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...
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.
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.
3 Phases of Management
Response to Disaster Events

Level of Activity vs Time

- Crisis Management
- Emergency Preparedness
- Business Continuity
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.

<table>
<thead>
<tr>
<th>Member</th>
<th>Organization</th>
<th>Designated By</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ninh Phamhi</td>
<td>BCSC, Chair &amp; Coordinator</td>
<td>Rose Lee, VP &amp; CFO</td>
</tr>
<tr>
<td>Robb Drury</td>
<td>Advancement</td>
<td>Fred Najjar, VP</td>
</tr>
<tr>
<td>William Nance</td>
<td>Office of the President</td>
<td>Chief of Staff</td>
</tr>
<tr>
<td>Dorothy Poole</td>
<td>Administration &amp; Finance</td>
<td>Rose Lee, VP &amp; CFO</td>
</tr>
<tr>
<td>Jaime Sanchez</td>
<td>University Technology Services</td>
<td>William Maguire, VP &amp; CIO</td>
</tr>
<tr>
<td>Terri Thames</td>
<td>Student Affairs</td>
<td>Cathy Busalacchi, Interim VP</td>
</tr>
<tr>
<td>Matt Witty</td>
<td>Athletics</td>
<td>Tom Bowen, Director</td>
</tr>
<tr>
<td>Charles Whitcomb</td>
<td>Academic Affairs</td>
<td>Gerald Selter, VP &amp; Provost</td>
</tr>
</tbody>
</table>
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 essential 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.)*
Resources Planning (1)

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

Vital records, equipment/systems, people, communication tools, etc.
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.
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.
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.
Ninh Phamhi
Director of Internal Control
Office of the Vice President,
Administration & Finance Division
408-924-1603
ninh.phamhi@sjsu.edu