

What is Business Continuity Planning?

- An on-going, coordinated program of strategies, plans and procedures that guides recovery from a disruptive event.
 - Identifies weak links in the flow of critical processes.
 - Establishes strategies to minimize downtime.
 - Ensures critical resources are available.
 - Changes as critical processes change.

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The Recovery Cycle

The diagram illustrates the Recovery Cycle with four stages:

- INCIDENT**: Represented by an image of a damaged building.
- RESPONSE**: Includes Assessment, Escalation, and Emergency Declaration.
- RESUMPTION**: Includes Short-term Continuity and Only the Most Critical Services Resume.
- RECOVERY / RESTORATION**: Includes Long-term Continuity, Infrastructure Repaired/Replaced, Migration, and Resume "Normal" Service.

 Arrows indicate a flow from Incident to Response, then to Resumption, and finally to Recovery/Restoration. A feedback arrow points from Recovery/Restoration back to Resumption.

Business Continuity is concerned with Resumption and Recovery

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What are the Goals of Business Continuity?

- Minimize negative impact due to a disruptive event
 - Health and Safety – protect people first
 - Maintain core functions of the organization
 - Business functions, i.e. operations, administration
 - Provision of services to internal and external customers, education, research
 - Limit loss; financial, legal, reputation, productivity
- Maintain confidence within and outside of the university
- Satisfy internal audit findings

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Other Benefits

Continuity Planning can provide other important benefits*:

- Quality/Process Improvements
 - Closer alignment of processes with unit goals
 - Improved customer service
 - Identify cost savings
 - Better budget planning and expense justification
- Team Building
 - Engagement helps build better teams
- Increased Credibility
 - A completed plan builds reputational currency

*Source: Continuity Insights and HP's Executive Business Continuity Study (2006)

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Current Industry Drivers

- **Federal Legislation**
 - Sarbanes-Oxley
 - HIPAA
 - USA Patriot Act
 - Federal Grant / Endowment Regulations
- **Terrorism / Natural Disasters**
 - 9/11, Oklahoma City, Virginia Tech
 - East coast power outage, storms
 - West coast forest fires, earthquakes, mud slides
 - Hurricane Katrina, Gulf oil spill
- **Business strategy and audit requirements**

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Business Continuity Planning Software

- LDRPS = "Living Disaster Recovery Planning System" by SunGard
- Server located in King of Prussia, PA
- Used by over half of Fortune 500 companies
- Used by BCP Federation of Ohio Universities and state of Ohio agencies
- LDRPS administered by Ohio State University

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3 Planning Phases

3 Initial Planning Phases

1. Business Impact Analysis
 - i. Identify and prioritize critical business functions
2. Continuity Strategy Creation
 - i. Create continuity strategies for each critical business function
 - ii. Identify Asset Requirements and Dependencies
3. Site Event Management
 - i. Call Tree, Contact List and Continuity Teams
 - ii. Alternate Locations
4. Once initial planning is complete, test and update plans on an annual basis

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Required Resources

What resources are required to complete a plan?

- Initial Business Continuity Plan
 - Business Impact Analysis:
 - » 2-4 facilitated sessions of 1.5 hours each
 - Continuity Strategy development:
 - » 2-6 facilitated and independent sessions 1.5 hours each
- Initial Site Event Management Plan
 - 1-2 facilitated sessions of 1.5 hours each
 - Independent departmental plan review as needed
- On-going plan maintenance and plan exercise
 - LDRPS system training to do departmental updates
 - » Department liaison periodically updates plan info
 - Annual (ideally) plan testing via facilitated exercises

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Who Should Attend?

Participants needed

- Business Impact Analysis
 - Persons familiar with the unit's business operations
- Continuity Strategy development:
 - Persons familiar with people and processes within the unit and how they may interface with people and processes outside of the unit.
- Initial Site Event Management Plan
 - Persons that oversee entire units

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