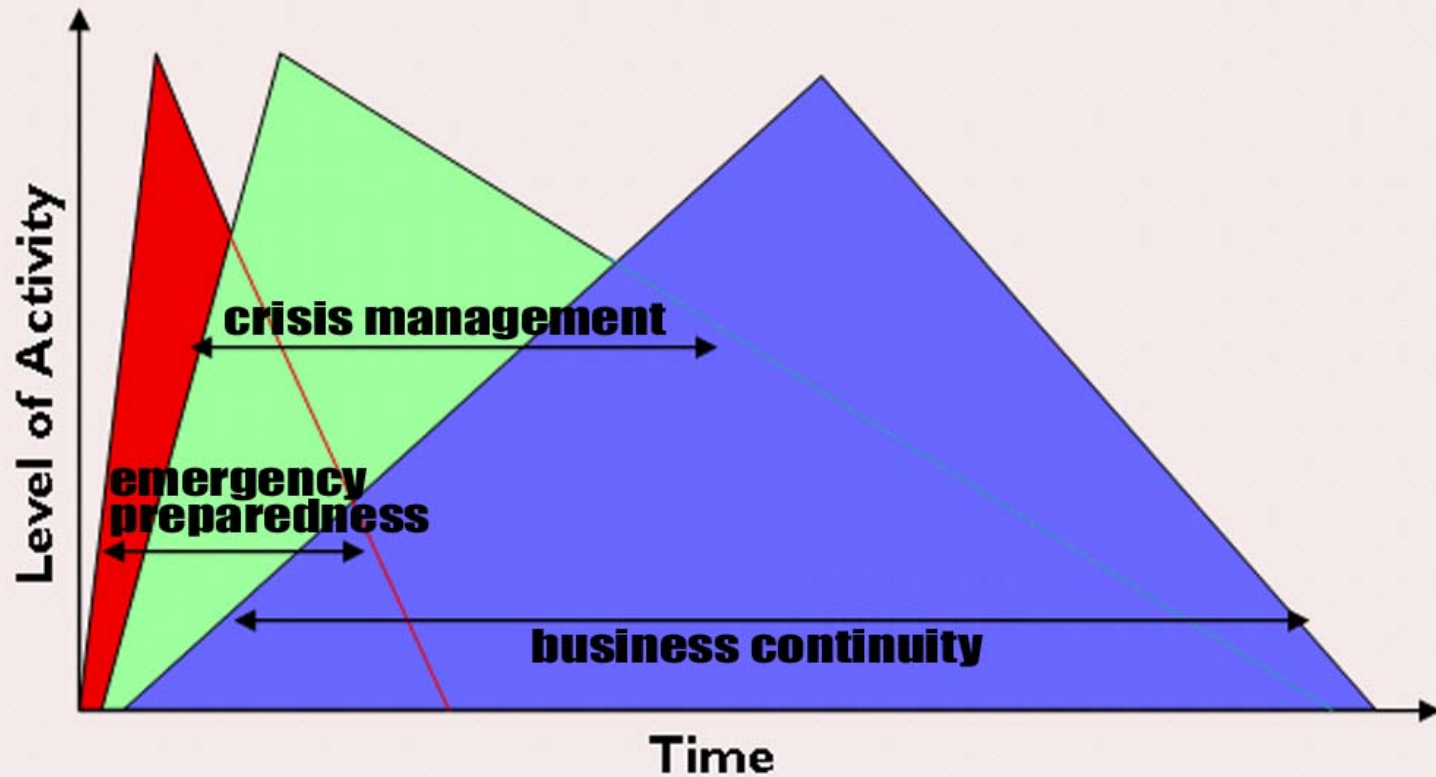
Three Steps
to Build the SJSU BCP

Identify / Prioritize

Determine critical functions, their priorities, resources, lead units and representatives

→

Develop

Generate plans *(by each department, using a consistent business continuity template)*

→

Implement

Communicate, deploy, test, and update.

Business Continuity
Steering Committee (BCSC)

Charter: To coordinate development of a campus-wide Business Continuity Plan to ensure the university is able to restart business operations after a major disruption occurs. The BCSC will provide a network for sharing information and resources.

Member	Organization	Designated By
Ninh Phamhi	BCSC, Chair & Coordinator	Rose Lee, VP & CFO
Robb Drury	Advancement	Fred Najjar, VP
William Nance	Office of the President	Chief of Staff
Dorothy Poole	Administration & Finance	Rose Lee, VP & CFO
Jaime Sanchez	University Technology Services	William Maguire, VP & CIO
Terri Thames	Student Affairs	Cathy Busalacchi, Interim VP
Matt Witty	Athletics	Tom Bowen, Director
Charles Whitcomb	Academic Affairs	Gerald Selter, VP & Provost

Guidelines for Determining **Critical Functions**

First, identify them in terms of department functions, then group same processes together.

A critical function has one or more of the following attributes:

- *Prevents loss of life, personal injury, or loss of property*
- *Is absolutely <u>essential</u> for teaching or research*
- *Provides vital support to critical function(s) of another unit*
- *Is required by law*

Business Continuity Planning Template

Guiding Principles:

- Template will be easy to use. A questionnaire using a fill-in-the-blank approach will be used.

- Template will be completed by key department managers/directors.

- Departments should take no more than 3 months to complete their Business Continuity Plan.

- BCSC will coordinate the integration of departmental Business Continuity Plans into a university Business Continuity Plan.

- The university Business Continuity Plan will be tested on a scheduled basis, and revised/updated as appropriate.

Two **Central** Questions

1. **What are the critical functions of your department /division?**

2. **How will each critical function be restarted?**

   (Identify resources that must be in place to restart each critical function; Plan for their back-up.)

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Resources Planning (1)

1. **What are the essential resources for the critical functions?**

   Vital records, equipment/systems, people, communication tools, etc.

Resources Planning (2)

2. **If the main resources for the critical functions are not available, what alternatives exist?**

Line of succession, alternate work locations, copies of vital records, alternate communications, alternate processes, workarounds, alternate human resources, alternate vendors, IT recovery approaches, etc.

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Resources Planning (3)

3. **If alternative resources don't exist, what can be done?**

Actions that would increase ability to restart rapidly

Project **Timeline**

- **Phase 1:** Establish BCSC. Create BCP template.

- **Phase 2:** Deploy BCP template to divisions and departments.

- **Phase 3:** Departments create and submit their Business Continuity Plan.

- **Phase 4:** Consolidate departmental Business Continuity Plans into draft university Business Continuity Plan.

- **Phase 5:** Finalize university Business Continuity Plan.

- **Phase 6:** BCP is ongoing with testing & updates.

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How do we know we're done ?

Written plans to recover all campus critical functions.

Established BCP calendar for periodic Plan updates, tests, and refreshing contents by managers.

Execute periodic BCP actions according to calendar.

SJSU BUSINESS CONTINUITY COORDINATOR

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