SAC STATE *Ready*
Business Continuity Planning

The CSU Chancellor's Office, in Executive Order #1014, delegates each campus the responsibility for implementing and maintaining an ongoing business continuity program to ensure the continuity of essential functions or operations following or during the recovery phase of a catastrophic event.

Sacramento State has partnered with Kuali Ready, a web-based Business Continuity Planning (BCP) system, to enable the campus community to create a BCP that is easily accessible and updateable.

The SAC STATE *Ready* Business Continuity Planner is a cloud-based application, accessible with your SacLink login credentials, which creates a centralized location for all campus departments to enter, store, and update their Business Continuity plans.

Our new continuity tool has been re-designed to make it more user friendly with built in guidance/assistance for each step. Making it easy for the person designated by the department, division, or college to write the organization's continuity plan to create and update your SAC STATE *Ready* Business Continuity Plan with minimal effort.

This **guide** will provide you with step-by-step instructions on how to use and navigate our new system to create your SAC STATE *Ready* Business Continuity Plan. You may also want to view the step-by-step PowerPoint presentation as well. The presentation is located at: SAC STATE *Ready* PowerPoint.

Risk Management, Business Continuity Team

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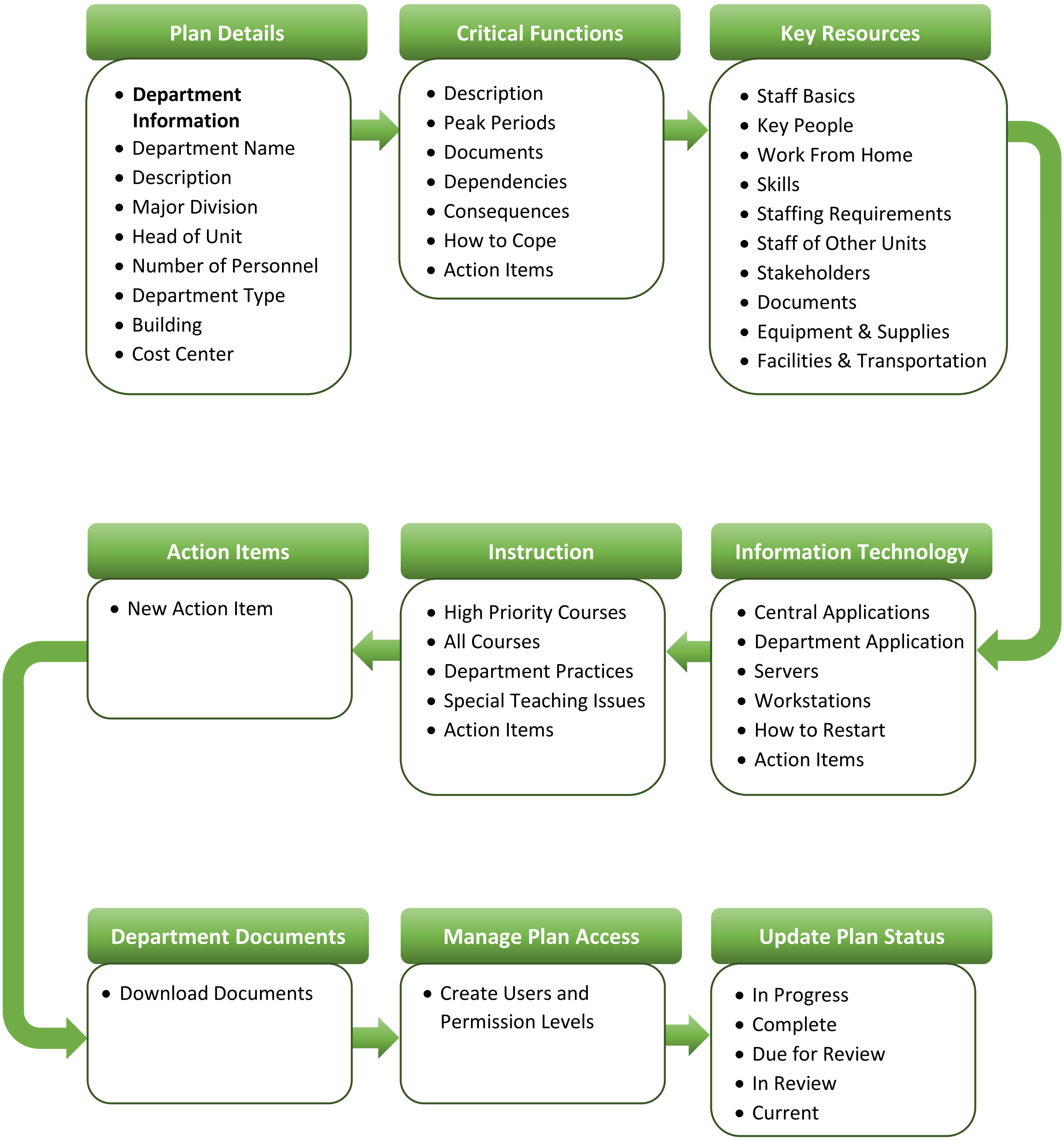

SAC STATE *Ready* BCP Step-by-Step

1. Accessing SAC STATE *Ready* BCP webpage link

a. Login to **BCP/SAC STATE *Ready*** using your **Saclink** credentials (single sign on – SSO) https://csus.kuali.co/ready/users/sign_in.

2. Dashboard View

a. Click **Start a New Plan**.

3. Create a New Plan

a. **New Plan**

- Enter **Department Name**.
- Select **Major Division** from drop-down list.
- Select **Acronym** from drop-down list.
- Enter/Search for **Head of Unit**.
    - Enter name on box, if name and email appears in box below, select and the information will transfer to **Selected Unit Head** box on right.
    - If name does not appear, click "**+**" graphic and enter the First and Last Name as well as the campus email for the **Head of unit** (Dean, Director, AVP, etc.).
    - Click **Add User**.
        - Their name and email will appear in the Selected Unit Head of the form. Select **Send an email invitation to this user** and an email will be sent to them confirming that they have been added as the head. Click **Add User** to complete this step.
- Click **Save** to continue to Editing (***Save and New*** *if you need to enter another department*).

4. Plan Details

a. **Department Information**

- Enter a brief **Department description**.
- Scroll to **Number of personnel staff, faculty, etc**. within the department (Refer to Guidance on the right for clarification). *NOTE: you can ignore the "Guests" Field.*

Department Type

- Check all that apply.

Location(s) occupied.

- Click **Add a building**
    - Select **Building** from drop-down list.
    - Add **Comments** such as Suite or floor, etc.

Evacuation Plans

- Select appropriate answer from drop-down list.
    - NOTE: You will want to upload your Building Emergency Action Plan in the later steps: ***Key Resources > Documents > Add Document***

Cost Center

- Enter **Department ID/Chargeback** or other appropriate campus funding.

Comments

- Enter any comments you feel would be appropriate for this section (this can be left blank).

- Scroll to top of page and click **Save**.

5. Critical Functions

a. Manage Critical Functions

- Click **Add Critical Function** to post each of the functions of your unit/department. You may end up with several Critical Functions within your Business Continuity Plan.

  Description

  - Enter the Function Name.
  - Assign the Critical Level in which this function falls into:
    - **Critical 1**: must be continued at normal or increased service load. Cannot pause. Necessary to life, health, security. (Example: police services).
    - **Critical 2**: must be continued if at all possible, perhaps in reduced mode. Pausing completely will have grave consequences. (Examples: functioning of data networks, at-risk research).
    - **Critical 3**: may pause; resume when conditions permit. (Examples: routine building maintenance, training, marketing).
  - Brief Description of This Function.
  - Name of Section or Unit That Performs This Function (if applicable).
  - Responsible People (give names unless this is a generic group).
  - Remember to use the **Save** button after entering or editing information on this page.

  Peak Periods

  - Select the Peak periods of your functions (Example: end and start of fiscal year: May, June, July and August).
  - Enter Explanation of your peak periods (Example: during May and June our department is closing out our Purchase orders for the fiscal year and submitting all final invoices to be paid. During July and August our department is entering Requisitions for the new fiscal year).

  Documents

  - You can upload documents that you deem important to the Critical Function. These can be step-by-step instructions, policy manuals or vendor contacts.

  Dependencies

  - **Upstream Dependencies**
    - Click **Add Upstream Dependency** to add a unit/department whose function would be seriously impaired if your unit/department was down.
      - Select Dependency from the drop-down list or, if not listed, enter a **Custom Dependency**.
      - You can add as many as needed.

            - Add any Comments you feel are needed to clarify the listed Upstream Dependencies.

- **Downstream Dependencies**
    - Click **Add Downstream Dependency** to add a unit/department would seriously impaired **your** unit/department if they were down.
        - Select **Dependency** from the drop-down list or, if not listed, enter a Custom Dependency.
        - You can add as many as needed.
        - Add any Comments you feel are needed to clarify the listed **Downstream Dependencies**.
    - Remember to use the **Save** button after entering or editing information on this page.

Consequences

- **Consequences of Slow Recovery**
    - Review the Consequences listed that may affect your unit/department.
    - Check **May occur** if consequences may affect your unit/department.
    - Enter explanation if the Consequence does not affect your unit/department, enter **N/A** in the comment box.
    - Remember to use the **Save** button after entering or editing information on this page.

How to Cope

Answer the following questions by visualizing the conditions that might prevail in the weeks or months following a disaster. Use the Guidance panel on the right for help in compiling your answers.

- **Space**
- **Staff**
- **Disruption of phone services?**
- **Unique Skills**
- **Working at Home**
- **Network Access**
- **Show Stoppers**
- **Risk**
- **Policy Exceptions**
- **Additional Vulnerabilities**
- **Campus Closure**
    - Visualize the campus officially closing, with all operations (except non-stoppable activities) to cease for at least a month. Is it possible for your unit to simply cease doing this critical function?
        - Select: **Yes, No** or **Not Sure** from the drop-down list.
- **Comments**
    - Add any comments that you feel are important that were not asked in this section.

b. **Action Items**

- Action Items are things that could be done now (or any time before disaster strikes) to make your unit more prepared.
    - Click **New Action Item** to add as many actions items needed for your Business Continuity Plan.
        - Fill in the boxes starting with naming your Action item.
        - Select the Critical Function associated to the Action Item (if any).
        - Select Cost range (if any) as well as Cost Frequency.
        - Enter name and email of Assigned to. If their name does not appear, click "**+**" graphic to add user name and email. Be sure to select **Send an email invitation to this user** and an email will be sent to them.
        - Enter a Due Date.
        - Select the Within Whose Scope from the drop-down list.
        - Select the Status.
        - Finally, enter the Details of the Action Item.
        - Click **Save** when completed or **Save and New** to start a new Action Item.

6. Key Resources

a. **Staff Basics**

- This section prompts you to enter basic information about your staff rolls. Also, it is suggested that you create an emergency contact list (if you have not already done so).

b. **Key People**

- Click **Add Key Person** to a key person you would call upon first in time of crisis - who have the experience, skills, or authority to help **sort things out** and plan the next steps.
    - Enter their **First** and **Last Name**, **Title or Function**, **Special Skill** and check if they are a **Leadership Successor**.
    - Click **Save** if done or **Save and New** if you need to enter more.

c. **Work from Home**

- This section asks if any of your staff have the capability to work from home in case of campus closure. If your Unit/Department does not have the ability for your staff to work from home click **Not Applicable** and enter a brief description why not.
- If your staff have the ability to work from home click **Add Home Worker**.
    - Fill out the information requested, **first** and **last name**, **position**, questions regarding **internet connection**, etc.
    - Add any comments you feel are needed to enable to make the **work from home** transition go smoothly.
    - Click **Save** if done or **Save and New** if you need to add more.

d. **Staff of Other Units**

- This section asks to state the most important people outside of your unit/department whom your staff will need to contact within the first few hours of disrupted service. (If you prefer, existing lists can be uploaded on the Document Summary page.)
    - Click **Add Worker** and fill in the form.
    - Click **Save** if done or **Save and New** if you need to add more.

e. **Stakeholders**
  - List any vendors, clients, project partners, donors, sponsors, other stakeholders that your staff may need to contact after a disruptive event.
    - Click **Add Stakeholder** and fill in the form.
    - Click **Save** if done or **Save and New** if you need to add more.

f. **Documents**
  - You can upload documents that you deem necessary to your Key Resources. These can be step-by-step instructions, policy manuals or vendor contacts).

g. **Equipment & Supplies**
  - Indicate the MINIMUM equipment you will need to perform all the critical functions that you previously listed. Use the comment section if there are specific items that need to be acquired. (If you prefer, existing lists can be uploaded on the Document Summary page.)
    - Remember to use the **Save** button after entering or editing information on this page.

h. **Facilities & Transportation**
  - List specific space, facilities, utilities or other resources your unit/department will need to function. (If you prefer, existing lists can be uploaded on the Document Summary page.)
    - Remember to use the **Save** button after entering or editing information on this page.

7. Information Technology

a. **Central Applications**
  - List the applications owned by the central IT department.
    - Click **Add Central Application**.
    - Select **Central Application** from drop-down list.
      - If the application is not listed, add **Custom Application** in the field.
    - Select the **Level of Criticality** from drop-down list.
    - Select **How quickly will you need this application recovered?** from drop-down list.
    - Add any **Comments** stating what part of the application is critical to the function of your department.
    - Remember to use the **Save** button after entering or editing information on this page.

b. **Department Applications**
  - List the **Department Application name**.
  - List the **Functional and Technical owners**.
  - List the **Technical expert(s) and Person responsible for recovery**.
  - List the **Location of onsite or offsite storage** *(if any)*.

- Select the **Frequency of offsite storage** from the drop-down list.
- List the **Locations of installation disks & documentation**.
- Select the answer for, **Has a successful recovery been done?**
  - **Explanation or comment for any of the above**.
- Select the; **Application type, Backup frequency, Backup media** from the drop-down lists
- Select the answers for, **Is backup auto or manual?** and **Is this a database application?** from the drop-down lists.
- Select the answer for, **Does this application move data to-or-from any core campus systems?** from the drop-down list.
- If you answered **yes** to above, **please explain what campus systems are involved**.
- Please explain what **departments could be impacted by failure of this application**.
- Select the answer for, **How quickly will you need this application recovered?**
- Remember to use the **Save** button after entering or editing information on this page.

c. **Servers**

- This section asks if your **department has its own server**. If **no**, check, ***We own no servers.*** If your department owns its own server(s) click **Add Server**.
- List the **Server Name**.
- Select the **Server Type** from the drop-down list.
- Select the; **Backup Frequency, Backup Media***,* and **Is backup auto or manual?** from the drop-down lists.
- List all **Applications impacted by failure of this server**.
- List all **Departments impacted by failure of this application***.*
- List **Server Software** *(be specific).*
- List all **Technical expert(s) for this application***.*
- List all **Person(s) responsible for recovery***.*
- List all Location of **onsite storage and offsite storage** *(if any).*
- Select **Frequency of offsite storage** from drop-down list.
- List the **Locations of installation disks & documentation**.
- Select the answer for, **Has a successful recovery been done?**
  - **Explanation or comment** for any of the above.
- Remember to use the **Save** button after entering or editing information on this page.

d. **Workstations**

Answer the following questions regarding Backup Method for Work Stations.
Select the % of users in your unit who back up their files this way.
Enter comments if needed.

- **Files are stored on dept. server, which gets backed up**.
- **Automated backup by central IT (via network)**.
- **Local backup of workstation by user (automatic)**.
- **Local backup of workstation by user (manual)**.
- **Other (describe)**.
- **No backup**.
- **Don't know.**

Check **Who provides your workstation support?** *Give name of group or organization.*

Enter comments If needed.

- ***Technicians employed by department**.*
- ***Technicians from another department**.*
- ***External vendor**.*
- ***Other (describe)**.*
- Remember to use the **Save** button after entering or editing information on this page.

e. **How to Restart**

What will you need to restart your IT? How would you handle the following:

- *Where will you quickly purchase new workstations, servers, or other hardware?*
- *When your support technicians rebuild your workstations or servers in the new location (on the new hardware), where will they find the systems software, applications software, and related documentation that they will need?*
- *Does your IT equipment have any environmental requirements (air conditioning, high power consumption, unusual physical security, etc.?)*
- *Will your technical support staff be adequate in numbers & skills to rebuild your systems quickly? Will they be available? Do they have other clients to serve?*
- *Are there any other obstacles that could hinder the quick re-establishment of your critical IT services?*
- *Visualize now a flu pandemic. If all staff were requested to work from home (where possible) for a couple of months to minimize contagion, what would you have to do to enable & support their IT? (Presume the users all have adequate computers at home, plus broadband connections.) Be specific, and estimate how long it would take to get them set up & running.*
- *When IT systems become unavailable for an extended time, people use workarounds – paper forms to gather data, snail-mail, chalkboard instead of PowerPoint. In the collection of IT applications & systems that you support, are there any that could not somehow be "worked around" for a few weeks or months? Explain*.
- Remember to use the **Save** button after entering or editing information on this page.

NOTE: It is **highly suggested** that you create a document titled, "LostData.docx" or "LostData.pdf", which you can upload mapping out the following:

- Process to recover data or re-create lost data for essential business functions in an event of a disaster.

f. **Action Items**

- As previously addressed, action Items are things that could be done now (or any time before disaster strikes) to make your unit more prepared. Create as many as needed to ensure your unit/department is prepared.

8. Instruction (if applicable)

a. **Manage Departments**

- If your department does provide instruction, please pick your department from the drop-down list. *If necessary, select more than one.*

b. **High Priority Courses**

High Priority courses: the courses whose interruption would most threaten the progress of our students and the integrity of the curriculum.

- Select **Add Course** and answer the questions.
  - Enter **Course Number** and **Course Title**.
  - Select the appropriate **Course Recording** option.
- Remember to use the **Save** button after entering or editing information on this page.

c. **All Courses**

Recommended practice

- Select, for the following questions, **Learning Management System, Grades Current, Good Communication Among Graduate Student Instructors (GSI)** and **Common Course Materials** please select the **Estimate your department's current usage of this practice** from the drop-down list. And select the **Can this practice be expanded in your department?** from the drop-down list.
- Add **comments** as needed.
- Remember to use the **Save** button after entering or editing information on this page.

d. **Department Practices**

Recommended practice

- Select, for the following questions; **Strategy for Disaster Communications, Backup Plan for Academic Personnel, Faculty Leaves** and **Innovative Pedagogy**, select, **Is this currently being done?** from the drop-down list.
- Add **comments** as needed.
- Remember to use the **Save** button after entering or editing information on this page.

e. **Special Teaching Issues**

Many courses require specialized resources and logistics such as; Laboratories, Specialized instructional software, etc. If your course(s) have special requirements/issues click the **Add Teaching Issue.**

Add Special Teaching Issue

- Select, **Existing Issue***,* from the drop-down list.
- Enter your **Custom Issue Name, Potential Impact**, and **Potential Alternatives** in the text boxes.
- Click **Save** if done or **Save and New** if you need to add more.

f. **Action Items**

- As previously addressed, action Items are things that could be done now (or any time before disaster strikes) to make your unit more prepared. Create as many as needed to ensure your unit/department is prepared.

9. Next Steps: Plan Details

Your Business Continuity Plan is now complete. Return to **Plan Details** to review a summary of **Action Items** and uploaded **Documents**, **Manage Plan Access,** and to **Update the Plan Status**.

a. **Action Items**
   Action Items are the most important part of Continuity Planning. The process of thinking through the steps you need to take to prepare, is critical to developing a culture of preparedness.

- Action Items are things that could be done now (or any time before disaster strikes) to make your unit more prepared.
    - Click **New Action Item** to add as many actions items needed for your Business Continuity Plan.
        - Fill in the boxes starting with naming your Action item.
        - Select the Critical Function associated to the Action Item (if any).
        - Select Cost range (if any) as well as Cost Frequency.
        - Enter name and email of Assigned to. If their name does not appear, click "**+**" graphic to add user name and email. Be sure to select **Send an email invitation to this user** and an email will be sent to them.
        - Enter a Due Date.
        - Select the Within Whose Scope from the drop-down list.
        - Select the Status.
        - Finally, enter the Details of the Action Item.
        - Click **Save** when completed or **Save and New** to start a new Action Item.

b. **Download Documents**
   The links below allow you to download documents that have been uploaded for this plan.

c. **Manage Plan Access**
   Add users and assign their roles within this section.

- Roles are as follows:
  Plan Managers: control plan access. Managers can add other Managers and edit the plan.
  Plan Editors: can edit and view the plan, but cannot manage access for other users.
  Plan Viewers: can view, but not edit the plan.
  Select a user
    - Enter/Search for user
        - Enter name on box, if name and email appears in box below, select it to verify.
        - Select **Access** role.
        - Click **Add User to Plan**.
        - If name does not appear, click "**+**" graphic and enter the First and Last Name as well as the campus email, click **Send an email invitation to this user**.
        - Click **Add User**.

- Their name and email will appear in the **Select a user** box of the form and select **Send an email invitation to this user** and an email will be sent to them confirming that they have been added as a user and what their role is.

d. **Update Plan Status**

Use this screen to update the status of a plan at any time.

In Progress: Default Status, a plan that is currently being written or edited.
Complete: A new plan that has been finished.
Due for Review: An existing plan that needs to be reviewed as part of a regular review cycle.
In Review: An existing plan that is being reviewed.
Current: An existing plan that has been reviewed and is up-to-date.

- Click **Update Plan Status**
  - Enter **Name, Role, Date, Status** (from drop-down list) and any necessary **Comments**.
- Click **Save** when completed or **Save and New** to create a new **Update Plan Status**.

e. **Printing you Plan**

Use this screen to create **a PDF** of your plan. The **PDF** can be printed or saved to your computer or share drive.

- Select the plan your for the **My Plans** menu of the **Dashboard**.
- Click the **Edit** icon to start.
  - One the right-side menu, click **Print PDF.**
    - You will receive a message stating **Generating Printable PDF**.
    - Once it is complete, the **PDF** will open in a new window.
      - The **Bookmarks** (left side) and **Table of Contents** are hyperlinks.
      - The **top Menu** allows you the option to **Save, Print** and **Email** the PDF.