# SJSU Business Continuity Planning
## 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 be restored after a disruptive disaster.

### Name of Essential Unit (EU):

**Accounts Payable**

### Name of function/service being assessed below:

<table>
<thead>
<tr>
<th>Business processes</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Are there complex business processes in this function?</td>
<td>yes</td>
<td>PeopleSoft requires specific steps be taken in order to produce checks to students, employees and vendors.</td>
</tr>
<tr>
<td>If yes, what are the complex processes? (just name them)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>If a process is complex, is there a written description?</td>
<td>yes</td>
<td></td>
</tr>
</tbody>
</table>

### Staff: Management / chain of command

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Is it absolutely necessary to have supervisory / management structure for this function?</td>
<td>no</td>
<td></td>
</tr>
<tr>
<td>If it's important, is management know-how distributed, or concentrated in one manager?</td>
<td>concentrated</td>
<td></td>
</tr>
<tr>
<td>Can this function be restored if the current management / chain of command is not available?</td>
<td>yes</td>
<td></td>
</tr>
<tr>
<td>If not, what is the theoretical alternate solution? (give quick description, or say &quot;no alternative&quot;)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Staffing: specialized employees

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Does this function have specialized tasks that can only be done by specialized employees?</td>
<td>yes</td>
<td>Knowing the steps to produce checks in PeopleSoft</td>
</tr>
<tr>
<td>If yes, what are those specialized tasks? (just name them)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>If yes, are there cross-trained employees to do these tasks as backups?</td>
<td>yes</td>
<td></td>
</tr>
<tr>
<td>Can this function be restored if the current specialized employees are not available?</td>
<td>yes</td>
<td></td>
</tr>
<tr>
<td>If not, what is the theoretical alternate solution? (give quick description, or say &quot;no alternative&quot;)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Equipments, hardware

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Are there specialized equipments and hardware without which the EU cannot function?</td>
<td>yes</td>
<td></td>
</tr>
<tr>
<td>If yes, are they hard to replace?</td>
<td>no</td>
<td></td>
</tr>
<tr>
<td>If they are hard to replace, is there redundancy planning for them?</td>
<td>no</td>
<td></td>
</tr>
<tr>
<td>If not, what is the theoretical alternate solution? (give quick description, or say &quot;no alternative&quot;)</td>
<td></td>
<td>We manually fill out checks and mail to the various payees.</td>
</tr>
</tbody>
</table>

### Apps and Applications

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Are there specialized applications and data without which the EU cannot function?</td>
<td>yes</td>
<td>PeopleSoft</td>
</tr>
<tr>
<td>If yes, what are they? (just name the application or database)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Are the essential applications difficult to reinstall?</td>
<td></td>
<td>I don't know if they are difficult or not.</td>
</tr>
<tr>
<td>Are the essential data difficult to recover or to re-load?</td>
<td>yes</td>
<td>no</td>
</tr>
<tr>
<td>Can this function be restored if some essential data and applications are not available?</td>
<td>yes</td>
<td>no</td>
</tr>
<tr>
<td>If not, what is the theoretical alternate solution? (give quick description, or say &quot;no alternative&quot;)</td>
<td></td>
<td>Keeping invoices, and logging them in to PeopleSoft once it's up and running again.</td>
</tr>
</tbody>
</table>

### Facility / location

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Does this function have special requirements for location or facility?</td>
<td>no</td>
<td></td>
</tr>
<tr>
<td>If yes, what are they? (give brief description of requirements)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Can this function be restored if it must move to another location?</td>
<td>yes</td>
<td>Staff could work from another location as long as access to the web is available.</td>
</tr>
<tr>
<td>If not, what is the theoretical alternate solution? (give quick description, or say &quot;no alternative&quot;)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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

If the building falls down due to an earthquake, staff could work either from home or another central location.
**ASSESSMENT OF RESILIENCY OF EACH FUNCTIONS/SERVICES WITHIN AN ESSENTIAL UNIT (EU)**

*Name of Essential Unit (EU): Procurement*

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

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### Business processes

- **Are there complex business processes in this function?** Yes
- **Identifying suppliers and coordinating procurement of emergency goods and services**
  - If yes, what are the complex processes? Just name them?
  - **Staffing / chain of command**
    - **Is it absolutely necessary to have supervisory / management structure for this function?** Yes
    - **If it's important, is management know-how distributed, or concentrated in one manager?** Concentrated
    - **Can this function be restored if the current management / chain of command is not available?** Yes
    - **If not, what is the theoretical alternate solution? (give quick description, or say *no alternative*)**

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### Staffing: specialized employees

- **Does this function have specialized tasks that can only be done by specialized employees?** Yes
- **Identifying suppliers and coordinating procurement of emergency goods and services**
  - If yes, are there cross-trained employees to do these tasks as backups? No
  - **Can this function be restored if the current specialized employees are not available?** No
  - **If not, what is the theoretical alternate solution? (give quick description, or say *no alternative*)**
  - **To identify and cross-train the MPP employee on buying function**

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### Equipments, hardware

- **Are there specialized equipments and hardware without which the EU cannot function?** No
- **If yes, are they hard to replace?**
  - **If they are hard to replace, is there redundancy planning for them?**
  - **Can this function be restored if some of the current equipments and hardware are not available?** Yes
  - **If not, what is the theoretical alternate solution? (give quick description, or say *no alternative*)**

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### Data, and Applications

- **Are there specialized applications and data without which the EU cannot function?** No
  - **If yes, what are they? (just name the application or database)**
  - **Are the essential applications difficult to reinstall?** No
  - **Are the essential data difficult to recover or to re-load?** No
  - **Can this function be restored if some essential data and applications are not available?** No
  - **If not, what is the theoretical alternate solution? (give quick description, or say *no alternative*)**

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### Facility / location

- **Does this function have special requirements for location or facility?** No
  - **If yes, what are they? (give brief description of requirements)**
  - **Can this function be restored if it must move to another location?** Yes
  - **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)

*Only in scenarios where no staff is available.*

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<table>
<thead>
<tr>
<th>Name of Essential Unit (EU):</th>
<th>F&amp;AT Bursar's Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name of function/service being assessed below:</td>
<td>Tower Card Issue</td>
</tr>
</tbody>
</table>

### 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

### 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)
  - Access to ID works for login, Knowledge of taking pics
  - 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")

### Equipments, hardware

- Are there specialized equipments and hardware without which the EU cannot function? yes/no
  - If yes, are they hard to replace? 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)
  - ID works & Pscft
  - 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

### 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

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

Power failure, earthquake & damage to hardware
### Business processes

**Name of function/service being assessed below:** Cashiering  Disburse Scholarship & alternative loan checks

<table>
<thead>
<tr>
<th>Business processes</th>
<th>Cashiering</th>
<th>Disburse Scholarship &amp; alternative loan checks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Are there complex business processes in this function?</td>
<td>yes</td>
<td>no</td>
</tr>
<tr>
<td>If yes, what are the complex processes? (just name them)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CASHNet and PeopleSoft software needed to receipt payments; PeopleSoft System needed to disburse checks. Must have internet access. Cash fund needed.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>If a process is complex, is there a written description?</td>
<td>yes</td>
<td>no</td>
</tr>
</tbody>
</table>

### Staff: Management / chain of command

<table>
<thead>
<tr>
<th>Staff: Management / chain of command</th>
<th>Cashiering</th>
<th>Disburse Scholarship &amp; alternative loan checks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Is it absolutely necessary to have supervisory / management structure for this function?</td>
<td>yes</td>
<td>no</td>
</tr>
<tr>
<td>If it's important, is management know-how distributed, or concentrated in one manager?</td>
<td></td>
<td>distr'ed</td>
</tr>
<tr>
<td>Can this function be restored if the current management / chain of command is not available?</td>
<td>yes</td>
<td>no</td>
</tr>
<tr>
<td>If not, what is the theoretical alternate solution? (give quick description, or say &quot;no alternative&quot;)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Staffing: specialized employees

<table>
<thead>
<tr>
<th>Staffing: specialized employees</th>
<th>Cashiering</th>
<th>Disburse Scholarship &amp; alternative loan checks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Does this function have specialized tasks that can only be done by specialized employees?</td>
<td>yes</td>
<td>no</td>
</tr>
<tr>
<td>If yes, what are those specialized tasks? (just name them)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Staff must be a CASHNet operator with specific access to cashiering plus access to PeopleSoft</td>
<td></td>
<td></td>
</tr>
<tr>
<td>If yes, are there cross-trained employees to do these tasks as backups?</td>
<td>yes</td>
<td>no</td>
</tr>
<tr>
<td>Can this function be restored if the current specialized employees are not available?</td>
<td>yes</td>
<td>no</td>
</tr>
<tr>
<td>If not, what is the theoretical alternate solution? (give quick description, or say &quot;no alternative&quot;)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Equipments, hardware

<table>
<thead>
<tr>
<th>Equipments, hardware</th>
<th>Cashiering</th>
<th>Disburse Scholarship &amp; alternative loan checks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Are there specialized equipments and hardware without which the EU cannot function?</td>
<td>yes</td>
<td>no</td>
</tr>
<tr>
<td>If yes, are they hard to replace?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>If they are hard to replace, is there redundancy planning for them?</td>
<td>yes</td>
<td>no</td>
</tr>
<tr>
<td>Can this function be restored if some of the current equipments and hardware are not available?</td>
<td>yes</td>
<td>no</td>
</tr>
<tr>
<td>If not, what is the theoretical alternate solution? (give quick description, or say &quot;no alternative&quot;)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Data, and Applications

<table>
<thead>
<tr>
<th>Data, and Applications</th>
<th>Cashiering</th>
<th>Disburse Scholarship &amp; alternative loan checks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Are there specialized applications and data without which the EU cannot function?</td>
<td>yes</td>
<td>no</td>
</tr>
<tr>
<td>If yes, what are they? (just name the application or database)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CASHNet and PeopleSoft</td>
<td>yes</td>
<td>no</td>
</tr>
<tr>
<td>Are the essential applications difficult to reinstall?</td>
<td>yes</td>
<td>no</td>
</tr>
<tr>
<td>Are the essential data difficult to recover or to re-load?</td>
<td>yes</td>
<td>no</td>
</tr>
<tr>
<td>Can this function be restored if some essential data and applications are not available?</td>
<td>yes</td>
<td>no</td>
</tr>
<tr>
<td>If not, what is the theoretical alternate solution? (give quick description, or say &quot;no alternative&quot;)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

We could process payments w/o CASHNet. The problem is no updating on the student's record which would create a hold on their account. Checks can't be dis. w/o verifying units.

### Facility / location

<table>
<thead>
<tr>
<th>Facility / location</th>
<th>Cashiering</th>
<th>Disburse Scholarship &amp; alternative loan checks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Does this function have special requirements for location or facility?</td>
<td>yes</td>
<td>no</td>
</tr>
<tr>
<td>If yes, what are they? (give brief description of requirements)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Can this function be restored if it must move to another location?</td>
<td>yes</td>
<td>no</td>
</tr>
<tr>
<td>If not, what is the theoretical alternate solution? (give quick description, or say &quot;no alternative&quot;)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Same response as last entry in Data & Application section.

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

- Power failure which causes building evacuation
- Damage to building or hardware
### Business processes

<table>
<thead>
<tr>
<th>Question</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Are there complex business processes in this function?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>If yes, what are the complex processes? (just name them)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>If a process is complex, is there a written description?</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

| Approval criteria, enter data in PS, execute direct deposit if applicable |

### Staff: Management / chain of command

<table>
<thead>
<tr>
<th>Question</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Is it absolutely necessary to have supervisory / management structure for this function?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>If it's important, is management know-how distributed, or concentrated in one manager?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Can this function be restored if the current management / chain of command is not available?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>If not, what is the theoretical alternate solution? (give quick description, or say &quot;no alternative&quot;)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Staffing: specialized employees

<table>
<thead>
<tr>
<th>Question</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Does this function have specialized tasks that can only be done by specialized employees?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>If yes, what are those specialized tasks? (just name them)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Collectors approve, System Support enters data in PS to create check or direct deposit</td>
<td></td>
<td></td>
</tr>
<tr>
<td>If yes, are there cross-trained employees to do these tasks as backups?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Can this function be restored if the current specialized employees are not available?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>If not, what is the theoretical alternate solution? (give quick description, or say &quot;no alternative&quot;)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Equipments, hardware

<table>
<thead>
<tr>
<th>Question</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Are there specialized equipments and hardware without which the EU cannot function?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>If yes, are they hard to replace?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>If they are hard to replace, is there redundancy planning for them?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Can this function be restored if some of the current equipments and hardware are not available?</td>
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<td>If not, what is the theoretical alternate solution? (give quick description, or say &quot;no alternative&quot;)</td>
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</tr>
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</table>

### Data, and Applications

<table>
<thead>
<tr>
<th>Question</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Are there specialized applications and data without which the EU cannot function?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>If yes, what are they? (just name the application or database)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>PS needed to determine STL eligibility</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Are the essential applications difficult to reinstall?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Are the essential data difficult to recover or to re-load?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Can this function be restored if some essential data and applications are not available?</td>
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<td></td>
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<tr>
<td>If not, what is the theoretical alternate solution? (give quick description, or say &quot;no alternative&quot;)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Facility / location

<table>
<thead>
<tr>
<th>Question</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Does this function have special requirements for location or facility?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>If yes, what are they? (give brief description of requirements)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Can this function be restored if it must move to another location?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>If not, what is the theoretical alternate solution? (give quick description, or say &quot;no alternative&quot;)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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

If PS went down

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# 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.

### F&A Bursar's Office

#### Name of Essential Unit (EU): ________________________________

<table>
<thead>
<tr>
<th>Name of function/service being assessed below:</th>
<th>Provide account info to students</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student Accounts</td>
<td></td>
</tr>
</tbody>
</table>

#### Business Processes

Are there complex business processes in this function? yes no

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

Third Party linking & billing, stop payments on SJSU issued cks, Budget reporting, ACH returns, Direct deposit returns

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? concentrated distributed

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")

#### Staff: 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)

#### Equipments, 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")

### What are the most likely "failure to restore" scenarios

- Disconnectivity to PeopleSoft
**SJSU BUSINESS CONTINUITY PLANNING**

**ASSESSMENT OF RESILIENCY OF EACH FUNCTION/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.

<table>
<thead>
<tr>
<th>Business processes</th>
<th>Staffing: Management / chain of command</th>
<th>Equipments, hardware</th>
<th>Data, and Applications</th>
<th>Facility / location</th>
<th>What are the most likely &quot;failure to restore&quot; scenarios</th>
</tr>
</thead>
<tbody>
<tr>
<td>Are there complex business processes in this function?</td>
<td>Is it absolutely necessary to have supervisory / management structure for this function?</td>
<td>Are there specialized equipments and hardware without which the EU cannot function?</td>
<td>Are there specialized applications and data without which the EU cannot function?</td>
<td>Does this function have special requirements for location or facility?</td>
<td>(describe the obvious ones that come immediately to mind)</td>
</tr>
<tr>
<td>yes</td>
<td>yes</td>
<td>yes</td>
<td>yes</td>
<td>yes</td>
<td>No building to operate, no staff, no electricity, no systems or databases.</td>
</tr>
<tr>
<td>If yes, what are the complex processes? (just name them)</td>
<td>If it's important, is management know-how distributed, or concentrated in one manager?</td>
<td>If yes, are they hard to replace?</td>
<td>If yes, what are they? (just name the application or database)</td>
<td>If yes, are they also required?</td>
<td></td>
</tr>
<tr>
<td>Enter delivery receipts into the CFS database</td>
<td>Can this function be restored if the current management / chain of command is not available?</td>
<td>If they are hard to replace, is there redundancy planning for them?</td>
<td>CFS, UPS Trackpad</td>
<td>Can this function be restored if the current location or facility is not available?</td>
<td></td>
</tr>
<tr>
<td>If a process is complex, is there a written description?</td>
<td>If not, what is the theoretical alternate solution? (give quick description, or say &quot;no alternative&quot;)</td>
<td>Can this function be restored if some of the current equipments and hardware are not available?</td>
<td>Are the essential applications difficult to reinstall?</td>
<td>If not, what is the theoretical alternate solution? (give quick description, or say &quot;no alternative&quot;)</td>
<td>(describe the obvious ones that come immediately to mind)</td>
</tr>
<tr>
<td>yes</td>
<td></td>
<td>yes</td>
<td>no</td>
<td>no</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Can this function be restored if some essential data and applications are not available?</td>
<td></td>
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</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>If not, what is the theoretical alternate solution? (give quick description, or say &quot;no alternative&quot;)</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>We will need advanced notice as to what to expect, as well as the end user information. Goods would be released on handwritten manifests to obtain POD.</td>
<td></td>
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</tr>
</tbody>
</table>

**Name of Essential Unit (EU):** F&AT Receiving

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

**Receiving emergency supplies**
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

During a power outage outgoing mail will be picked up by pre-sort and flat processing companies and metered for SJSU. We use an outsourced company currently.

Name of Essential Unit (EU): Services

Business processes

Are there complex business processes in this function? no
If yes, what are the complex processes? (just name them) 

If a process is complex, is there a written description? 

Staff: Management / chain of command

Is it absolutely necessary to have supervisory / management structure for this function? no 
If it's important, is management know-how distributed, or concentrated in one manager? no 
Can this function be restored if the current management / chain of command is not available? yes 
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? no 
If yes, what are those specialized tasks? (just name them) 

If yes, are there cross-trained employees to do these tasks as backups? 

Can this function be restored if the current specialized employees are not available? yes 
If not, what is the theoretical alternate solution? (give quick description, or say "no alternative") 

Equipments, hardware

Are there specialized equipments and hardware without which the EU cannot function? no 
If yes, are they hard to replace? 
If they are hard to replace, is there redundancy planning for them? 
Can this function be restored if some of the current equipments and hardware are not available? yes 
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? no 
If yes, what are they? (just name the application or database) 

Are the essential applications difficult to reinstall? no 
Are the essential data difficult to recover or to re-load? no 
Can this function be restored if some essential data and applications are not available? yes 
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? no 
If yes, what are they? (give brief description of requirements) 
Can this function be restored if it must move to another location? yes 
If not, what is the theoretical alternate solution? (give quick description, or say "no alternative")

What are the most likely "failure to restore" scenarios (describe the obvious ones that come immediately to mind) Only if no staff is available.

Name of function/service being assessed below: Metering of Mail

Are there complex business processes in this function? no
If yes, what are the complex processes? (just name them) 

If a process is complex, is there a written description? 

Staff: Management / chain of command

Is it absolutely necessary to have supervisory / management structure for this function? no 
If it's important, is management know-how distributed, or concentrated in one manager? no 
Can this function be restored if the current management / chain of command is not available? yes 
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? no 
If yes, what are those specialized tasks? (just name them) 

If yes, are there cross-trained employees to do these tasks as backups? 

Can this function be restored if the current specialized employees are not available? yes 
If not, what is the theoretical alternate solution? (give quick description, or say "no alternative") 

Equipments, hardware

Are there specialized equipments and hardware without which the EU cannot function? no 
If yes, are they hard to replace? 
If they are hard to replace, is there redundancy planning for them? 
Can this function be restored if some of the current equipments and hardware are not available? yes 
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? no 
If yes, what are they? (just name the application or database) 

Are the essential applications difficult to reinstall? no 
Are the essential data difficult to recover or to re-load? no 
Can this function be restored if some essential data and applications are not available? yes 
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? no 
If yes, what are they? (give brief description of requirements) 
Can this function be restored if it must move to another location? yes 
If not, what is the theoretical alternate solution? (give quick description, or say "no alternative")

What are the most likely "failure to restore" scenarios (describe the obvious ones that come immediately to mind) Only if no staff is available.
**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):**

**Services:**

Name of function/service being assessed below: Mail Delivery

**Important documents and parcels will be delivered on foot by mail staff if carts are not available.**

### Business processes

Are there complex business processes in this function?  
No

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

If a process is complex, is there a written description? 

### Staff: Management / chain of command

Is it absolutely necessary to have supervisory / management structure for this function?  
No, staff is already instructed on deliveries when carts are not available.

If important, is management know-how distributed, or concentrated in one manager? 
Staff is trained in all aspects of mailing

Can this function be restored if the current management / chain of command is not available?  
Yes

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?  
No, each staff is trained to handle all mail routes.

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

If yes, are there cross-trained employees to do these tasks as backups? 

Can this function be restored if the current specialized employees are not available? 

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

### Equipments, hardware

Are there specialized equipments and hardware without which the EU cannot function?  
We will walk the routes or request to purchase a 3 wheel bike for deliveries.

If yes, are they hard to replace? 

If they are hard to replace, is there redundancy planning for them? 

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?  
No

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

Can this function be restored if some essential data and applications are not available? 

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?  
No

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

Can this function be restored if it must move to another location? 

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

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

If all staff are not available.
The purpose of this form is to assess the resiliency of the services or functions of the Essential Units that must be restored after a disruptive disaster.

Name of Essential Unit (EU): HR Admin


Name of function/service being assessed below: Risk & Compliance

Business processes

Are there complex business processes in this function? no

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

If a process is complex, is there a written description?

Staff: Management / chain of command

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

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

Can this function be restored if the current management / chain of command is not available? yes

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

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

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

Can this function be restored if the current specialized employees are not available? yes

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

Equipments, hardware

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

If yes, are they hard to replace?

If they are hard to replace, is there redundancy planning for them?

Can this function be restored if some of the current equipments and hardware are not available? yes

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

Applications

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

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

Are the essential applications difficult to reinstall?

Are the essential data difficult to recover or to re-load?

Can this function be restored if some essential data and applications are not available?

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? no

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

Can this function be restored if it must move to another location?

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

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

Business processes

Are there complex business processes in this function? [ ] no [ ] yes

If yes, what are they? (just name them)

If a process is complex, is there a written description?

Staff: Management / chain of command

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

If it's important, is management know-how distributed, or concentrated in one manager? [ ] dis trib/ed

Can this function be restored if the current management / chain of command is not available? [ ] yes

If not, what is the theoretical alternative 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

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

1. Answer and respond to incoming calls from employees; 2. Process employee pay transactions in PIMS; 3. Process employee time and attendance adjustments in CMS Absence Management

If yes, are there cross-trained employees to do these tasks as backups? [ ] yes

Can this function be restored if the current specialized employees are not available? [ ] yes

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

Temporary assistance (payroll representatives) from another CSU

Data, Applications

Are there specialized applications and data without which the EU cannot function? [ ] yes

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

1. CMS Absence Management 2. State Controller's Office PIMS

Are the essential applications difficult to reinstall? [ ] yes

Are the essential data difficult to recover or to re-load? [ ] yes

Can this function be restored if some essential data and applications are not available? [ ] yes

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

Facility / location

Does this function have special requirements for location or facility? [ ] yes

If yes, what are they? (give brief description of requirements) Network ports that provide access to the State Controller's Office / PIMS

Can this function be restored if it must move to another location? [ ] yes

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

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

1. Campus systems/applications as well as third party providers/agencies are down (off-line) impacting our ability to access CMS or the State Controller's Office PIMS.

2. University systems/applications are hacked into and all data is lost without a disaster data recovery plan.

1. Provide payroll counseling & services to department contacts & employees

2. Issuance of emergency situational pay (manual checks if systems not available)

3. Coordinate payment of employee disability benefits, e.g., NDI and IDL
**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 be restored after a disruptive disaster

Name of Essential Unit (EU): HR Operations

<table>
<thead>
<tr>
<th>Name of function/service being assessed below</th>
<th>Benefits</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Provide benefits counseling and services to employees</td>
<td></td>
</tr>
<tr>
<td>2. Administration of employee leave programs</td>
<td></td>
</tr>
</tbody>
</table>

**Business processes**

Are there complex business processes in this function? no

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

If a process is complex, is there a written description?

**Staff: Management / chain of command**

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

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

Can this function be restored if the current management / chain of command is not available? yes

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

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

1. Answer and respond to incoming calls from employees; 2. Process employee health benefit information in CMS Benefits Administration; 3. Interact with outside agencies to resolve employee benefit coverage issues; 4. Administration of CSU Leave Programs

If yes, are there cross-trained employees to do these tasks as backups? yes

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

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

Temporary assistance (benefit representatives) from another CSU

**Equipment, hardware**

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

If yes, are they hard to replace?

If they are hard to replace, is there redundancy planning for them?

Can this function be restored if some of the current equipments and hardware are not available? yes

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

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

1. CMS Benefits Administration; 2. State Controller’s Office PIMS

Are the essential applications difficult to reinstall? yes

Are the essential data difficult to recover or to re-load? yes

Can this function be restored if some essential data and applications are not available? yes

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? no

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

Can this function be restored if it must move to another location?

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

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

University systems/applications are hacked into and critical data is not recoverable

---
The University Police Communication Center is the hub for receiving all public safety and emergency communications on campus. Information is received in-person, via radio and telecommunications. Communication Center personnel are responsible for receiving, recording and relaying information both internally on campus and externally to other public safety agencies.

Name of function/service being assessed below: Campus Access/Egress

Business processes
Are there complex business processes in this function? ________________ 
If yes, what are the complex processes? (just name them) ________________ 

Staff: Management / chain of command
Is it absolutely necessary to have supervisory / management structure for this function? ________________
If it's important, is management know-how distributed, or concentrated in one manager? ________________
Can this function be restored if the current management / chain of command is not available? ________________
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? ________________
If yes, what are those specialized tasks? (just name them) ________________
Police Officers can perform the basic functions which would restore communications.

Equipments, hardware
Are there specialized equipments and hardware which without which the EU cannot function? ________________
If yes, are they hard to replace? ________________
If they are hard to replace, is there redundancy planning for them? ________________
Can this function be restored if some of the current equipments and hardware are not available? ________________
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? ________________
If yes, what are they? (just name the application or database) ________________

Facility / location
Does this function have special requirements for location or facility? ________________
If yes, what are they? (give brief description of requirements) ________________
Can this function be restored if it must move to another location? ________________
If not, what is the theoretical alternate solution? (give quick description, or say "no alternative") ________________

What are the most likely "Failure to restore" scenarios (describe the obvious ones that come immediately to mind)
Earthquake or fire makes Dispatch Center unusable. Radio repeaters are destroyed. Phone lines out. No access to WEB.
SJU BUSINESS CONTINUITY PLANNING

ASSESSMENT OF RESILIENCY OF EACH FUNCTION/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): UPD Admin Services

The University Police Communication Center is the hub for receiving all public safety and emergency communications on campus. Information is received in-person, via radio and telecommunications. Communication Center personnel are responsible for receiving, recording and relaying information both internally on campus and externally to other public safety agencies.

<table>
<thead>
<tr>
<th>Business processes</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Are there complex business processes in this function?</td>
<td>x</td>
</tr>
<tr>
<td>If yes, what are the complex processes? (just name them)</td>
<td></td>
</tr>
<tr>
<td>Tracnet, CLETS, SLETS, CAD,</td>
<td></td>
</tr>
<tr>
<td>If a process is complex, is there a written description?</td>
<td>x</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Staff: Management/ chain of command</th>
<th></th>
</tr>
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<tbody>
<tr>
<td>Is it absolutely necessary to have supervisory / management structure for this function?</td>
<td>x</td>
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<tr>
<td>If it's important, is management know-how distributed, or concentrated in one manager?</td>
<td>x</td>
</tr>
<tr>
<td>If yes, what is the theoretical alternate solution? (give quick description, or say &quot;no alternative&quot;)</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Staffing: specialized employees</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Does this function have specialized tasks that can only be done by specialized employees?</td>
<td>x</td>
</tr>
<tr>
<td>If yes, what are those specialized tasks? (just name them)</td>
<td></td>
</tr>
<tr>
<td>Dispatch trained,</td>
<td></td>
</tr>
<tr>
<td>If yes, are there cross-trained employees to do these tasks as backups?</td>
<td>x</td>
</tr>
<tr>
<td>Can this function be restored if the current specialized employees are not available?</td>
<td>x</td>
</tr>
<tr>
<td>If not, what is the theoretical alternate solution? (give quick description, or say &quot;no alternative&quot;)</td>
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<thead>
<tr>
<th>Equipments, hardware</th>
<th></th>
</tr>
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<tbody>
<tr>
<td>Are there specialized equipments and hardware without which the EU cannot function?</td>
<td>x</td>
</tr>
<tr>
<td>If yes, are they hard to replace?</td>
<td>x</td>
</tr>
<tr>
<td>If they are hard to replace, is there redundancy planning for them?</td>
<td></td>
</tr>
<tr>
<td>Can this function be restored if some of the current equipments and hardware are not available?</td>
<td>x</td>
</tr>
<tr>
<td>If not, what is the theoretical alternate solution? (give quick description, or say &quot;no alternative&quot;)</td>
<td></td>
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</tbody>
</table>

<table>
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<tr>
<th>Data, and Applications</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Are there specialized applications and data without which the EU cannot function?</td>
<td>x</td>
</tr>
<tr>
<td>If yes, what are they? (just name the application or database)</td>
<td></td>
</tr>
<tr>
<td>Tracnet, Cad, Clets, Slets, radio communication, 911 phone lines</td>
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</tr>
<tr>
<td>Are the essential applications difficult to reinstall?</td>
<td>x</td>
</tr>
<tr>
<td>Are the essential data difficult to recover or to re-load?</td>
<td>x</td>
</tr>
<tr>
<td>Can this function be restored if some essential data and applications are not available?</td>
<td>x</td>
</tr>
<tr>
<td>If not, what is the theoretical alternate solution? (give quick description, or say &quot;no alternative&quot;)</td>
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<tr>
<th>Facility / location</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Does this function have special requirements for location or facility?</td>
<td>x</td>
</tr>
<tr>
<td>If yes, what are they? (give brief description of requirements)</td>
<td></td>
</tr>
<tr>
<td>Radio repeaters, internet, phone lines</td>
<td></td>
</tr>
<tr>
<td>Can this function be restored if it must move to another location?</td>
<td>x</td>
</tr>
<tr>
<td>If not, what is the theoretical alternate solution? (give quick description, or say &quot;no alternative&quot;)</td>
<td></td>
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<table>
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<tr>
<th>What are the most likely &quot;Failure to restore&quot; scenarios (describe the obvious ones that come immediately to mind)</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Earthquake destroys Dispatch Center</td>
<td></td>
</tr>
</tbody>
</table>
## Name of Essential Unit (EU)

UPD Admin Services

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### Business processes

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
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<tbody>
<tr>
<td>Are there complex business processes in this function?</td>
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<td>If a process is complex, is there a written description?</td>
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### Staff: Management / chain of command

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Is it absolutely necessary to have supervisory / management structure for this function?</td>
<td>x</td>
</tr>
<tr>
<td>If it's important, is management know-how distributed, or concentrated in one manager?</td>
<td>concentr'd distrib'd</td>
</tr>
<tr>
<td>Can this function be restored if the current management / chain of command is not available?</td>
<td>yes no</td>
</tr>
<tr>
<td>If not, what is the theoretical alternate solution? (give quick description, or say &quot;no alternative&quot;)</td>
<td></td>
</tr>
</tbody>
</table>

### Staffing: specialized employees

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Does this function have specialized tasks that can only be done by specialized employees?</td>
<td>x</td>
</tr>
<tr>
<td>If yes, what are those specialized tasks? (just name them)</td>
<td></td>
</tr>
<tr>
<td>Radio Protocols</td>
<td></td>
</tr>
<tr>
<td>If yes, are there cross-trained employees to do these tasks as backups?</td>
<td></td>
</tr>
<tr>
<td>If not, what is the theoretical alternate solution? (give quick description, or say &quot;no alternative&quot;)</td>
<td></td>
</tr>
</tbody>
</table>

### Equipments, hardware

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Are there specialized equipments and hardware without which the EU cannot function?</td>
<td>x</td>
</tr>
<tr>
<td>If yes, are they hard to replace?</td>
<td>x</td>
</tr>
<tr>
<td>If they are hard to replace, is there redundancy planning for them?</td>
<td>x</td>
</tr>
<tr>
<td>Can this function be restored if some essential data and hardware are not available?</td>
<td>Limited functionality, reduced capability</td>
</tr>
<tr>
<td>If not, what is the theoretical alternate solution? (give quick description, or say &quot;no alternative&quot;)</td>
<td></td>
</tr>
</tbody>
</table>

### Data, and Applications

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Are there specialized applications and data without which the EU cannot function?</td>
<td>x</td>
</tr>
<tr>
<td>If yes, what are they? (just name the application or database)</td>
<td></td>
</tr>
<tr>
<td>Are the essential applications difficult to reinstall?</td>
<td>x</td>
</tr>
<tr>
<td>Are the essential data difficult to recover or to re-load?</td>
<td>x</td>
</tr>
<tr>
<td>Can this function be restored if some essential data and applications are not available?</td>
<td>x</td>
</tr>
<tr>
<td>If not, what is the theoretical alternate solution? (give quick description, or say &quot;no alternative&quot;)</td>
<td></td>
</tr>
</tbody>
</table>

### Facility / location

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Does this function have special requirements for location or facility?</td>
<td>x</td>
</tr>
<tr>
<td>If yes, what are they? (give brief description of requirements)</td>
<td></td>
</tr>
<tr>
<td>Can this function be restored if it must move to another location?</td>
<td>x</td>
</tr>
<tr>
<td>If not, what is the theoretical alternate solution? (give quick description, or say &quot;no alternative&quot;)</td>
<td></td>
</tr>
</tbody>
</table>

---

Emergency radio communications are controlled through dedicated equipment that is installed at strategic locations around campus. This equipment allows radio communications with University Police personnel, Parking Services personnel, Library Security personnel and various other departments on campus including Emergency Building Coordinators. The equipment also allows UPD to contact other public safety agencies to request mutual aid assistance. Power to the emergency communication equipment is backed up with an uninterruptable power supply.
The Field Operations Division is responsible for providing all essential police services. It consists of sworn police officers and non-sworn personnel. Field Operations is responsible for ensuring the safety and security of the campus community. Police Officers are responsible for protecting life, maintaining order, protecting property, preventing crime, enforcing federal and state laws and University directives, and arresting law violators.

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): Operations

Name of function/service being assessed below: Police

Business processes

Are there complex business processes in this function? x

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

Arrest processing, records management, property management, training

If a process is complex, is there a written description? x

Staff: Management / chain of command

Is it absolutely necessary to have supervisory / management structure for this function? x

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

Can this function be restored if the current management / chain of command is not available? x

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

Mutual Aid from other CSUs (CRU Callout), San Jose PD, Sheriff's Office

Does this function have specialized tasks that can only be done by specialized employees? x

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

Fully trained and certified Police Officers

If yes, are there cross-trained employees to do these tasks as backups? x

Can this function be restored if the current specialized employees are not available? x

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

Mutual Aid from other CSUs (CRU Callout), San Jose PD, Sheriff's Office

Equipment, hardware

Are there specialized equipments and hardware without which the EU cannot function? x

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

Are the essential equipments difficult to reinstall? x

Can this function be restored if some essential equipments and hardware are not available? x

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? x Limited effectiveness

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

Are the essential applications difficult to reinstall? x

Can this function be restored if some essential data and applications are not available? x

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? x

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

Secure prisoner processing, secure equipment, secure communications

Can this function be restored if it must move to another location? x

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

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

Personnel are unable to report for duty.
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): UPD Field Operations

The purpose of ALERT SJSU is to quickly disseminate emergency information, notifying the campus community of critical incidents and appropriate actions needed to maintain their personal safety. ALERT SJSU will be used during emergencies that threaten the health and safety of the campus community. It consists of two components, an indoor telephone speaker system and a personal notification system. The personal notification system sends voice, text and email notifications utilizing contact information voluntarily provided by students, staff and faculty.

**Business processes**

<table>
<thead>
<tr>
<th>Name of function/service being assessed below:</th>
<th>Emergency Communications - Alert SJSU</th>
</tr>
</thead>
<tbody>
<tr>
<td>Are there complex business processes in this function?</td>
<td>x</td>
</tr>
<tr>
<td>If yes, what are the complex processes? (just name them)</td>
<td>Alert SJSU Protocol</td>
</tr>
<tr>
<td>If a process is complex, is there a written description?</td>
<td>x</td>
</tr>
</tbody>
</table>

**Staff: Management / chain of command**

<table>
<thead>
<tr>
<th>Name of function/service being assessed below:</th>
<th>Emergency Communications - Alert SJSU</th>
</tr>
</thead>
<tbody>
<tr>
<td>Is it absolutely necessary to have supervisory / management structure for this function?</td>
<td>x</td>
</tr>
<tr>
<td>If it’s important, is management know-how distributed, or concentrated in one manager?</td>
<td>concentrated</td>
</tr>
<tr>
<td>Can this function be restored if the current management / chain of command is not available?</td>
<td>x</td>
</tr>
<tr>
<td>If not, what is the theoretical alternate solution? (give quick description, or say “no alternative”)</td>
<td></td>
</tr>
</tbody>
</table>

**Staffing: specialized employees**

<table>
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<tr>
<th>Name of function/service being assessed below:</th>
<th>Emergency Communications - Alert SJSU</th>
</tr>
</thead>
<tbody>
<tr>
<td>Does this function have specialized tasks that can only be done by specialized employees?</td>
<td>x</td>
</tr>
<tr>
<td>If yes, what are those specialized tasks? (just name them)</td>
<td></td>
</tr>
<tr>
<td>If yes, are there cross-trained employees to do these tasks as backups?</td>
<td></td>
</tr>
<tr>
<td>Can this function be restored if the current specialized employees are not available?</td>
<td>x</td>
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<tr>
<td>If not, what is the theoretical alternate solution? (give quick description, or say “no alternative”)</td>
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</table>

**Equipments, hardware**

<table>
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<tr>
<th>Name of function/service being assessed below:</th>
<th>Emergency Communications - Alert SJSU</th>
</tr>
</thead>
<tbody>
<tr>
<td>Are there specialized equipments and hardware without which the EU cannot function?</td>
<td>x</td>
</tr>
<tr>
<td>If yes, are they hard to replace?</td>
<td>x</td>
</tr>
<tr>
<td>If they are hard to replace, is there redundancy planning for them?</td>
<td>x</td>
</tr>
<tr>
<td>Can this function be restored if some of the current equipments and hardware are not available?</td>
<td>x</td>
</tr>
<tr>
<td>If not, what is the theoretical alternate solution? (give quick description, or say “no alternative”)</td>
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</table>

**Data, and Applications**

<table>
<thead>
<tr>
<th>Name of function/service being assessed below:</th>
<th>Emergency Communications - Alert SJSU</th>
</tr>
</thead>
<tbody>
<tr>
<td>Are there specialized applications and data without which the EU cannot function?</td>
<td>x</td>
</tr>
<tr>
<td>If yes, what are they? (just name the application or database)</td>
<td>ALERT SJSU database, cell towers, internet</td>
</tr>
<tr>
<td>Are the essential applications difficult to reinstall?</td>
<td>x</td>
</tr>
<tr>
<td>Are the essential data difficult to recover or to re-load?</td>
<td>x</td>
</tr>
<tr>
<td>Can this function be restored if some essential data and applications are not available?</td>
<td>x</td>
</tr>
<tr>
<td>If not, what is the theoretical alternate solution? (give quick description, or say “no alternative”)</td>
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</table>

**Facility / location**

<table>
<thead>
<tr>
<th>Name of function/service being assessed below:</th>
<th>Emergency Communications - Alert SJSU</th>
</tr>
</thead>
<tbody>
<tr>
<td>Does this function have special requirements for location or facility?</td>
<td>x</td>
</tr>
<tr>
<td>If yes, what are they? (give brief description of requirements)</td>
<td></td>
</tr>
<tr>
<td>Can this function be restored if it must move to another location?</td>
<td>x</td>
</tr>
<tr>
<td>If not, what is the theoretical alternate solution? (give quick description, or say “no alternative”)</td>
<td></td>
</tr>
</tbody>
</table>

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

Cell Towers are down, internet access not available
FD&O
The purpose of this form is to assess the resiliency of the services or functions of the Essential Units that must be restored after a disruptive disaster.

Name of Essential Unit (EU): FD&O  EH&S

<table>
<thead>
<tr>
<th>Safe handling &amp; disposal of hazardous substances</th>
<th>Centralized collection &amp; disposal in accord with regulatory requirements &amp; campus specific permits</th>
</tr>
</thead>
</table>

### Business processes

- **Name of function/service being assessed below:** 
- **Name of Essential Unit (EU):**

- **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?** concen't'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: special 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)** Hazwoper Certification; Chemistry, Environmental regulations, etc.
- **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")**

### Equipments, 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)** MSDS online database, chemical inventory
- **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 (Haz. waste accumulation room)

- **Does this function have special requirements for location or facility?** yes √ no
- **If yes, what are they? (give brief description of requirements)** Storage room with secondary containment, safety cabinet, lighting, ventilation, exhaust fan, emergency spill containment equipment (safety showers, fire ear)
- **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")**

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

- Natural gas pipe break (service rooms, storage rooms, etc.), leaks, carrying five that leads to burning chemicals that carry chain reactions leading to lethal atmospheres.
**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):** FD&O - EH&S

**Name of function/service being assessed below:** Online reporting to statewide incident systems for sewer & storm drain spills

**Business processes**

Are there complex business processes in this function? **yes**  
If yes, what are the complex processes? (just name them)

If a process is complex, is there a written description? **yes**  

**Staff: Management / chain of command**

Is it absolutely necessary to have supervisory / management structure for this function? **yes**

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

Can this function be restored if the current management / chain of command is not available? **yes**

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**

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

Sewers overflow, backups  → Plumbing shop staffing

If yes, are they cross-trained employees to do these tasks as backups? **yes**

Can this function be restored if the current specialized employees are not available? **yes**

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

Environmental contractors (Paul Davis Restoration Company) (Refer to Plumbing Shop Supervisor)

**Equipments, hardware**

Are there specialized equipments and hardware without which the EU cannot function? **yes**

If yes, are they hard to replace? **yes**

If they are hard to replace, is there redundancy planning for them? **yes**

Can this function be restored if some of the current equipments and hardware are not available? **yes**

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**

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

Are the essential applications difficult to reinstall? **yes**

Are the essential data difficult to recover or to re-load? **yes**

Can this function be restored if some essential data and applications are not available? **yes**

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**

If yes, what are they? (give brief description of requirements) Plumbing shop/ Metal/ Carpentry shop

Can this function be restored if it must move to another location? **yes**

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

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

Major earthquakes can cause sewer pipe breakdowns at many locations.
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): FD&O - EH&S

Name of function/service being assessed below: Emergency Response

Business processes

Are there complex business processes in this function? yes \(\checkmark\) no

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

* Depends on the severity of the problem/emergency situation

If a process is complex, is there a written description? yes \(\checkmark\) no

Staff: Management / chain of command

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

If it's important, is management know-how distributed, or concentrated in one manager? concen't'd distr'd

Can this function be restored if the current management / chain of command is not available? yes \(\checkmark\) no \(\checkmark\) depends

If it's important, is management know-how distributed, or concentrated in one manager? concen't'd distr'd

Can this function be restored if the current management / chain of command is not available? yes \(\checkmark\) no \(\checkmark\) depends

Staffing: specialized employees

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

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

Hazmat (Hazwoper), Asbestos

If yes, are there cross-trained employees to do these tasks as backups? yes \(\checkmark\) no depends

Can this function be restored if the current specialized employees are not available? Env. C: yes \(\checkmark\) no

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

Expert environmental consultants

Equipments, hardware

Are there specialized equipments and hardware without which the EU cannot function? yes \(\checkmark\) no

If yes, are they hard to replace? yes \(\checkmark\) no

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

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

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

Environmental vendors

Data, and Applications

Are there specialized applications and data without which the EU cannot function? yes \(\checkmark\) no

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

MSDS online database, chemical inventory

Are the essential applications difficult to reinstall? yes \(\checkmark\) no

Are the essential data difficult to recover or to re-load? yes \(\checkmark\) no

Can this function be restored if some essentlal data and applications are not available? yes \(\checkmark\) 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 \(\checkmark\) no

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

Can this function be restored if it must move to another location? yes \(\checkmark\) no

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

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

* If the emergency response is of highest category, then multiple Regulatory Agencies needs to be informed. Command Center (UPD) will get involved. (If the whole city/county/state is impacted, then Regulatory Agencies will be bombarded with phone calls.)
### 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.

<table>
<thead>
<tr>
<th>Name of Essential Unit (EU):</th>
<th>FD&amp;O</th>
<th>Utilities</th>
</tr>
</thead>
</table>

#### Business Processes

<table>
<thead>
<tr>
<th>Name of function/service being assessed below:</th>
<th>Exterior Lighting</th>
<th>Provide emergency repair, maintenance &amp; temporary security lighting</th>
</tr>
</thead>
</table>

#### Staff: Management / Chain of Command

<table>
<thead>
<tr>
<th>Is it absolutely necessary to have supervisory / management structure for this function?</th>
<th>yes √</th>
<th>no</th>
</tr>
</thead>
<tbody>
<tr>
<td>If it's important, is management know-how distributed, or concentrated in one manager?</td>
<td>concentr'd</td>
<td>distrib'd √</td>
</tr>
<tr>
<td>Can this function be restored if the current management / chain of command is not available?</td>
<td>yes √</td>
<td>no</td>
</tr>
<tr>
<td>If not, what is the theoretical alternate solution? (give quick description, or say &quot;no alternative&quot;)</td>
<td></td>
<td></td>
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</table>

#### Staffing: Specialized Employees

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<tr>
<th>Does this function have specialized tasks that can only be done by specialized employees?</th>
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<th>no</th>
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<tbody>
<tr>
<td>If yes, what are those specialized tasks? (just name them)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>If yes, are there cross-trained employees to do these tasks as backups?</td>
<td>yes √</td>
<td>no</td>
</tr>
<tr>
<td>Can this function be restored if the current specialized employees are not available?</td>
<td>yes √</td>
<td>no</td>
</tr>
<tr>
<td>If not, what is the theoretical alternate solution? (give quick description, or say &quot;no alternative&quot;)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### Equipments, Hardware

<table>
<thead>
<tr>
<th>Are there specialized equipments and hardware without which the EU cannot function?</th>
<th>yes √</th>
<th>no</th>
</tr>
</thead>
<tbody>
<tr>
<td>If yes, are they hard to replace?</td>
<td>yes √</td>
<td>no</td>
</tr>
<tr>
<td>If they are hard to replace, is there redundancy planning for them?</td>
<td>yes √</td>
<td>no</td>
</tr>
<tr>
<td>Can this function be restored if some of the current equipments and hardware are not available?</td>
<td>yes √</td>
<td>no</td>
</tr>
<tr>
<td>If not, what is the theoretical alternate solution? (give quick description, or say &quot;no alternative&quot;)</td>
<td></td>
<td></td>
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</table>

#### Data, and Applications

<table>
<thead>
<tr>
<th>Are there specialized applications and data without which the EU cannot function?</th>
<th>yes √</th>
<th>no</th>
</tr>
</thead>
<tbody>
<tr>
<td>If yes, what are they? (just name the application or database)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Are the essential applications difficult to reinstall?</td>
<td>yes √</td>
<td>no</td>
</tr>
<tr>
<td>Are the essential data difficult to recover or to re-load?</td>
<td>yes √</td>
<td>no</td>
</tr>
<tr>
<td>Can this function be restored if some essential data and applications are not available?</td>
<td>yes √</td>
<td>no</td>
</tr>
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<td>If not, what is the theoretical alternate solution? (give quick description, or say &quot;no alternative&quot;)</td>
<td></td>
<td></td>
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</table>

#### Facility / Location

<table>
<thead>
<tr>
<th>Does this function have special requirements for location or facility?</th>
<th>yes √</th>
<th>no</th>
</tr>
</thead>
<tbody>
<tr>
<td>If yes, what are they? (give brief description of requirements) Safety/Security</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Can this function be restored if it must move to another location?</td>
<td>yes</td>
<td>no √</td>
</tr>
<tr>
<td>If not, what is the theoretical alternate solution? (give quick description, or say &quot;no alternative&quot;)</td>
<td></td>
<td></td>
</tr>
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</table>

They are stationary lights - would require portability.

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

If EMS system fails, it can affect lighting schedules.
The purpose of this form is to assess the resiliency of the services or functions of the Essential Units that must be restored after a disruptive disaster.

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

FD&O

Name of function/service being assessed below:

| Chilled Water | Provide emergency repair & maintenance to district cooling system for comfort cooling for buildings; respond to pipe leaks |

**Business processes**

Are there complex business processes in this function?  
Yes [ ]
No [ ]

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

Production and distribution - primary, secondary loops

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?  
Concent/ed [ ]
Dist/rd [ ]

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)

Refrigeration, controls, plumbing

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")

**Equipments, hardware**

Are there specialized equipments and hardware without which the EU cannot function?  
Yes [ ]
No [ ]

If yes, are they hard to replace?  
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")

Mechanical contractor

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)

Tridium server, ION server

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")

Manuel control

**Facility / location**

Does this function have special requirements for location or facility?  
Yes [ ]
No [ ]

If yes, what are they? (Give brief description of requirements) Chiller Plant distribution system

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")

No alternative

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

Main line rupture, chiller goes out of service during peak load, cooling tower fails
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):  

Provide emergency repair & maintenance to district steam system that provides comfort heating to buildings; respond to pipe leaks

Name of function/service being assessed below: Steam

Business processes

Are there complex business processes in this function? yes √ no
If yes, what are the complex processes? (just name them)  
Production - both by Cogen boilers, distribution
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? concen't'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)  
Dealing with turbine/boiler high presure and temperature systems
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")

24/7 coverage is required

Equipments, 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")

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) EMS, Bailey
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")

Manuel control

Facility / location

Does this function have special requirements for location or facility? yes √ no
If yes, what are they? (give brief description of requirements) Cogen is a stationary combustion device
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")

For production there is a backup - boilers / no backup for distribution

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

Main line ruptures, pressure not maintained
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): Utilities

Provide emergency service and maintenance to power to and from Central Plant and campus bldgs; emergency repair & maintenance to utility power systems including underground wiring, manholes & substations.

Name of function/service being assessed below: Power

Business processes

Are there complex business processes in this function? yes ✓ no

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

Operating substation, 12KV distribution system, Cogen

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? concen’t distr’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)

High voltage electrical, knowledge of utility interconnection

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”)

Contractor

Equipments, hardware

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

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

ION Enterprise System

Can the essential equipment be replaced 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)

ION Enterprise System

Can the essential applications be reinstalled if some of the essential data and applications are not available? yes ✓ no

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

Manual control

Facility / location

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

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

Backup generator

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”)

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

PG&E brown out, Cogen trip, construction crews dig up 12KV line

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FD&O
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.

FD&O
Name of Essential Unit (EU): Utilities
Name of function/service being assessed below: Natural Gas

Business processes
Are there complex business processes in this function? yes \(\checkmark\) no
If yes, what are the complex processes? (just name them) Long-term purchasing
If a process is complex, is there a written description? yes \(\checkmark\) no

Staff: Management / chain of command
Is it absolutely necessary to have supervisory / management structure for this function? yes \(\checkmark\) no
If it's important, is management know-how distributed, or concentrated in one manager? concentr'd \(\checkmark\) distrib'd
Can this function be restored if the current management / chain of command is not available? yes \(\checkmark\) no
If not, what is the theoretical alternate solution? (give quick description, or say "no alternative") Only authorized representatives can make decision

Staffing: specialized employees
Does this function have specialized tasks that can only be done by specialized employees? yes \(\checkmark\) no
If yes, what are those specialized tasks? (just name them) Natural gas, purchasing, planning
If yes, are there cross-trained employees to do these tasks as backups? yes \(\checkmark\) no
Can this function be restored if the current specialized employees are not available? yes \(\checkmark\) no
If not, what is the theoretical alternate solution? (give quick description, or say "no alternative") Long-term planning

Equipments, hardware
Are there specialized equipments and hardware without which the EU cannot function? yes \(\checkmark\) no
If yes, are they hard to replace? yes \(\checkmark\) no
If they are hard to replace, is there redundancy planning for them? yes \(\checkmark\) no
Can this function be restored if some of the current equipments and hardware are not available? yes \(\checkmark\) no
If not, what is the theoretical alternate solution? (give quick description, or say "no alternative") PG&E or mechanical

Data, and Applications
Are there specialized applications and data without which the EU cannot function? yes \(\checkmark\) no
If yes, what are they? (just name the application or database) Meters, gauges
Are the essential applications difficult to reinstall? yes \(\checkmark\) no
Are the essential data difficult to recover or to re-load? yes \(\checkmark\) no
Can this function be restored if some essential data and applications are not available? yes \(\checkmark\) 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 \(\checkmark\) no
If yes, what are they? (give brief description of requirements) Stationary pipes
Can this function be restored if it must move to another location? yes \(\checkmark\) no
If not, what is the theoretical alternate solution? (give quick description, or say "no alternative") No alternative

What are the most likely "failure to restore" scenarios (describe the obvious ones that come immediately to mind)
Gas line explosion or rupture
The purpose of this form is to assess the resiliency of the services or functions of the Essential Units that must be restored after a disruptive disaster

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

<table>
<thead>
<tr>
<th>Service/Function</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sewer</td>
<td>Provide emergency response to storm &amp; sanitary sewer spills, blockages &amp; sinkholes.</td>
</tr>
</tbody>
</table>

**Business processes**

- Are there complex business processes in this function? [ ] yes [ ] no
- If yes, what are the complex processes? (just name them)
- Must maintain health and safety standards
- 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? [ ] distributed [ ] concentrated
- 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: special 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)
- Dealing with Hazmat, plumbing
- If yes, are there cross-trained employees to do these tasks as backups? [ ] yes [ ] no
- Can this function be restored if the current special employees are not available? [ ] yes [ ] no
- If not, what is the theoretical alternate solution? (give quick description, or say "no alternative")

**Equipments, 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)
- Waste water log
- 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) Sanitation for the campus
- 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")
- No alternative

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

- Main line rupture
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

<table>
<thead>
<tr>
<th>Name of Essential Unit (EU):</th>
<th>Utilities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provide emergency response to district water systems, campus wells and backflow prevention devices</td>
<td></td>
</tr>
</tbody>
</table>

**Business processes**

<table>
<thead>
<tr>
<th>Business processes</th>
<th>Water</th>
</tr>
</thead>
<tbody>
<tr>
<td>Are there complex business processes in this function?</td>
<td>yes ✓</td>
</tr>
<tr>
<td>Cross connections, backflow, prevention decision</td>
<td>yes ✓</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Name of function/service being assessed below:</th>
<th>Water</th>
</tr>
</thead>
<tbody>
<tr>
<td>Management/chain of command</td>
<td></td>
</tr>
<tr>
<td>Is it absolutely necessary to have supervisory/management structure for this function?</td>
<td>yes ✓</td>
</tr>
<tr>
<td>Can this function be restored if the current management/chain of command is not available?</td>
<td>yes ✓</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Staff: Management/chain of command</th>
<th>Water</th>
</tr>
</thead>
<tbody>
<tr>
<td>Water distribution system operation, cross connection</td>
<td>yes ✓</td>
</tr>
</tbody>
</table>

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

Can this function be restored if the current cross-trained employees are not available? | yes ✓ | no |

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

<table>
<thead>
<tr>
<th>Staffing: specialized employees</th>
<th>Water</th>
</tr>
</thead>
<tbody>
<tr>
<td>Are there specialized tasks that can only be done by specialized employees?</td>
<td>yes ✓</td>
</tr>
</tbody>
</table>

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

| Water distribution system operation, cross connection | yes ✓ | no |

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

Can this function be restored if the current cross-trained employees are not available? | yes ✓ | no |

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

<table>
<thead>
<tr>
<th>Equipments, hardware</th>
<th>Water</th>
</tr>
</thead>
<tbody>
<tr>
<td>Are there specialized equipments and hardware without which the EU cannot function?</td>
<td>yes ✓</td>
</tr>
</tbody>
</table>

If yes, are they hard to replace? | yes ✓ | no |

If yes, are they 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")

<table>
<thead>
<tr>
<th>Data, and Applications</th>
<th>Water</th>
</tr>
</thead>
<tbody>
<tr>
<td>Are there specialized applications and data without which the EU cannot function?</td>
<td>yes ✓</td>
</tr>
</tbody>
</table>

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

| Metering and monitoring, TMA, water model | yes ✓ | no |

Are the essential applications difficult to reinstall? | yes ✓ | no |

Can this function be restored if some essential applications are not available? | yes ✓ | no |

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

<table>
<thead>
<tr>
<th>Facility / location</th>
<th>Water</th>
</tr>
</thead>
<tbody>
<tr>
<td>Does this function have special requirements for location or facility?</td>
<td>yes ✓</td>
</tr>
</tbody>
</table>

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

| Water source: well or SJWL and distribution/pipes | yes ✓ | no |

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")

<table>
<thead>
<tr>
<th>What are the most likely &quot;failure to restore&quot; scenarios (describe the obvious ones that come immediately to mind)</th>
<th>Water</th>
</tr>
</thead>
<tbody>
<tr>
<td>Well becomes compromised, main line</td>
<td>yes ✓</td>
</tr>
</tbody>
</table>

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

| They are stationary pipes | yes ✓ | no |

If not, what is the theoretical alternate solution? (give quick description, or say "no alternative")
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): F&D O Utilities

Name of function/service being assessed below: Provide contract service and access to vendors for special tools and equipment minor repairs & maintenance including fuel.

<table>
<thead>
<tr>
<th>Business processes</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Are there complex business processes in this function?</td>
<td>yes ✓ no</td>
</tr>
<tr>
<td>If yes, what are the complex processes? (just name them)</td>
<td></td>
</tr>
<tr>
<td>TMA, scheduling, do it now calls</td>
<td></td>
</tr>
<tr>
<td>If a process is complex, is there a written description?</td>
<td>yes ✓ no</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Staff: Management / chain of command</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Is it absolutely necessary to have supervisory / management structure for this function?</td>
<td>yes ✓ no</td>
</tr>
<tr>
<td>If it's important, is management know-how distributed, or concentrated in one manager?</td>
<td>concentrated ✓ distributed ✓</td>
</tr>
<tr>
<td>Can this function be restored if the current management / chain of command is not available?</td>
<td>yes ✓ no</td>
</tr>
<tr>
<td>If not, what is the theoretical alternate solution? (give quick description, or say &quot;no alternative&quot;)</td>
<td></td>
</tr>
</tbody>
</table>

<table>
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<tr>
<th>Staffing: specialized employees</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Does this function have specialized tasks that can only be done by specialized employees?</td>
<td>yes ✓ no</td>
</tr>
<tr>
<td>If yes, what are those specialized tasks? (just name them)</td>
<td></td>
</tr>
<tr>
<td>Maintenance/repair by a trades person</td>
<td></td>
</tr>
<tr>
<td>If yes, are there cross-trained employees to do these tasks as backups?</td>
<td>yes ✓ no</td>
</tr>
<tr>
<td>Can this function be restored if the current specialized employees are not available?</td>
<td>yes ✓ no</td>
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<tr>
<td>If not, what is the theoretical alternate solution? (give quick description, or say &quot;no alternative&quot;)</td>
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<tr>
<th>Contractors</th>
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<tbody>
<tr>
<td>Equipments, hardware</td>
<td></td>
</tr>
<tr>
<td>Are there specialized equipments and hardware without which the EU cannot function?</td>
<td>yes ✓ no</td>
</tr>
<tr>
<td>If yes, are they hard to replace?</td>
<td>yes ✓ no</td>
</tr>
<tr>
<td>If they are hard to replace, is there redundancy planning for them?</td>
<td></td>
</tr>
<tr>
<td>Can this function be restored if some of the current equipments and hardware are not available?</td>
<td>yes ✓ no</td>
</tr>
<tr>
<td>If not, what is the theoretical alternate solution? (give quick description, or say &quot;no alternative&quot;)</td>
<td></td>
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<tbody>
<tr>
<td>Data, and Applications</td>
<td></td>
</tr>
<tr>
<td>Are there specialized applications and data without which the EU cannot function?</td>
<td>yes ✓ no</td>
</tr>
<tr>
<td>If yes, what are they? (just name the application or database)</td>
<td></td>
</tr>
<tr>
<td>Communications, TMA, financials</td>
<td></td>
</tr>
<tr>
<td>Are the essential applications difficult to reinstall?</td>
<td>yes ✓ no</td>
</tr>
<tr>
<td>Are the essential data difficult to recover or to re-load?</td>
<td>yes ✓ no</td>
</tr>
<tr>
<td>Can this function be restored if some essential data and applications are not available?</td>
<td>yes ✓ no</td>
</tr>
<tr>
<td>If not, what is the theoretical alternate solution? (give quick description, or say &quot;no alternative&quot;)</td>
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<tr>
<td>Facility / location</td>
<td></td>
</tr>
<tr>
<td>Does this function have special requirements for location or facility?</td>
<td>yes ✓ no</td>
</tr>
<tr>
<td>If yes, what are they? (give brief description of requirements) It is facility - working on stationary thing</td>
<td></td>
</tr>
<tr>
<td>Can this function be restored if it must move to another location?</td>
<td>yes ✓ no</td>
</tr>
<tr>
<td>If not, what is the theoretical alternate solution? (give quick description, or say &quot;no alternative&quot;)</td>
<td></td>
</tr>
</tbody>
</table>

What are the most likely "failure to restore" scenarios (describe the obvious ones that come immediately to mind) | |
The purpose of this form is to assess the resiliency of the services or functions of the Essential Units that must restored after disruptive disaster

Name of Essential Unit (EU): FD&O Buildings

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? conc/ent'd ✓ dist/dbd

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)

Electrical knowledge

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")

Equipments, 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)

O & M Manuels

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) Central Plant/ FD&O

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")

They are stationary

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

Walk way lighting system can blow out underground.

Elevators fail occasionally and require contractor repair.
**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):** FD&O Buildings

<table>
<thead>
<tr>
<th>Name of function/service being assessed below:</th>
<th>Building Elements - walls doors, windows, counters, stairs</th>
<th>Provide emergency service and maintenance to building elements including doors, windows, stairs and signs.</th>
</tr>
</thead>
</table>

### Business processes

- Are there complex business processes in this function? __________ yes __________ no
- If yes, what are the complex processes? (just name them) Scheduling, preventative maintenance, TMA
- 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 __________ distr'b'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) Trades work: Carpentry, etc.
- 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”)

### Equipments, 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) Communications: telecon and radios, TMA
- 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) Work Control Center
- 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”)

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

- Natural disasters
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 be restored after a disruptive disaster.

Name of Essential Unit (EU): FDO Buildings

Name of function/service being assessed below: Water & Sewer Systems including toilets & drinking water

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? Concentrated √ Distributed No

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")

Equipments, hardware

Are there specialized equipments and hardware without which the EU cannot function? Yes √ No

If yes, are these equipments and hardware hard to replace? Yes √ No

If yes, are they 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)

Metering & TMA

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) Water source: well or SJWL and distribution/pipes

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")

They're stationary pipes - alternative would be tanks

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

Well becomes compromised, main line (water or sewer) becomes damaged.
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):**

<table>
<thead>
<tr>
<th>HVAC Systems</th>
<th>Provide emergency service and maintenance to building heating and cooling systems</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name of function/service being assessed below:</td>
<td></td>
</tr>
</tbody>
</table>

### Business processes

Are there complex business processes in this function? ________

- [ ] yes
- [x] no

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

TMA, planning and scheduling, do it now

- [ ] yes
- [x] no

If a process is complex, is there a written description? ________

- [ ] yes
- [x] no

### Staff: Management / chain of command

Is it absolutely necessary to have supervisory / management structure for this function? ________

- [ ] yes
- [x] no

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

- [ ] concentrated
- [ ] distributed

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")

No alternative - only managers can make financial decisions

### Staffing: specialized employees

Does this function have specialized tasks that can only be done by specialized employees? ________

- [ ] yes
- [x] no

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

Testing, repair, trouble shooting

- [ ] yes
- [x] no

If a process is complex, is there a written description? ________

- [ ] yes
- [x] no

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

Contractor

### Equipments, hardware

Are there specialized equipments and hardware without which the EU cannot function? ________

- [ ] yes
- [x] no

If yes, are they hard to replace? ________

- [ ] yes
- [x] no

If they are hard to replace, is there redundancy planning for them? ________

- [ ] yes
- [x] no

Can this function be restored if some of the current equipments and hardware are not available? ________

- [ ] yes
- [x] no

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

Probable heaters/ AC units/ fans - but not for whole building

### Data, and Applications

Are there specialized applications and data without which the EU cannot function? ________

- [ ] yes
- [x] no

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

EMS, controls, vivarian, special collection

Are the essential applications difficult to reinstall? ________

- [ ] yes
- [x] no

Are the essential data difficult to recover or to re-load? ________

- [ ] yes
- [x] no

Can this function be restored if some essential data and applications are not available? ________

- [ ] yes
- [x] no

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

Some can be manually overriden, some cannot

### Facility / location

Does this function have special requirements for location or facility? ________

- [ ] yes
- [x] no

If yes, what are they? (give brief description of requirements) It is stationary equipment

Can this function be restored if it must move to another location? ________

- [ ] yes
- [x] no

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

Probable backup units - but only for small spaces

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

Air handler unit goes down, controls fail

Primary and secondary pumps fail
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 be restored after a disruptive disaster

Name of Essential Unit (EU): FDO Buildings

Business processes
Are there complex business processes in this function? yes ✓ no
If yes, what are the complex processes? (just name them) TMA, processing and programming badges, verifying access, S2 database
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? concent'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")

Equipments, 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 they? (just name the application or database) TMA records, communication: email/phone
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) Card readers, locks
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")

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

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

### Fire Alarm & Life Safety Systems

<table>
<thead>
<tr>
<th>Name of Essential Unit (EU): FD&amp;O Buildings</th>
<th>Fire Alarm &amp; Life Safety Systems</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name of function/service being assessed below:</td>
<td>Provide emergency service and maintenance to building life safety systems</td>
</tr>
</tbody>
</table>

#### Business processes

- **Are there complex business processes in this function?**
  - **Yes** ✓
  - **No**

- If yes, what are the complex processes? (just name them)
  - Fire life safety system work

- **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?
  - **Concentrated** ✓
  - **Distributed**

- **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")
  - Contractor

#### 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)
  - Tasks that one learns in Fire Alarm Systems Training

- **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")
  - Contractor

#### 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")
  - Manual - person to service as fire water

#### Data, Applications

- **Are there specialized applications and data without which the EU cannot function?**
  - **Yes** ✓
  - **No**

- **Are the essential applications difficult to reinstall?**
  - **Yes** ✓
  - **No**

- **Can this function be restored if some essential applications and data are not available?**
  - **Yes** ✓
  - **No**

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

#### Facility / Location

- **Does this function have special requirements for location or facility?**
  - **Yes** ✓
  - **No**

- If yes, what are they? (Just name the application or database)
  - Fire life safety for buildings

- **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")
  - No alternative

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

- Power failure coupled with a generator failure
- System Malfunctions
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):** FD&O Buildings

**Name of function/service being assessed below:** Maintenance & Repair Work

**Provide emergency repairs and maintenance to the campus buildings**

---

### Business processes

Are there complex business processes in this function? yes √ no

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

Refrigeration, Electrical, & Plumbing systems all need specialized personnel and licenses to repair

---

### 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)

Trades work: Carpentry, etc.

---

### Equipments, 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)

Communications: Telecon and radios, TMA

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) Work Control Center

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")

---

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

Natural Disaster
**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.

<table>
<thead>
<tr>
<th>FD&amp;E Facility</th>
<th>Operations</th>
<th>Name of Essential Unit (EU):</th>
</tr>
</thead>
<tbody>
<tr>
<td>Custodial (Toilets &amp; Trash)</td>
<td>Provide daily cleaning &amp; sanitization of restrooms including daily removal of trash in restrooms, break rooms and kitchens.</td>
<td></td>
</tr>
</tbody>
</table>

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

- Weekly removal of trash in classrooms, offices and labs.

### Business processes

Are there complex business processes in this function?  yes [x] no

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

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

### Staff: Management / chain of command

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

If it's important, is management know-how distributed, or concentrated in one manager?  concen'td distro'd [x]

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

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

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

### Equipments, hardware

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

If yes, are they hard to replace?  yes [x] no

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

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

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

Are the essential applications difficult to reinstall?  yes [x] no

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

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

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

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

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

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

Due to the wide distribution of equipment and supplies that the Custodial Department has on campus, the only "failure to restore" scenario that could possibly come about would be that the catastrophic event destroyed and leveled every building on campus. Even in this case, chemicals and materials could be obtained from commercial sources to resume services if needed.
The purpose of this form is to assess the resiliency of the services or functions of the Essential Units that must be restored after a disruptive disaster.

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

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

### Building Exterior

| Pathways | Clean & free pathways of debris including but not limited to tree limbs for pedestrian & vehicular access and mobility. Dispose of trash from exterior receptacles at a minimum every 2 days. Respond to all other service requests on an as needed "frequency” basis. |

### Business processes

<table>
<thead>
<tr>
<th>Are there complex business processes in this function?</th>
<th>yes</th>
<th>no</th>
</tr>
</thead>
<tbody>
<tr>
<td>If yes, what are the complex processes? (just name them)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>If a process is complex, is there a written description?</td>
<td>yes</td>
<td>no</td>
</tr>
</tbody>
</table>

### Staff: Management / chain of command

<table>
<thead>
<tr>
<th>Is it absolutely necessary to have supervisory / management structure for this function?</th>
<th>yes</th>
<th>no</th>
</tr>
</thead>
<tbody>
<tr>
<td>If it’s important, is management know-how distributed, or concentrated in one manager?</td>
<td>concent’ed</td>
<td>distrib’d</td>
</tr>
<tr>
<td>Can this function be restored if the current management / chain of command is not available?</td>
<td>yes</td>
<td>no</td>
</tr>
<tr>
<td>If not, what is the theoretical alternate solution? (give quick description, or say “no alternative”)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Staffing: specialized employees

<table>
<thead>
<tr>
<th>Does this function have specialized tasks that can only be done by specialized employees?</th>
<th>yes</th>
<th>no</th>
</tr>
</thead>
<tbody>
<tr>
<td>If yes, what are those specialized tasks? (just name them)</td>
<td>Chain-saw operators/ Light landscape equipment operators</td>
<td></td>
</tr>
<tr>
<td>If yes, are there cross-trained employees to do these tasks as backups?</td>
<td>yes</td>
<td>no</td>
</tr>
<tr>
<td>Can this function be restored if the current specialized employees are not available?</td>
<td>yes</td>
<td>no</td>
</tr>
<tr>
<td>If not, what is the theoretical alternate solution? (give quick description, or say “no alternative”)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Equipments, hardware

<table>
<thead>
<tr>
<th>Are there specialized equipments and hardware without which the EU cannot function?</th>
<th>yes</th>
<th>no</th>
</tr>
</thead>
<tbody>
<tr>
<td>If yes, are they hard to replace?</td>
<td>yes</td>
<td>no</td>
</tr>
<tr>
<td>If they are hard to replace, is there redundancy planning for them?</td>
<td>yes</td>
<td>no</td>
</tr>
<tr>
<td>Can this function be restored if some of the current equipments and hardware are not available?</td>
<td>yes</td>
<td>no</td>
</tr>
<tr>
<td>If not, what is the theoretical alternate solution? (give quick description, or say “no alternative”)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Data, and Applications

<table>
<thead>
<tr>
<th>Are there specialized applications and data without which the EU cannot function?</th>
<th>yes</th>
<th>no</th>
</tr>
</thead>
<tbody>
<tr>
<td>If yes, what are they? (just name the application or database)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Are the essential applications difficult to reinstall?</td>
<td>yes</td>
<td>no</td>
</tr>
<tr>
<td>Are the essential data difficult to recover or to re-load?</td>
<td>yes</td>
<td>no</td>
</tr>
<tr>
<td>Can this function be restored if some essential data and applications are not available?</td>
<td>yes</td>
<td>no</td>
</tr>
<tr>
<td>If not, what is the theoretical alternate solution? (give quick description, or say “no alternative”)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Facility / location

<table>
<thead>
<tr>
<th>Does this function have special requirements for location or facility?</th>
<th>yes</th>
<th>no</th>
</tr>
</thead>
<tbody>
<tr>
<td>If yes, what are they? (give brief description of requirements)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Can this function be restored if it must move to another location?</td>
<td>yes</td>
<td>no</td>
</tr>
<tr>
<td>If not, what is the theoretical alternate solution? (give quick description, or say “no alternative”)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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

The most likely possible failure to restore scenario would result from the (FD&D Trades Complex Area) being completely destroyed and leveled by the catastrophic event. Due to equipment and other resources at South Campus, limited operations could still resume after transferring those resources to Main Campus.
The purpose of this form is to assess the resiliency of the services or functions of the Essential Units that must be restored after a disruptive disaster.

Name of Essential Unit (EU): ____________________________

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

TMA software and FD&O W.O. processing

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”)

Equipments, hardware

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

Phone and radio/communication device

If yes, are they hard to replace? ______ yes ______ no

If they are hard to replace, is there redundancy planning for them? ______ 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

TMA and Email

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 of the 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”)

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

Loss or malfunction of primary server and redundant server including recent backup data

Provide centralized communication within the Department for coordinating FD&O personnel and resources within their area of responsibility and in direct support of their assigned response and recovery.
# SJU 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.

### FD&O Administrative

<table>
<thead>
<tr>
<th>Name of Essential Unit (EU):</th>
<th>Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Central repository for mission critical building/system parts and supplies required to meet building operating requirements and student/employee occupancy. Generally, critical parts stored in the central stores are parts that cannot be procured within a 24 hour period of time and/or are unique to a building or system level requirements.</td>
<td></td>
</tr>
</tbody>
</table>

### Name of function/service being assessed below:

| Central Stores/ Warehouse (critical parts) |

### 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?  
  - concentrated  
  - distributed [✓]

- 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")  
  - Have a lead position

### 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

  If not, what is the theoretical alternate solution? (give quick description, or say "no alternative")  
  - Trained employee with procurement card

### Equipments, 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)

  - Inventory control system

  - 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")  
    - Impossible could not count every part - every day (maybe don't care about value of inventory)

### Facility / location

- Does this function have special requirements for location or facility?  
  - yes [✓]  
  - no

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

  - Warehouse

  - 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")

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

- Quantities on inventory parts (and value)

- [ ]

- [ ]

- [ ]
A third party WEB based application (computerized maintenance management system-aka CMMS) and is used as the primary method to request non-emergency services from the department. Also, the CMMS is used as an historical record for the collection of work related information for work performed as well as associated cost. Generally, emergency work requests are received by phone and dispatched "live" by a customer service representative.

### Business processes

<table>
<thead>
<tr>
<th>Name of function/service being assessed below:</th>
<th>CMMS/TMA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Are there complex business processes in this function?</td>
<td>yes ✓ no</td>
</tr>
<tr>
<td>If yes, what are the complex processes? (just name them)</td>
<td></td>
</tr>
<tr>
<td>Systems user manual</td>
<td></td>
</tr>
<tr>
<td>If a process is complex, is there a written description?</td>
<td>yes ✓ no</td>
</tr>
</tbody>
</table>

### Staff: Management / chain of command

<table>
<thead>
<tr>
<th></th>
<th>yes ✓ no</th>
</tr>
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<tbody>
<tr>
<td>Is it absolutely necessary to have supervisory / management structure for this function?</td>
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</tr>
<tr>
<td>If it's important, is management know-how distributed, or concentrated in one manager?</td>
<td>concn't’d distrib’d ✓</td>
</tr>
<tr>
<td>Can this function be restored if the current management / chain of command is not available?</td>
<td></td>
</tr>
<tr>
<td>If not, what is the theoretical alternate solution? (give quick description, or say &quot;no alternative&quot;)</td>
<td></td>
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</table>

### Staffing: specialized employees

<table>
<thead>
<tr>
<th></th>
<th>yes ✓ no</th>
</tr>
</thead>
<tbody>
<tr>
<td>Does this function have specialized tasks that can only be done by specialized employees?</td>
<td></td>
</tr>
<tr>
<td>If yes, what are those specialized tasks? (just name them)</td>
<td>Software support, TMA report, Writing, System Administration</td>
</tr>
<tr>
<td>If yes, are there cross-trained employees to do these tasks as backups?</td>
<td>yes ✓ no</td>
</tr>
<tr>
<td>Can this function be restored if the current specialized employees are not available?</td>
<td>yes ✓ no</td>
</tr>
<tr>
<td>If not, what is the theoretical alternate solution? (give quick description, or say &quot;no alternative&quot;)</td>
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</table>

### Equipment, hardware

<table>
<thead>
<tr>
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<th>yes ✓ no</th>
</tr>
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<tbody>
<tr>
<td>Are there specialized equipments and hardware without which the EU cannot function?</td>
<td></td>
</tr>
<tr>
<td>If yes, are they hard to replace?</td>
<td>yes ✓ no</td>
</tr>
<tr>
<td>Can this function be restored if some of the current equipments and hardware are not available?</td>
<td>yes ✓ no</td>
</tr>
<tr>
<td>If not, what is the theoretical alternate solution? (give quick description, or say &quot;no alternative&quot;)</td>
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</table>

### Data, and Applications

<table>
<thead>
<tr>
<th></th>
<th>yes ✓ no</th>
</tr>
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<tbody>
<tr>
<td>Are there specialized applications and data without which the EU cannot function?</td>
<td></td>
</tr>
<tr>
<td>If yes, what are they? (just name the application or database)</td>
<td></td>
</tr>
<tr>
<td>Are the essential applications difficult to reinstall?</td>
<td>yes ✓ no</td>
</tr>
<tr>
<td>Are the essential data difficult to recover or to re-load?</td>
<td>yes ✓ no</td>
</tr>
<tr>
<td>If not, what is the theoretical alternate solution? (give quick description, or say &quot;no alternative&quot;)</td>
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</table>

### Facility / location

<table>
<thead>
<tr>
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<th>yes ✓ no</th>
</tr>
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<tr>
<td>Does this function have special requirements for location or facility?</td>
<td></td>
</tr>
<tr>
<td>If yes, what are they? (give brief description of requirements)</td>
<td></td>
</tr>
<tr>
<td>Can this function be restored if it must move to another location?</td>
<td>yes ✓ no</td>
</tr>
<tr>
<td>If not, what is the theoretical alternate solution? (give quick description, or say &quot;no alternative&quot;)</td>
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</table>

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

Loss of live and backup data. Loss or malfunction of live and backup server
### 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 be restored after a disruptive disaster.

Name of Essential Unit (EU):  
Name of function/service being assessed below: Building Official

#### Business Processes

<table>
<thead>
<tr>
<th>Question</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Are there complex business processes in this function?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>If yes, what are the complex processes? (just name them)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Good knowledge of California building codes and public work contract calls</td>
<td></td>
<td></td>
</tr>
<tr>
<td>If a process is complex, is there a written description?</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### Staff: Management / Chain of Command

<table>
<thead>
<tr>
<th>Question</th>
<th>Yes</th>
<th>No</th>
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<tbody>
<tr>
<td>Is it absolutely necessary to have supervisory / management structure for this function?</td>
<td></td>
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<tr>
<td>If it's important, is management know-how distributed, or concentrated in one manager?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Can this function be restored if the current management / chain of command is not available?</td>
<td></td>
<td></td>
</tr>
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</table>

#### Staffing: Specialized Employees

<table>
<thead>
<tr>
<th>Question</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Does this function have specialized tasks that can only be done by specialized employees?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>If yes, what are those specialized tasks? (just name them)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Review of building permit applications and interpret building codes requirements</td>
<td></td>
<td></td>
</tr>
<tr>
<td>If yes, are there cross-trained employees to do these tasks as backups?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Can this function be restored if the current specialized employees are not available?</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### Equipments, Hardware

<table>
<thead>
<tr>
<th>Question</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Are there specialized equipments and hardware without which the EU cannot function?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>If they are hard to replace, is there redundancy planning for them?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Can this function be restored if some of the current equipments and hardware are not available?</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### Data, and Applications

<table>
<thead>
<tr>
<th>Question</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Are there specialized applications and data without which the EU cannot function?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Are the essential applications difficult to reinstall?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Are the essential data difficult to recover or to re-load?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Can this function be restored if some essential data and applications are not available?</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### Facility / Location

<table>
<thead>
<tr>
<th>Question</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Does this function have special requirements for location or facility?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>If yes, what are they? (give brief description of requirements)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Can this function be restored if it must move to another location?</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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

When the building official and his/her designated replacement are both not available.
## 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):**

### Business processes

**Are there complex business processes in this function?**

- [ ] Yes
- [x] No

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

---

**If a process is complex, is there a written description?**

- [ ] Yes
- [x] No

### Staff: Management / chain of command

**Is it absolutely necessary to have supervisory/management structure for this function?**

- [ ] Yes
- [x] No

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

- [ ] Concentrated
- [ ] Distributed

---

**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
- [x] 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")

### Equipments, 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

---

**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")

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

The server where electronic data are stored and the university archive where hard copies of AS built information are stored are both damaged.