California State University,
Dominguez Hills
Business Continuity
Program

Presented by:
Risk Management/EHOS
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.

What is the goal of Business Continuity?

No matter what happens today, we want to be able to do tomorrow, what we were doing yesterday.
Business Continuity Definitions

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

• **Business Continuity Plan (BCP)**
  – Process of developing and documenting arrangements and procedures that enable an organization to respond to an event that lasts for an unacceptable period of time and return to performing its essential functions or operations after an interruption.
CSUDH utilizes Kuali Ready to provide an electronic process for departments to create, store and maintain their Business Continuity Plans.

The following is a link to the Kuali Ready CSUDH login page. Authorize employees, responsible for plan development and maintenance, will access their plan from this site.

https://us.ready.kuali.org/kcpt/login/ready?sdname=csudh
Plan Stages

1. Department Identification
2. Critical Functions Identified
3. Information Technology
4. Faculty Preparation/Instruction
5. Key Resources
This is the home page for your plan.

You will be asked a series of questions in Steps 1 through 5 above. When you have done this, you will have created a complete continuity plan.

**How to build your plan**: Simply answer the questions; your plan will be produced automatically.

**How to navigate**: Use the tabs above. Some tabs will display sub-menus. It’s OK to use your browser’s Back button.

**Use the HandyLinks**: This drop-down list, at upper right of every page, makes all the features of this tool easy to reach.

**How to save**: Hit the “Save” button before leaving a page. If you prefer, the “Save & Continue” buttons will move you through the pages in a pre-set sequence. This is important—leaving a page without saving may lose the data you have just entered.

**How to give on-line access to others**: Each plan has designated “contact persons” who control the access list. On the “Choose a Plan” screen, click on the green-and-orange “people” icon to see who they are, and contact one of them.

**Time-Out Feature**: For security, the server will log you off after 1 hour of inactivity. Unsaved data will be lost, so save frequently.

**Must every question be answered?** It is OK to leave blanks; you will be told when an answer is required.

**How to view your plan**: At any stage, you can use the Printing Menu button on the left to view or print your plan in its then-current state.

**Returning**: You may exit at any time and resume later.
Step 1: Department Identification

**Department Identification**
*indicates a required answer.

**Number of personnel:** (headcount, approximation is OK)
- Faculty and other academic appointees: 0
- Residents/Fellows: 0
- Staff (full-time): 0
- Staff (part-time, excluding students): 0
- Student-staff: 0
- Volunteers: 0
- Guests: 0
- Other (explain below): 0

**Type of Department:** Please select the description that best fits this unit. Select more than one if appropriate.

**Type of Department**
- Administrative (within instructional or research)

**Location(s) occupied:**
Click on a building to add it to your list. Please indicate all space used, including storage space. If a building does not appear on the list, please contact us and we will add it.

**Building** | **Ownership** | **Comments, If needed** | **Delete**
--- | --- | --- | ---
School of Education | Owned |  | Delete
Library | Owned |  | Delete
Welch Hall | Owned |  | Delete
Small College Complex 10 | Owned |  | Delete
Small College Complex 9 | Owned |  | Delete
Step 2: Critical Functions

Identify Your Critical Functions
Name the major functions that your unit NORMALLY performs. See Guidance at right.

(1) INSTRUCTION: Does your unit provide instruction (undergrad or grad)? If so, press here: Add "Instruction" to List

(2) OTHER FUNCTIONS: Name your unit's other functions. After each, press here: Add Other Function to List

<table>
<thead>
<tr>
<th>Sort</th>
<th>Function</th>
<th>Level of Criticality (see Guidance at right)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Classroom Availability</td>
<td>Critical 1: must continue (life, health, security)</td>
</tr>
<tr>
<td>2</td>
<td>Instruction</td>
<td>Critical 1: must continue (life, health, security)</td>
</tr>
<tr>
<td>3</td>
<td>Communications with Students, Faculty, Staff and Clients</td>
<td>Critical 1: must continue (life, health, security)</td>
</tr>
</tbody>
</table>

Other
For each of the categories below, please supply the details requested for the critical function Other

Description of this critical function
Step 3: Information Technology

Centrally-Owned Applications

Listed below are some applications owned by the central IT department. For each, please indicate how critical the availability of that application would be FOR YOUR DEPARTMENT while you are recovering from disaster.

The levels of criticality are similar to the levels that you used earlier to classify your critical functions. See the Guidance at right for expanded definitions.

**Centrally Owned Applications:**

- **Please select ...**

**Add to List**

Are there any other centrally-owned applications that should be on this list?

(Centrally-owned means that Central IT is the technical owner. The functional owner could be any department.)

**Name of Application or System:**

- **Comment**

**Add to List**

Before leaving, please select levels of criticality on the list below.

<table>
<thead>
<tr>
<th>Application</th>
<th>Not important to my dept.</th>
<th>Critical 1</th>
<th>Critical 2</th>
<th>Critical 3</th>
<th>Deferrable</th>
<th>Comment?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Outlook</td>
<td></td>
<td></td>
<td></td>
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<td></td>
<td></td>
</tr>
</tbody>
</table>

**Save** | **Save and Continue**
Step 4: Faculty Preparation/Instruction

Identify Your Department

This section (Step 4) is for academic departments that provide instruction – either undergraduate or graduate.

☐ Our unit does not provide instruction. (If you check this box, please hit “Save” then move to Step 5.)

If your department does provide instruction, please pick your department from this list. If necessary, select more than one (see Guidance at right).

Please select your department ...  Add to List
Step 5: Key Resources

Staff Basics

Does your unit have a (printed) emergency contact list for faculty & staff?

Who holds copies of the emergency contact list? (be specific)

Who updates the emergency contact list?

Who knows how to check messages on your department’s main phone line?

Who knows how to record a greeting on your department’s main phone line?

Who can post messages on your department’s web site (i.e., do the actual mechanics)?

Do your staff use any shared passwords that should be kept available?

Comment?

Save This Section

Key People in Your Unit:

Now envision your unit 1-3 days after a major disaster. You are calling together a group to PLAN how to resume operations. Who are the key people (staff or faculty) whose positions or knowledge might place them in that group?

First Name: ____________________________

Last Name: ____________________________

Title or Function: ____________________________

If any of these apply, please check:

☐ First leadership successor (see Guidance)

☐ Second leadership successor

☐ Third leadership successor

☐ Holds formal delegation(s) of authority (describe in “Additional Comment”)
Action Item Summary

These are the action items you have identified:
- No action items -

You may add action items directly to this list: Add New Action Item
Next Step....

• Begin adding plan specific information to the Kuali Ready program.
• Risk Management/EHOS is available to meet to provide additional assistance.
Questions?

Please contact:
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