Business Continuity of Operations Plan Template

[Insert Unit/Department Name]

Last Revised - [Insert Date]

Introduction

Business continuity is the process of ensuring that departments can endure after a disruption in services. This is done by planning and establishing mitigation steps that protect employees, data, equipment, records, and critical supplies potentially impacted by a disruption.

This continuity planning is conducted at the department level and is intended to guide the development of more encompassing plans at the college or division level. Given the unique nature of each department, only the department essential personnel can document the strategies to be taken to preserve the departmental mission. The Business Continuity of Operations Plan template is intended to guide the Department through improving practices and procedures to preserve or quickly recover when a crisis affects the individual buildings or the entire university.

The format of this document guides users through the process of identifying the priority of restoration of services and identifies essential personnel, equipment, and applications. In some instances, technology or engineering solutions may be necessary; users of this document are responsible for negotiating information technology, engineering or administrative solutions with the appropriate university entity. To complete this form:

- Fill in all fillable fields to the best of your ability.
- Identify vulnerabilities, and consider and implement ways to increase resiliency and redundancy;
- Consult with the Public Safety – Emergency Management team if assistance is needed (208) 282-2426, emergencymanagement@isu.edu
- Maintain a copy of the completed Continuity of Operations Plan (COOP) template in a location that can be retrieved if the workspace is no longer able to be occupied or the university's information technology network is no longer accessible;
- Send a digital copy to Public Safety – pubesafe@isu.edu
- Update the Continuity of Operations Plan (COOP) template yearly or as critical information changes.

This document supports the ISU Continuity of Operations Plan. The ISU Continuity of Operations Plan serves as the overarching framework to help mitigate the impact of an emergency or disaster by ensuring the operations of the university are performed efficiently with minimal disruption.

Continuity of Operations Plan
[Insert Unit/Department]
[Insert Month and Year]

Introduction

Overview
- Contact Information
- Program Services

Key Personnel and Lines of Succession
- Key Personnel
- Order of Succession
- Delegation of Authority

Space Planning

Telework Capabilities

Continuity of Operations Plan
[Insert Unit/Department]
[Insert Month and Year]

Overview

[Insert Description of Department/College/Unit/Research Program/Project]

Contact Information

The following individuals are responsible for completing and maintaining this plan.

Primary Contact: [Name]
[Email]
[Office Phone]
[Cell Phone]

Secondary Contact: [Name]
[Email]
[Office Phone]
[Cell Phone]

Program Services

The following services are provided by this department.

Priority	Program Name/Service	Brief Description
1		
2		
3		
4		
5		
6		

(Add or delete rows as needed)

Key Personnel and Lines of Succession

Key Personnel

Key personnel include the faculty, students and staff necessary to maintain essential functions. This section should list the contact information for all key personnel, including their name, primary and secondary phone numbers, and email addresses. Departments may also find it useful to also have the personnel ID numbers recorded.

Name	Role	Phone Number(s)	Email	Banner ID
		Office: Cell:		

(Insert additional rows as needed)

Order of Succession

The following identifies the individuals responsible for making departmental decisions and implementing actions in this plan. To ensure operational decision making is maintained, an order of succession is also identified.

Role	Name/Title	Phone Number(s)	Email	Banner ID
(Primary Lead)		Office: Cell:		
1				
2				
3				

Delegation of Authority

Unless otherwise noted, delegation of authority for all departmental activities will be completed by the identified individual by order of succession.

Delegate	Task	Limitations of Authority

Space Planning

Work Area(s) Information: Enter the locations where the primary program/service of your department is conducted on campus

Building		Room(s)	
Building		Room(s)	
Building		Room(s)	
Building		Room(s)	

Indicate the amount of each type of space currently assigned. Note any special conditions, e.g., computer labs, temperature sensitive space, large equipment, special power sources, require generator backup, areas to discuss sensitive information.

Space Planning Requirements			
Type	Quantity	Sq. Footage	Notes
Office			
Workspace			
Meeting Space			
Lab Space			
Sample Storage			
Miscellaneous			

Contingency Planning: What plans are in place today that would help reconstitute necessary operations elsewhere if the primary work area is unavailable due to an emergency or critical incident?
(Describe)

Continuity of Operations Plan
[Insert Unit/Department]
[Insert Month and Year]

Telework Capabilities

Some functions can be performed entirely or partially from home. Please list the name of faculty, staff, and student employees who can do all or part of their work from home if they have adequate computers and high-speed internet access. While planning for remote work is critical for all personnel, please be aware that permanent or contingency telework arrangements are also required and must comply with University Policy ISUPP 3120: Telecommuting.

Essential Program Functions

Essential program functions are defined as those specific duties or responsibilities that, if left unperformed, would substantially impact the ability of the university to fulfill its mission. During the planning process, the administrator will identify essential functions. The following table contains the criteria that should be used to determine the recovery priority for each essential function.

Tier	Recovery Priority	Recovery Time Objective
1	**Immediate** These functions involve those with the direct and immediate effect on the project to preserve life, safety and protect property.	0-24 hours
2	**Critical** These functions can be delayed until Tier 1 functions are restored but must be operational within 72 hours.	24-72 hours
3	**Necessary** These functions can be delayed until Tier 1 and 2 functions are established but must be operational within one week.	72 hours to 1 week
4	**Important** These functions can be delayed until Tiers 1, 2 and 3 are operational.	1 week to 30 days

Your essential functions will serve as your guide for how to restart your operation following a disaster or major disruption. They help answer the question “What is the minimum level of service or activity my group must perform to still consider us to be in business?” By identifying and prioritizing your essential functions, you can determine which personnel, facilities, equipment, and materials are absolutely necessary to keep your projects functioning following a disaster or major disruption. Prioritizing your functions will also help you determine the recovery time objective and the length of time the function can be suspended without causing significant disruption to your operations. In general, you should be able to organize your mission into three to five essential functions; more if you are a highly complex group.

Essential Functions			
Function/Description	**Responsible Party**	**Recovery Objective**	**Priority**

Vital Records, File and Data Bases

Vital materials may be susceptible to damage or loss depending upon the type of incident and format of materials. Contingency plans should be made to maintain duplicate sets of electronic/physical materials when possible or precautions should be taken to make material storage areas resilient to anticipated emergencies that could result in loss of power or other utility, controlled environmental conditions, or general access to the site. Please note any materials that are required to be maintained in its physical, original format where the loss of that physical document or item would negatively affect the university position. (Legally required to be maintained, donor owned item(s)).

Vital Document/Material Considerations	Comment
Duplicate/Redundant Materials: Does the department have copies of video or voice recordings, primary data, databases, records, etc.? Where can backup copies be maintained?	
Remote/Off Site Storage Locations: Are irreplaceable work products or artifacts, chemicals or equipment distributed to sites outside of the work area?	
Supplies: Is a list of supplies vital to critical functions with 24-hour contact information available for all vendors?	
Alternative Suppliers: Have one or more alternative sources for supplies been identified, wherever feasible?	
Inventory: What is the average amount of inventory of critical supplies maintained in the work area, and how long will this inventory sustain critical function operations?	

Critical Systems (Including IT)

Critical systems include the information technology (IT) systems and software required to perform mission essential functions. It is important to identify, prior to a disruptive event, those IT systems necessary for the completion of mission essential functions. In this section, list the IT systems and software used by the department, including a description of the system or software, the name of the systems manager, the vendor or point of contact information of the identified vendor of point of contact. Include specialized software unique to the department.

Critical Systems			
System	**Vendor**	**System Manager**	**Contact Information**

Critical Equipment

Like critical systems, critical equipment includes specific equipment and instrumentation required to perform daily tasks.

Critical Equipment			
Quantity	**Equipment Details**	**Vendor**	**Contact Information**

External Contacts

Identify external resources necessary to maintain mission essential functions. This might include contacts for suppliers of critical materials, regulatory or oversight bodies, or community partners.

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External Contacts			
Vendor/ Stakeholder	**Description**	**Contact Information: (Name, Phone, Email)**	**Notes**

Regulatory Requirements

Identify any regulatory and compliance requirements (laws, regulations, university policy) that your department is subject to and what impact an emergency would have for compliance. Describe the precautions your group has

established to ensure compliance throughout response and recovery. List any support requested to be able to comply with regulations. If there is an emergency exemption, list that as well.

(Requirement & Implication)

Training & Exercises

Completed plans are to be shared with all staff of the department/college/unit. Hold exercises to test the plan and maintain awareness. Note below the type of exercises you will use and their scheduled dates. For assistance in exercising your plan, contact ISU Emergency Management office at (208) 282-2426.

Type of Exercise	**Frequency (e.g. monthly, beginning of each semester, annually, etc.)**

Send completed worksheets to emergencymangement@isu.edu