Chapter 1: Survey template for identified Essential Units
Basic form for Resiliency self-assessment by departments that are identified as Essential Units (E.U.)
### Section 1: Admin & Finance

**Finance**
- Accounts Payable
- Procurement
- Bursar / Tower Card
- Bursar / Cashiering
- Bursar / Collections
- Bursars / Students Accounts
- Receiving
- Mail Metering
- Mail Delivery

**HR**
- Risk/Compliance
- Payroll
- Benefits

**UPD**
- Campus Access
- Emergency Communications / Dispatch
- Emergency / Police Repeaters
- Police Field Operations
- UPD Communications / AlertSJSU

**FDO**
- Hazardous substances
- Legally Responsible Official (State reporting)
- Emergency response
- Exterior lighting
- Chilled water
- Steam
- Power
- Natural Gas
- Sewer
- Water
- Repairs/Maintenance
- Power Systems
- Building elements
- Water/Sewer systems
- HVAC systems
- Access & Locks
- Alarms & safety systems
- Maintenance & Repairs
- Custodial
- Building exteriors / pathways
- Dispatch
- Stores / Warehouse
- CMS - Web System for Maintenance Management
- Building Official - inspection / code
- Archives & Plans

**Dining**
- Dining Commons
- Retail Dining

### Section 2: Student Affairs

**Registrar**
- Registration
- Records
- CMS
- Shadow systems / Filemaker

**Admissions**
- Verification - undergrads
- Verification - graduates
- Verification - SOAR
- Information - Admissions
- Information - GAPE
- Information - SOAR

**Health Center**
- Triage
- Infection Control
- Supplies/Vendors

**Financial Aid**
- Integrity of Records
- Disbursing
- Counseling
- Awarding

**Counseling Services**
- Psychiatric
- Crisis Assessment & Intervention
- Non-crisis Assessment
- Outreach to campus

**Housing**
- Lodging
- Facilities
- Food & Water
- Residential Life
- Cashiering
- Billing

### Section 3: University Advancement

**U. Advancement Operations**
- PR Information
- SJSU website
- Alumni Call Center
- Development / Fundraising
- Alumni Volunteers Management

### Section 4: UTS

**Internet connectivity**
- Campus connectivity
- Operating systems
- Active Directory
- Server Farm connectivity
- Telecom - Voice services

### Section 5: CMS & Admin Tech

**Admin Apps**
- Database Administration
- CMS help desk / MySJSU
- Desktop/Server Support

### Section 6: Athletics

**Director's Office**
- Business Operations
- NCAA Compliance
- Events / facilities
- Women's sports
- Men's sports
- Media relations

*(to be completed: Academic Affairs & President's Office)*
## SJSU BUSINESS CONTINUITY PLANNING

### ASSESSMENT OF RESILIENCY OF EACH FUNCTIONS/SERVICES WITHIN AN ESSENTIAL UNIT (EU)

The purpose of this form is to assess the resiliency of the services or functions of the Essential Units that must restored after a disruptive disaster

**Name of Essential Unit (EU):** ____________________________________________

**Name of function/service being assessed below:** ______________________________

### Business processes

Are there complex business processes in this function? yes no

If yes, what are the complex processes? (just name them) ______________________________________________________________________

If a process is complex, is there a written description? yes no

### Staff: Management / chain of command

Is it absolutely necessary to have supervisory / management structure for this function? yes no

If it's important, is management know-how distributed, or concentrated in one manager? concentr'd distrib'd

Can this function be restored if the current management / chain of command is not available? yes no

If not, what is the theoretical alternate solution? (give quick description, or say "no alternative")

### Staffing: specialized employees

Does this function have specialized tasks that can only be done by specialized employees? yes no

If yes, what are those specialized tasks? (just name them) ______________________________________________________________________

If yes, are there cross-trained employees to do these tasks as backups? yes no

Can this function be restored if the current specialized employees are not available? yes no

If not, what is the theoretical alternate solution? (give quick description, or say "no alternative")

### Equipment, hardware

Are there specialized equipments and hardware without which the EU cannot function? yes no

If yes, are they hard to replace? yes no

If they are hard to replace, is there redundancy planning for them? yes no

Can this function be restored if some of the current equipments and hardware are not available? yes no

If not, what is the theoretical alternate solution? (give quick description, or say "no alternative")

### Data, and Applications

Are there specialized applications and data without which the EU cannot function? yes no

If yes, what are they? (just name the application or database) ______________________________________________________________________

Are the essential applications difficult to reinstall? yes no

Are the essential data difficult to recover or to re-load? yes no

Can this function be restored if some essential data and applications are not available? yes no

If not, what is the theoretical alternate solution? (give quick description, or say "no alternative")

### Facility / location

Does this function have special requirements for location or facility? yes no

If yes, what are they? (give brief description of requirements) ______________________________________________________________________

Can this function be restored if it must move to another location? yes no

If not, what is the theoretical alternate solution? (give quick description, or say "no alternative")

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What are the most likely "failure to restore" scenarios (describe the obvious ones that come immediately to mind)

________________________________________________________________________________________________________________________________________

________________________________________________________________________________________________________________________________________

________________________________________________________________________________________________________________________________________
SJSU Business Continuity Planning (BCP)
Resiliency/Vulnerability Assessment of Essential BCP Units

Background:
- The Essential BCP Units (EUs) were identified in the Business Impact Analysis (BIA) Phase.
- Each EU was then asked to fill out a Self-Assessment Questionnaire (Questionnaire Q1) in which they evaluate their ability to restart after a disaster, for the following factors:
  - Complexity of Business Process
  - Staffing, Equipments & Hardware
  - Data & Applications
  - Facilities & Location
  - Most likely Scenarios of Failure to Restart
- On the next page is the full list of Essential BCP Units of SJSU that have returned their self-assessment.
- Based on the returns of that 1st Questionnaire, the Business Continuity Steering Committee (BCSC) has selected the following 2 classes of risk to address in the current BCP cycle: (a) Scenarios of Failure to Restart, and (b) IT risks.
- This Questionnaire Q2 is to follow up on risk (a) “Scenarios of Failure” (we will address “IT risks” later in a separate questionnaire).
- This is a drilling down into the issues in more details, it is not a duplicate of Q1.
- The BCSC Representatives will gather the responses from the EUs, compile them into a Divisional Summary and get the OK by the Divisional VPs before submitting the summary to BCSC. The upcoming BCP’s Solution Design Phase will be based on that summary.

Questionnaire Q2

- Please describe the most likely scenarios according to which your Essential Unit would not be able to restart after a major regional disaster.
- As manager of your Essential Unit, you know best as to what would prevent this Essential Unit from being restarted.
- As an example, consider the following questions: Would it be because of issues related to Staffing? Or Facilities/Location/Building? Or Hardware/Equipment, or Regulatory Requirements, ...?
- For the purpose of this Questionnaire, do not consider IT risks (since that risk will be addressed separately, in conjunction with UTS and CMS/AdminTech ...)
- Concentrate only on the high probability scenarios (if you don’t see any, say “no risk of failure to restart”)
- Also describe how such failure to restart would impact other campus operations.

Please describe your scenarios below, in details, in a short paragraph (maybe 3 to 6 lines)

NAME OF REPORTING ESSENTIAL UNIT => ...
Narrative of scenario of failure to restart: ...

(What would most likely prevent this Essential Unit from restarting?
How probable is this scenario of failure to restart?
What other campus operations would be held-up by this failure?)