



CONTINUITY PLANNING

Administrative Staff Breakfast Meeting
February 8, 2012

- What is continuity planning?
- Steps to consider in plan development
- Scenarios to stimulate thinking
- Wrap up

**Business continuity for higher education has
been defined as:**

The institution's ability to maintain or restore its business and academic services when some circumstance disrupts normal operations.

- Ron Yanoksy (2006 EDUCAUSE business continuity summit)

Continuity Planning



Possible Sources of Interruptions

Natural

- Earthquake
- Flood
- Tornado or Hurricane
- Heavy, long-last rain, snow, hail or wind

Civil

- Riot / Terrorist act
- Protest
- Street repair or maintenance

Person-made

- Computer virus or worm infestation
- Workplace violence
- Theft
- Unauthorized building access
- Major labor dispute

Other Sources

- Fire
- Loss of electrical power
- Corruption of financial or donor databases
- Loss of critical funding stream
- Bomb threat
- Loss of essential members of staff or executive team (lottery winner/resigned, long-term illness, death)
- Medical emergency
- Biological hazard
- Loss of equipment/vehicle
- Loss of access to your facility

Continuity Planning

- **What it is**

- Plan that ensures your department can continue to provide critical services regardless of the circumstances.

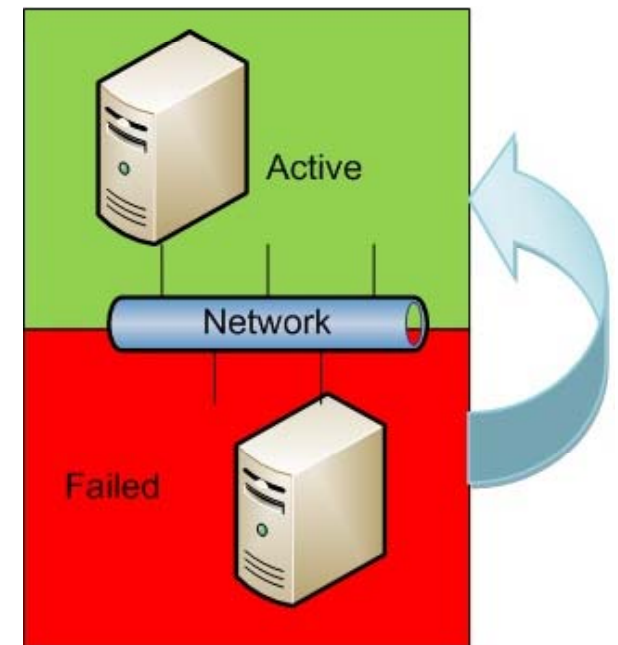
- **What it's not**

- Crisis Management or Disaster Recovery
- Exclusively an ITS issue related to creating redundant data sites and backup procedures



Continuity Planning

- Lafayette College's Incident Action Plan – crisis management
- ITS Preparedness
 - Redundancies of key network systems
 - Servers placed in two separate buildings on campus
 - Supported with generators as back-up electricity source



Continuity Planning Steps

1. List all of the functions performed within your department
2. Prioritize them.

Services that are the most critical are those that we are contractual or legally obligated to provide, those that if they were suspended would have the greatest impact negative impact on our students, employees and/or internal “customer” department(s), and those that generate significant income for the College.

It might be helpful to think about how quickly the College would feel an impact if we faced an unplanned interruption of each particular function.

Continuity Planning Steps

3. For each function, determine the maximum acceptable downtime (the length of time the service cannot be provided without undue harm). E.g., One hour, one day, one week, one month.
4. For each of the most critical functions, list what resources are absolutely required for the continuation of that service.
Consider things like:
 - People/staffing
 - Internet access
 - IT tools (software programs)
 - Records/files
 - Communication vehicles
 - Facilities
 - Equipment
 - Supplies
 - Vendors who may need to be involved
 - “Customers” – internal or external – who may be affected

Continuity Planning Steps

5. Based on the list generated think about what accommodations you should be making now in anticipation of such potential future disruption, such as
 - Cross training of staff for certain functions
 - Documentation of steps involved in essential functions so that another employee could perform them in an emergency
 - Remote access of network/systems for certain employees
 - Secondary physical location for critical supplies
 - Contact information for key vendors and “customers” (internal and external)
6. Coordinate continuity planning with other departments that rely on your department and those on which you rely; understanding the interdependencies of various functions is essential

Continuity Planning Steps

7. Test your plan with
 - Tabletop exercises
 - Simulated events
8. Review and update the plan several times each year to ensure it stays current and employees stay aware

Scenarios

1. Imagine you cannot occupy your office space, but you can access online records, data and systems
2. Imagine you cannot access important data/systems, but you can get into your regular office space
3. Imagine you lose a key staff member unexpectedly

- *Do you have plans in place to deal with these circumstances? Are they formal or informal?*
- *What can you do now to mitigate the impact of these circumstances if they present themselves in the future?*

Continuity Planning

- Being prepared to respond to and recover from emergencies is all of our responsibilities.
- If we do it well, continuity planning enhances our ability to reduce financial losses, regulatory fines, damages to equipment, or disruption of service delivery in the event of an unexpected circumstance.
- An effective response based on good planning enhances the Lafayette College image and our credibility with employees, students, funders, vendors and the community.



Continuity Planning

More Info

Contingency Planning Management (CPM) Group

<http://www.contingencyplanning.com>

Disaster Recovery Journal <http://www.drj.com>

DRI International <http://www.drii.org>

The Business Continuity Institute <http://www.thebci.org>

Nonprofit Risk Management Center

<http://www.nonprofitrisk.org/tools/business-continuity/intro/1.htm>