BUSINESS CONTINUITY PLAN REQUIREMENTS
Benefits of a BCP

1. Enhances the university’s ability to recover and resume academic and business operations.

2. Provides a comprehensive view of risks and impacts thus helping to prioritize activities and optimize resource allocation.

3. Reassures university stakeholders that critical processes will be supported in adverse conditions.

4. Improves the university’s chances of survival in the event of a catastrophe.

5. Protects the university’s resources and image.
BCP Requirements – 3 Major Development Phases

**Phase I** (Initial)
Plan development to support operations at *the onset*.

**Phase II** (Resumption)
Plan development to continue operations during a disruption.

**Phase III** (Restoration)
Plan development to return operations back to normal.
BCP Requirements – Phase I Details

Phase I
(Response)

Plan development to support operations at the onset.

- Plan Roles
  - Unit/department objectives & responsibilities
  - Plan Owner (Unit Leader), Manager, Alternate Manager
  - High-level description of unit/department

- Identify Teams, Team Roles & Procedures
  - Program objectives and responsibilities
  - Plan Owner (Unit Leader), Manager, Alternate Manager

- Identify Alternate Location(s)
  - Emergency Operations Center
  - Alternate work locations

- Plan Communications
  - Call tree
  - Internal key contacts
  - Vendors
  - Agency/departments
  - Plan attachments
BCP Requirements – Phase II Details

**Phase II**
(Resumption)

Plan development to manage operations during a disruption.
(Contingency)

- **Business Impact Analysis (BIA)**
  - Identify critical functions/processes, score to determine criticality, and prioritize business processes
  - Identify process dependencies
  - Specify peak times

- **Risk Assessment**
  - Identify and document process risk
  - Determine mitigation strategies

- **Contingency Strategies**
  - Identify contingency strategies for:
    1. Loss of staff at 25%, 50%, 80%
    2. Loss of applications/equipment
    3. Loss of building and all contents
    4. Loss of suppliers (supply chain)
BCP Requirements – Phase III Details

**Phase III**
( Restoration)

- Plan development to identify requirements & restore operations back to the (“new”) normal.

- **Asset Identification and Dependency Mapping**
  - Assets needed to resume each process to acceptable level of service
    - Workstations
    - Telecom
    - Hardware & software equipment
    - Vital records
  - Dependent IT applications/services
    - Identify the amount of time within which information must be restored before an adverse effect

- **Recovery**
  - Document process for returning to “new normal”

- **Maintenance & Exercise BCP Requirements**
  - Plan maturity model and objectives
  - Maintenance cycle requirement
  - Exercise cycle, options, and objectives
  - Metrics
BCP Requirements - Plan Components

1. Executive Summary
2. Business Impact Analysis (BIA)
   a. General Information
      I. Plan owner
      II. Responsibility description for which the plan covers
      III. Name of processes / critical functions
      IV. Recovery time objectives (RTOs)
      V. Business hours / headcount / peak time
3. Risk and Impact Assessments
   a. Regulatory
   b. Financial
   c. Customer
   d. Reputational
4. Critical Activities Associated with the Process
   a. Name and description
   b. Service Level Agreements (SLAs)
   c. Peak period
   d. RTO
   e. Headcount (BAU vs Critical Need)
   f. Strategy
5. Dependencies
   a. Name of application/system
      I. Plan owner
      II. Provider
      III. Owner
      IV. RTO required
      V. Recovery point objective (RPO) required
      VI. Description
      VII. Manual workaround
6. Recovery Requirements
7. Unit / Department Dependencies
8. Risks and Risk Strategies
9. Planning Strategies
   a. Loss of building or access to site
   b. Loss of people (25%, 50%, 75%)
   c. Loss of IT (workarounds or alternate application)
   d. Loss of supplier
   e. Loss of telephone
   f. Loss of power
   g. Supporting documentation
# RACI Chart

## Create/Develop a Quality Business Continuity Plan (BCP)

<table>
<thead>
<tr>
<th>Role</th>
<th>BIA</th>
<th>Risk Assessment</th>
<th>BC Strategies</th>
<th>Dependencies Identification</th>
<th>Train Team</th>
<th>Review &amp; Update BCP</th>
<th>Test (Exercise) BCP</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unit Leader</td>
<td>I</td>
<td>A</td>
<td>A</td>
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<td>A</td>
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<tr>
<td>Unit Business Continuity Representative (BCR)</td>
<td>R</td>
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<tr>
<td>Business Continuity Management Office</td>
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<tr>
<td>BCM Steering Committee</td>
<td>C</td>
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### RACI Chart

<table>
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<tr>
<th>Role</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>R Responsible</td>
<td>This team member does the work to complete the task. Every task needs at least one Responsible party, but it's okay to assign more.</td>
</tr>
<tr>
<td>A Accountable</td>
<td>This person delegates work and is the last one to review the task or deliverable before it's deemed complete.</td>
</tr>
<tr>
<td>C Consulted</td>
<td>Every deliverable is strengthened by review and consultation from more than one team member. Consulted parties are typically the people who provide input based on either how it will impact their future project work or their domain of expertise on the deliverable itself.</td>
</tr>
<tr>
<td>I Informed</td>
<td>These team members simply need to be kept in the loop on project progress, rather than roped into the details of every deliverable.</td>
</tr>
</tbody>
</table>
THANK YOU!

If questions, email BCM@osu.edu