**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): **Advancement Operations**

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

<table>
<thead>
<tr>
<th>Business processes</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Are there complex business processes in this function?</td>
<td><strong>YES</strong> no</td>
</tr>
<tr>
<td>Data, connectivity, business process, coordination with computer center</td>
<td></td>
</tr>
<tr>
<td>If a process is complex, is there a written description?</td>
<td><strong>YES</strong> 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><strong>yes</strong> no</td>
</tr>
<tr>
<td>If it's important, is management know-how distributed, or concentrated in one manager?</td>
<td>concent'd DISTRIBUT'D</td>
</tr>
<tr>
<td>Can this function be restored if the current management / chain of command is not available?</td>
<td><strong>YES</strong> 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>
<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><strong>YES</strong> no</td>
</tr>
<tr>
<td>connectivity, programming, Database Administrator, network, system analyst</td>
<td></td>
</tr>
<tr>
<td>If yes, are there cross-trained employees to do these tasks as backups?</td>
<td><strong>YES</strong> no</td>
</tr>
<tr>
<td>Can this function be restored if the current specialized employees are not available?</td>
<td><strong>YES</strong> 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>
</table>

<table>
<thead>
<tr>
<th>equipments, hardware</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Are there specialized equipments and hardware without which the EU cannot function?</td>
<td><strong>YES</strong> no</td>
</tr>
<tr>
<td>If yes, are they hard to replace?</td>
<td><strong>yes</strong> no</td>
</tr>
<tr>
<td>If they are hard to replace, is there redundancy planning for them?</td>
<td><strong>yes</strong> no</td>
</tr>
<tr>
<td>Can this function be restored if some of the current equipments and hardware are not available?</td>
<td><strong>yes</strong> 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>
<thead>
<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><strong>YES</strong> no</td>
</tr>
<tr>
<td>Advance database, Oracle, sql server</td>
<td></td>
</tr>
<tr>
<td>Are the essential applications difficult to reinstall?</td>
<td><strong>YES</strong> no</td>
</tr>
<tr>
<td>Are the essential data difficult to recover or to re-load?</td>
<td><strong>YES</strong> no</td>
</tr>
<tr>
<td>Can this function be restored if some essential data and applications are not available?</td>
<td><strong>yes</strong> 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>
<thead>
<tr>
<th>Facility / location</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Does this function have special requirements for location or facility?</td>
<td><strong>YES</strong> no</td>
</tr>
<tr>
<td>Can this function be restored if it must move to another location?</td>
<td><strong>YES</strong> 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)

**physical damage, loss of personnel**
**Name of Essential Unit (EU):** Public Affairs  
**Name of function/service being assessed below:** Public Relations Information Officer

### Business processes

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Are there complex business processes in this function?</td>
<td><strong>YES</strong></td>
</tr>
<tr>
<td>If yes, what are the complex processes?</td>
<td>no</td>
</tr>
<tr>
<td><strong>Managing flow of information to public for campus</strong></td>
<td></td>
</tr>
<tr>
<td>If a process is complex, is there a written description?</td>
<td><strong>YES</strong></td>
</tr>
<tr>
<td>If yes, what is the theoretical alternate solution? (give quick description, or say &quot;no alternative&quot;)</td>
<td></td>
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</table>

### Staff: Management / chain of command

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
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<tbody>
<tr>
<td>Is it absolutely necessary to have supervisory / management structure for this function?</td>
<td><strong>YES</strong></td>
</tr>
<tr>
<td>If it's important, is management know-how distributed, or concentrated in one manager?</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><strong>YES</strong></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><strong>YES</strong></td>
</tr>
<tr>
<td>If yes, what are those specialized tasks? (just name them)</td>
<td>no</td>
</tr>
<tr>
<td><strong>Media relations</strong></td>
<td></td>
</tr>
<tr>
<td>If yes, are there cross-trained employees to do these tasks as backups?</td>
<td>yes</td>
</tr>
<tr>
<td>Can this function be restored if the current specialized employees are not available?</td>
<td><strong>YES</strong></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>

### 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><strong>YES</strong></td>
</tr>
<tr>
<td>If yes, are they hard to replace?</td>
<td>NO</td>
</tr>
<tr>
<td>If they are hard to replace, is there redundancy planning for them?</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><strong>YES</strong></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>NO</td>
</tr>
<tr>
<td>If yes, are they? (just name the application or database)</td>
<td></td>
</tr>
<tr>
<td>Are the essential data difficult to recover or to re-load?</td>
<td>NO</td>
</tr>
<tr>
<td>Can this function be restored if some essential data and applications are not available?</td>
<td><strong>YES</strong></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>

### 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>NO</td>
</tr>
<tr>
<td>If yes, 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>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)

- loss of personnel, massive earthquake, massive EMP
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): Public Affairs
Name of function/service being assessed below: SJSU website

### Business processes

Are there complex business processes in this function? **YES**
If yes, what are the complex processes? (just name them) insure connectivity, establish communication flow, connections to server
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? concentr'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)
Updating HTML
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 alternate solution? (give quick description, or say "no alternative")

### Equipment, hardware

Are there specialized equipments and hardware without which the EU cannot function? **YES**
If yes, are they hard to replace? **NO**
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, are they? (just name the application or database)
FTP ability
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)

server failure, network connection failure, lack of technical skill, loss of personnel
**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): Development  
Name of function/service being assessed below: Fundraising

### Business processes

Are there complex business processes in this function? NO

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

### related to database, personnel expertise

If a process is complex, is there a written description? NO

### 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?

- concent'd
- DISTRIBUT'D

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? 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")

### Equipments, hardware

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

If yes, are they hard to replace? NO

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

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

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

**Advance 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")

### 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? 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)

- physical damage, loss of personnel, electricity out completely, database not available

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

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

Name of Essential Unit (EU): Alumni Relations
Name of function/service being assessed below: Call Center

### Business processes

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

*Data, connectivity, telephone, personnel*

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? ____________________________________________________________________________ concentr’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") ____________________________________________________________________________

### Staff: 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? ____________________________________________________________________________ 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") ____________________________________________________________________________

*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) ____________________________________________________________________________

**FTP ability**

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) ________________________________________________ CLARK LIBRARY 305
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") move to CL 349 if necessary

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

*power, data, connectivity, data ports*
**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):** Alumni Relations

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

### 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")

Handbook lists all board contact info

### 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 are they? (just name the application or database)

**FTP ability**

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)

- if binders listing board contacts info AND UA database are both destroyed, then no way to facilitate outreach