California State University, Chico Business Continuity Program

Mike Thorpe
Risk Manager
530-898-6588 | methorpe@csuchico.edu
What is Business Continuity?

Business Continuity is ...

The ability of an organization to provide service and support for its customers and to maintain its viability following a catastrophic event.

Or

No matter what happens today, we want to be able to do tomorrow, what we did yesterday.
# How Does Business Continuity Differ from Emergency Preparedness?

<table>
<thead>
<tr>
<th>Business Continuity</th>
<th>Emergency Preparedness</th>
</tr>
</thead>
<tbody>
<tr>
<td>Focuses on the University Mission</td>
<td>Focuses on the Event</td>
</tr>
<tr>
<td>Emphasis on Continuing Essential Operations After a Catastrophic Event - once Stabilization of Campus has Occurred</td>
<td>Emphasis on Stabilization of Campus Following a Catastrophic Event</td>
</tr>
<tr>
<td></td>
<td>Securing Life, Health and Property</td>
</tr>
</tbody>
</table>
What is a Business Continuity Program?

Per the CSU Business Continuity Program Executive Order 1014 the elements of a Business Continuity Program are:

1. Identifying Departments That Perform Essential Services
2. Establishing and Maintaining a Framework for Business Continuity
3. Training
4. Completing a Business Impact Analysis and Risk Assessment
5. Creation of Departmental Business Continuity Plans
6. Business Continuity Plan Review
7. Business Continuity Plan Testing
Departments Providing Essential Services

The Business Continuity Steering Committee has determined which departments on campus provide services essential to the mission of the University. Risk Management will contact those identified departments to initiate the Business Continuity Planning process.
Business Continuity Framework

The University has secured a software program to provide the framework for our Business Continuity Program. The software program, Chico Ready, provides step by step instructions to assist each user in planning for continuity of operations without Electricity, Adequate Staffing or Facility/Building. The program also enables the department to submit their completed plans for approval.
Business Continuity Training

Risk Management will meet with each identified department to provide training and to assist with completing a Risk Assessment and Business Impact Analysis. The Risk Assessment and Business Impact Analysis will assist the department in identifying the Critical Functions to include in their plan.
The creation of a Business Continuity Plan begins with an accurate evaluation of the functions performed by your department. The purpose of this document is to help you identify your department’s critical processes, evaluate potential threats to those processes and determine the operational impact and priority of each. Only a brief description of your essential function is needed as your Business Continuity Plan will provide greater detail.

Use the table below to evaluate your departmental functions. List each of your essential business processes and rate how critical the processes are to campus functionality.

<table>
<thead>
<tr>
<th>List essential function performed by department</th>
<th>Rate the impact or importance of this function: 1=Must Continue, Life, Health, Security. 2 = Must Continue (in reduced mode). 3 = Pause if forced, but must resume within 30 days. D = Deferrable. NA = Not applicable</th>
<th>With regards to the identified essential function:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Students</td>
<td>Employees</td>
<td>Vendors</td>
</tr>
<tr>
<td>---</td>
<td>---</td>
<td>---</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Department ________________________________

Department Head Name ____________________ Signature ______________________________ Date ______

Business Continuity Coordinator Mike Thorpe ______________ Signature __________________________ Date __________
Business Continuity Plan Completion

Once Risk Management has provided the necessary training, and the Department has completed the Risk Assessment and Business Impact Analysis, the Department can begin completing their plan via the Chico Ready Program at:

https://csuchico.kuali.co/ready
Employees Can Access Chico Ready Using Their Portal Credentials
Chico Ready

A continuity planning tool for
CALIFORNIA STATE UNIVERSITY, CHICO

Today Decides Tomorrow

Begin

Home | Contact Us | Logout

Powered by Kuali Ready. Copyright © 2010 Kuali Foundation. All rights reserved.
Release 2.0.9 on us.ready.kuali.org
Welcome Michael Thorpe - California State Univ Chico

This is an online continuity planning tool designed for campuses, medical centers, and other institutions of higher education.

This tool will help your department prepare for those adverse events that we call disasters. Disaster-events can be wide in scope (earthquake, wildfire, pandemic, terrorism). Disasters can also be more localized (fire in your building, or even the failure of your hard drive!).

The goal of continuity planning is to enable us to continue our mission despite these events. Some departments - particularly in medical centers but also on campuses - will be expected not only to continue but to expand their services during these times.

This tool will guide you, step by step, to create a continuity plan. Your plan will identify:

- **CRITICAL FUNCTIONS** performed by your department, and the factors needed for their continuance.
- **INFORMATION AND STRATEGIES** that will help during and after the disaster-event.
- **ACTION ITEMS** that can be done, starting now, to lessen the impact of these events and make us ready to cope.

This tool is designed for departmental continuity planning. Department is loosely defined as any sub-unit of the campus, medical center, or other institution. It might be an entire school, college or division, or a small specialized unit. The tool is appropriate for all types of departments - instructional, research, patient care, as well as administrative and other support units.

This tool is easy-to-use and requires no advance training. However, we strongly recommend that you begin your project by contacting your local emergency planning/continuity planning office who will provide guidance and context.

[Begin or Edit Your Plan]
Select the “Go to this Plan” tab for your Department
Begin with the “Edit Your Dept info” tab
Your Department information will already be entered. If revisions are necessary, revise & select the “Update Plan Org Date” tab – otherwise select “Back”
Next Select the Add/Remove User Tab
Add/Remove Users & select “Add to List”. Be sure to “Update Plan Users” when done. Otherwise select “back”.

Add or Remove Authorized Users of This Plan

Listed below are the persons who have on-line access to this Plan.

To authorize additional users, enter the requested information for each, then hit “Add to List”.

When done, hit “Update Plan Users”. The new users will each receive an email informing them that they have been given access to this Plan.

You may return at any time to change a person’s “Access” or “Gatekeeper” status.

Please note: Gatekeepers control access to this Plan. Only Gatekeepers like yourself can reach this screen & add people to this list. We recommend that at least 1 or 2 people in addition to yourself be Gatekeepers. This is a security feature – see Guidance at right.

<table>
<thead>
<tr>
<th>First Name</th>
<th>Last Name</th>
<th>Email (Official email from campus directory)</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kat</td>
<td>Anderson</td>
<td><a href="mailto:oanderson@csuchico.edu">oanderson@csuchico.edu</a></td>
<td>530-898-6588</td>
</tr>
<tr>
<td>Beverly</td>
<td>Langston</td>
<td><a href="mailto:blangston@csuchico.edu">blangston@csuchico.edu</a></td>
<td>530-898-6588</td>
</tr>
<tr>
<td>Michael</td>
<td>Thorpe</td>
<td><a href="mailto:methorpe@csuchico.edu">methorpe@csuchico.edu</a></td>
<td></td>
</tr>
</tbody>
</table>
Finish by Completing Steps 1-5
Completed Business Continuity Plans

Once your Business Continuity Plan has been completed, follow the “Instructions for Plan Sign-Off” in the Chico Ready Program. The Department head or designee will need to:

1. Print a copy of the plan
2. Sign and date the first page of the printed plan.
3. Forward a copy of the signed cover page to Risk Management.
4. Follow up on any Action Items contained in the plan
Approval and Renewal

• Risk Management will review the plan upon receipt of the signed Business Continuity Plan cover page. The Department will be contacted upon approval or if any revisions are necessary. Once the plan has been approved it will need to be updated annually. Risk Management will contact the Department approximately 60 days prior to the annual renewal date to initiate the renewal process.
Business Continuity Plan Testing

Risk Management will follow up with each Department to test a portion of their completed Business Continuity Plan. EO 1014 requires that a portion of each plan is tested every year, with the entire plan being tested once every 7 years.
Questions??????

• Any questions can be directed to:

• Mike Thorpe
• Risk Manager & Business Continuity Coordinator
• Kendall Hall Room 107
• 530-898-6588
• methorpe@csuchico.edu