CSU, Kuali Ready and Business Continuity Planning

SALLY ALEXANDER AND ERIN REZAC
RISK MANAGEMENT & INSURANCE
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Business Continuity Planning (BCP)

“We want to be able to do tomorrow what we were doing yesterday no matter what happens today.”

- Paul Dimond – UC Berkley
Business Continuity Planning

Continuity planning is a process that helps:

- Identify the essential business functions that support your mission
- Assess the potential impact of disruption to those functions
- Develop strategies to continue or quickly resume those functions when faced with adverse events
- Evaluate the effectiveness of plans during simulated and actual events
Business Continuity Planning

Concerned with:

◦ Risks to business units and business unit resources
◦ Risks to upstream and downstream dependencies
◦ Risks to IT
What’s Different about BCP in Higher Ed?

Higher ed plans include content specific to teaching, research, student services, and other functions unique to colleges and universities.
Who is Responsible for BCP?

Everyone is responsible. Continuity planning is championed by leaders who promote a culture of preparedness and support integrated planning that focuses on the institutional mission. Our goal is to build departmental continuity plans that improve organizational resilience by educating and preparing every academic and business unit.
Question

True or False:

Business Continuity is a new name for disaster recovery?
False

Disaster recovery is an integral part of BCP, but Business Continuity is much more than disaster recovery.
Business Continuity Planning

Business continuity planning strengthens integrated strategic planning.

Credit: Kuali Ready
Strategic Plan
Mission Driven Goals

Continuity Plans
Time Driven Response
Continue or quickly resume essential functions when faced with adverse events.

Emergency Response
Event Driven Response
Fire, Earthquake, Health Epidemic

Disaster Recovery
Technology Driven Response
Data Breach, Virus, Network Failure

Credit: Kuali Ready
Kuali Ready

Developed by the Kuali Foundation

- Unlike Kuali Financial

Simple, online planning tool

Ability to assign department contacts in varying capacities

- Viewer
- Editor
- Administrator
Kuali Ready

Unit level continuity planning allows identified members to provide specific information and:

- Describe how critical functions may be carried out under conditions of diminished access or resources
- Locate and collect information that would be needed during an adverse event, before that event occurs
- Document IT and staffing resources and requirements
- Identify and complete action items
Kuali Ready

All Hazards Approach

◦ Identify departmental critical functions
  ◦ For each function, consider:
    ◦ People
    ◦ Space and Equipment
    ◦ Information
    ◦ Communication

◦ Identify level of criticality for each function
◦ Identify action items
### Plans

<table>
<thead>
<tr>
<th>Plan</th>
<th>Status</th>
<th>Created</th>
<th>Last updated</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACA - Academic Administration</td>
<td>In Progress</td>
<td>Jun 24, 2015</td>
<td>Jun 24, 2015</td>
</tr>
<tr>
<td>ACA - Graduate Programs</td>
<td>Complete</td>
<td>Jun 24, 2015</td>
<td>Jun 24, 2015</td>
</tr>
<tr>
<td>ADM - Information Technology</td>
<td>In Review</td>
<td>May 15, 2015</td>
<td>May 15, 2015</td>
</tr>
<tr>
<td>ADM - Office of the President</td>
<td>In Progress</td>
<td>Jun 24, 2015</td>
<td>Jun 24, 2015</td>
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<tr>
<td>ADM - Sample County Community College</td>
<td>In Progress</td>
<td>Jun 30, 2015</td>
<td>Jun 30, 2015</td>
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<tr>
<td>HUM - History</td>
<td>In Progress</td>
<td>May 05, 2015</td>
<td>Jun 24, 2015</td>
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<tr>
<td>HUM - Performing Arts</td>
<td>In Progress</td>
<td>Jun 24, 2015</td>
<td>Jun 24, 2015</td>
</tr>
<tr>
<td>SCI - Biology</td>
<td>Complete</td>
<td>May 03, 2015</td>
<td>Jun 24, 2015</td>
</tr>
<tr>
<td>STU - Student Housing</td>
<td>In Progress</td>
<td>Jun 24, 2015</td>
<td>Jun 24, 2015</td>
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<tr>
<td>STU - Student Union</td>
<td>In Progress</td>
<td>Jun 24, 2015</td>
<td>Jun 24, 2015</td>
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Welcome to your Continuity Plan. The left navigation provides access to the major plan sections. You can create your plan in order, or jump between sections as needed. It's okay to leave blanks. You'll be prompted when a field is required.

**How to build your plan:** Simply answer the questions in each plan section.

**How to navigate:** Use the links in the left navigation menu. Some links will display secondary navigation menus. It's okay to use your browser's Back button.

**How to edit:** Click on the field you'd like to edit and begin typing. For fields that allow paragraph text, drag the bottom right corner to expand the text entry box. Items on Quick Add lists can be edited directly on the list, or by clicking the edit pencil icon to access the item details.

**How to save:** Select the "Save" button, when available, before leaving an edited screen.

**Returning:** You may exit at any time and resume later.

**Additional Resources:**
- Sample Plans
- Interview Form
- Glossary
<table>
<thead>
<tr>
<th><strong>BIOLOGY</strong></th>
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<tr>
<td><strong>Purchasing: How to Cope</strong></td>
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**Space:** How would you carry out this critical function if your usual space is not available?

We will depend on the Campus to handle space issues. If Campus does not quickly provide alternative space, Dept. Administrator will arrange alternative location for purchasing assistant to work. (telecommute if possible).

**Staff:** How would you carry out this critical function if, for couple of months, your average absence rate of faculty & staff were 50%? This could easily be the case in a flu pandemic.

At present, the purchasing assistant, George Rudzinski, is the only person trained in purchasing issues. Two other staff will be cross-trained (see action item later). At present, only George has a P-Card (a P-Card is assigned only to an individual). An additional P-Card should be obtained for one of the cross-trained staff members, plus one card for the Dept. Administrator.

**Unique skills:** Does the successful performance of this critical function require the skills or knowledge of any one particular staff member (or her files)? If so, how will you deal with her absence? Cross-train a co-worker in advance? Outsource? Some other strategy?

See commentary about cross-training above.

**Working at home:** Visualize an environment of contagious illness. Suppose the campus requested that as many faculty & staff as possible work from home for a month or two (stay away from campus to minimize contagion). Can you perform this critical function with some (or all) staff working from home? What equipment, supplies, and arrangements would be needed?

Staff, faculty and students can work from home if their computers are adequate & if they have...
Kuali Ready

Information Technology: Action Items

- Update software license renewal tracking

### Biology

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<thead>
<tr>
<th>Name</th>
<th>Assigned to</th>
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<tr>
<td>Have department IT Manager discuss work-from-home issues at faculty meeting.</td>
<td>PD Coordinator</td>
</tr>
<tr>
<td>Replace Trident server with Cloud storage.</td>
<td>IT Department</td>
</tr>
<tr>
<td>Collect emergency contact info from IT Tech Team</td>
<td>Department Admin Assistant</td>
</tr>
<tr>
<td>Do periodic trial recoveries of servers/applications.</td>
<td>IT Department</td>
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You can delete a status update for up to 7 days from when it’s created.
Next Steps

Looking for departments ready to begin the business continuity planning process!
Contact Information

Office of Risk Management and Insurance
141 General Services Building
970.491.6745

Erin Rezac
Erin.Rezac@colostate.edu
970.491.5110