

L10 Non-Confidential BCP Plan Example

Print Date: March 23, 2009

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Plan Roles	Name	Contact Number (work)	Signoff Date
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Plan Manager Alt:			
Plan Signoff:	Eric DEMAINE	614/555-1313 Ext. 7782	February 11, 2008

This is a non-confidential BCP plan that can be used as an example for plan builders.

Testing Results	Score	Date	Type	Follow up actions
Last Test:				
Next Test:				

Plan Scope & Assumptions

The Business Continuity Planning (BCP) Plan is meant to direct continuity and recovery strategies for all business processes for the Central Payroll department at Newton Tower.

0. Life safety will be the primary consideration guiding all response activities.
1. This BCP plan covers business continuity issues, focusing on activities after the first 4 hours (approximately) following an incident.
2. The Site Emergency Management Plan (SEM) for this site / procss should be executed BEFORE this plan.
3. This plan is concerned with a response to a localized incident and not a regional one.
4. For other general assumptions, reference the SEM plan.
5. {additional assumptions and overview statements}

Plan Purpose and Objectives

The BCP plan defines general priorities, strategies, and resources (assets) to direct and assist the Central Payroll department in continuing and / or recovering its business processes.

1. Protect the lives, resources, revenue, and / or reputation of the Central Payroll department and The Ohio State University.
2. Reduce response and recovery time to ensure proper continuation of processes within pre-defined, acceptable time limits.
3. Identify and prioritize the processes of this department in recovery sequence order.
4. Identify Recovery Time Objectives (RTOs) for each process.
5. Define recovery strategies for each process.
6. Identify essential resources (assets) needed for each process.
7. Educate employees about what is expected of them in response to an incident.
8. {Additional objectives...}

Plan Activation Criteria and Procedure

In general, this plan will be activated:

1. After activation of the SEM plan.
2. After initial response activities.
3. When the leadership team is ready to direct efforts of business process recovery.

In general, the most senior member of the leadership team will activate this plan. However, business process owners may begin business process continuation / recovery efforts as needed with the approval of the leadership team.

Plan Strategies

1. The leadership team will direct the overall continuation / recovery of business processes in the order identified in the Business Impact Analysis (BIA).
2. Business processes will be recovered within designated RTOs.
3. Process owners will utilize the predetermined continuity strategies in this plan to continue / recover business processes.
4. General continuity strategies may address three scenarios:
 - A. Unavailability of a majority of employees
 - B. Unavailability of key system(s) / application(s) / equipment
 - C. Unavailability of building
5. {Additional strategies...}

Plan Maintenance Schedule

The entire plan will be reviewed and updated at least every six months.

Outside the regular maintenance schedule, the plan will be updated following any of these events:

- A significant disruption to normal operations
- Significant changes to staffing or organizational structure
- Significant changes to processes
- Significant changes to key systems or infrastructure
- A plan exercise
- {Other unscheduled events...}

Plan Exercise Schedule

This plan may be exercised at least once a year (optional), either by itself or in conjunction with an SEM plan.

Outside the regular exercise schedule, the plan may be exercised following any of these events:

- A significant disruption to normal operations
- Significant changes to staffing or organizational structure
- Significant changes to processes
- Significant changes to key systems or infrastructure
- A plan exercise
- {Other unscheduled events...}

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BIA Results Overview (by sequence)

Report Description:

Business processes by recovery sequence. (NOTE: If a recovery sequence is missing it will be set to "0" and highlighted in RED.)

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Recovery Sequence	Business Process & Description	Recovery Time Objective
1	<p><u>DEMO Payroll</u></p> <p>General Description: DEMO Provide payroll and benefits to employees Plan Specific Details: Provide payroll and benefits to all staff within dept; work with central Payroll</p>	Within 4 Hours
2	<p><u>DEMO Registration</u></p> <p>General Description: DEMO Initial and on-going registration, including student course selection and all updates Plan Specific Details: Provide support for enterprise-wide registration of all students</p>	Within 24 Hours
3	<p><u>DEMO Processing Graduate / Professional Application Acceptances</u></p> <p>General Description: DEMO Process acceptances and verify information / eligibility for accepted graduate / professional applicants Plan Specific Details: Note: Could delay this up to one week if necessary</p>	Within 1 Week

BIA Results (with scores)

Report Description:

This report lists all processes in plan by the Recovery Sequence number selected. If a sequence number is not selected, it will automatically be set to "0" and highlighted in RED (below).

Process: DEMO Payroll

In Plan: L10 Non-Confidential BCP Plan Example

DEMO Provide payroll and benefits to employees

Plan Specific Details: Provide payroll and benefits to all staff within dept; work with central Payroll

Recovery Sequence	Recovery Time Objective	Univ Reputation	Service Level Agreement	Customer Service	Cash Flow	Additional Expense	Total
1	2 = Within 4 hours (2)	High (1)	High (1)	High (1)	Medium (2)	Medium (2)	Criticality Score
	Health & Safety	Internal Productivity	Loss of Bus. Opp.	Regulatory	Revenue / Day	Budget / Day	18
	High (1)	Medium (2)	Low (3)	High (1)	(0)	\$7,000 (2)	

Process: DEMO Registration

In Plan: L10 Non-Confidential BCP Plan Example

DEMO Initial and on-going registration, including student course selection and all updates

Plan Specific Details: Provide support for enterprise-wide registration of all students

Recovery Sequence	Recovery Time Objective	Univ Reputation	Service Level Agreement	Customer Service	Cash Flow	Additional Expense	Total
2	4 = Within 24 hours (4)	High (1)	High (1)	High (1)	Low (3)	High (1)	Criticality Score
	Health & Safety	Internal Productivity	Loss of Bus. Opp.	Regulatory	Revenue / Day	Budget / Day	23
	Low (3)	Medium (2)	Medium (2)	Medium (2)	(0)	\$5,000 (3)	

Process: DEMO Processing Graduate / Professional Application

In Plan: L10 Non-Confidential BCP Plan Example

Acceptances

DEMO Process acceptances and verify information / eligibility for accepted graduate / professional applicants

Plan Specific Details: Note: Could delay this up to one week if necessary

Recovery Sequence	Recovery Time Objective	Univ Reputation	Service Level Agreement	Customer Service	Cash Flow	Additional Expense	Total
3	7 = Within 1 week (7)	Low (3)	High (1)	High (1)	Low (3)	Low (3)	Criticality Score
	Health & Safety	Internal Productivity	Loss of Bus. Opp.	Regulatory	Revenue / Day	Budget / Day	32
	Low (3)	Low (3)	Low (3)	Medium (2)	(0)	\$3,000 (3)	

Continuity Tasks Assigned to Processes

Report Description

This report details the continuity strategies (tasks) assigned to Processes within this plan.

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PROCESS: DEMO Payroll

(RTO: Within 4 Hours)

■ **CENTRAL PAYROLL SYSTEM UNAVAILABLE - SEE DETAILS**

1. WORK WITH IT STAFF TO RESTORE SYSTEM

Work closely with the IT staff to restore or rebuild the system as quickly as possible. Provide subject matter expertise from dept. as needed.

2. WORK FROM DATA WAREHOUSE ARCHIVE IF POSSIBLE AND NECESSARY

If the central system remains unavailable for too long, utilize the data warehouse archive to provide payroll services.

3. LAST RESORT: RUN LAST MONTH'S PAYROLL

If no system is available in time to process checks and payment, simply run the payroll from the last month (and reconcile when the system becomes available).

4. RECONCILE ACCOUNTS WHEN SYSTEM AVAILABLE AGAIN

■ **MAJORITY OF STAFF UNAVAILABLE - SEE DETAILS**

1. ASSESS CURRENT STAFFING LEVELS AND EXPERTISE; FORMULATE STRATEGY

2. PULL ADDITIONAL KNOWLEDGEABLE STAFF FROM OTHER AREAS

If possible, recruit / pull additional staff from other areas either within or from outside of the department to help with the workload. Start with those former employees of the department and those who perform payroll functions within other areas.

3. CONSIDER EMPLOYING TEMP STAFF OR RETIREES

Consider employing temporary staff or retirees to perform functions.

4. CONSIDER COMMUNICATION NEEDS; ADDRESS AND EXECUTE

■ **NEWTON TOWER UNAVAILABLE - SEE DETAILS**

1. RELOCATE ALL KEY STAFF; SEND ALL OTHERS HOME

Utilize the relocation checklist to identify key staff and their relocation areas. Have managers coordinate relocation and check in with Command Center every 4 hours. Remind non-key staff of central telephone number to receive updates.

2. CONSIDER ALL COMMUNICATIONS NEEDS; ADDRESS AND EXECUTE

3. MAKE ARRANGEMENTS FOR MAIL DELIVERY

Make arrangements within and outside of Department and Institution to insure mail gets where it needs to go.

4. POST MESSAGES ON WEBSITE AND AUTOMATED PHONE TREE

5. CONTACT PHONE COMPANY TO FORWARD PHONE NUMBERS TO NEW LOCATIONS

6. CONSIDER IT REQUIREMENTS; ADDRESS AND EXECUTE

Continuity Tasks Assigned to Processes

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PROCESS: DEMO Registration

(RTO: Within 24 Hours)

■ **CENTRAL REGISTRATION SYSTEM UNAVAILABLE - SEE DETAILS**

1. CONSIDER COMMUNICATION NEEDS; EXECUTE

Consider communication needs; if necessary, immediately contact all academic departments, Academic Affairs, and President's Office to inform them of current situation

2. WAIT UNTIL SYSTEM IS RESTORED TO MAKE ADDS / DROPS / ADJUSTMENTS

3. IF NECESSARY, RESORT TO MANUAL PAPER PROCESS

If the system cannot be restored in time, obtain additional staff and work with academic areas to execute a manual process for registration. Obtain and utilize the last most current scheduling / registration hard copy print outs for 'baseline'

■ **MAJORITY OF STAFF UNAVAILABLE - SEE DETAILS**

1. Offer minimal service and delay for as long as possible

2. Triage and prioritize all incoming requests as needed

3. Consider pre-recorded phone messages and web-site posting

4. Consider routing all requests to email

5. Consider obtaining other staff members within / without department and temp staff to assist with triage

6. If necessary, log all requests either in email or by hand with paper forms and reply to requests when possible

7. Consider media communications / publications

■ **MASTER SCHEDULE SYSTEM UNAVAILABLE - SEE DETAILS**

Inform students and departments that course information is (already) available online as .pdf files

■ **NEWTON TOWER UNAVAILABLE - SEE DETAILS**

1. Send all non-critical staff home; relocate critical / key staff; choices:

A. Central Processing Building

B. Smith Hall

C. Linwood House

2. Consider all communication needs; address and execute

3. Consider mail and phone number changes; address and execute

4. Post centralized information to web and automated phone system

5. Have team leaders check in every 4 hours for first 2 days

Continuity Tasks Assigned to Processes

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PROCESS: DEMO Processing Graduate / Professional Application Acceptances

(RTO: Within 1 Week)

■ **CENTRAL PRODUCTION SYSTEM UNAVAILABLE**

STRATEGIES FOR UNAVAILABLE PRODUCTION SYSTEM

1. Delay 48 hours to see if system will come back up
2. Perform data entry in 'real time' directly in the associated website; generate a paper copy (distribute to students as needed)
3. Note: Decision posting can not occur until production system is up.

STRATEGIES FOR MAINFRAME UNAVAILABLE

1. Delay four (4) hours to see if system will come back up
2. Perform I-20 data entry in 'real time' directly in the SEVIS website; generate a paper copy of the I-20 (distribute to students as needed)
3. Note: Decision posting can not occur until PRODCISC is up.

■ **MAJORITY OF STAFF UNAVAILABLE - SEE DETAILS**

1. NOTE: ALL EVALUATION STAFF HAVE BEEN CROSS-TRAINED TO PERFORM FINANCIAL REVIEW
2. Professional processing staff could perform financial review
3. Consider obtaining additional staff who might have the background to use existing documentation to work through critical processes

■ **NEWTON TOWER UNAVAILABLE - SEE DETAILS**

1. Send all non-critical staff home; relocate critical / key staff; choices:
 - A. Central Processing Building
 - B. Smith Hall
 - C. Linwood House
2. Consider all communication needs; address and execute
3. Consider mail and phone number changes; address and execute
4. Post centralized information to web and automated phone system
5. Have team leaders check in every 4 hours for first 2 days

Resource Requirements (by Process RTO)

Report Description:
 The Processes, Applications, Hardware, Software, Equipment and Vital Records required to continue or restore the Process.

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1) DEMO Payroll		PROCESS RTO: Within 4 Hours		
PROCESS DEPENDENCY	Name	Description	When do you need this Process?	
	DEMO Processing Graduate / Professional Application Acceptances	DEMO Process acceptances and verify information / eligibility for accepted graduate / professional applicants	Not Provided	
SOFTWARE	Name	Description	RTO	Total Required
	Custom Database (MS Access)	Custom / in-house / home-grown database created in MS Access	Within 24 Hours	1
	PeopleSoft Financials (access)	Access via web browser to the PeopleSoft Financials system	Within 48 Hours	2
	PeopleSoft Financials SCM v. 8.x	PeopleSoft Financials SCM version 8.x	Within 4 Hours	2
	PeopleSoft HR Web Page (access)	Web access to the PeopleSoft HR system web page	Within 1 Week	6
EQUIPMENT	Name	Description	RTO	Total Required
	Calculator - Basic	Calculator - Basic	Within 4 Hours	2
	Cellular Phone	Cellular Phone	Immediately	2
	Copier - Medium Capacity	Copier - Medium Capacity	Within 48 Hours	1
	Standard Desk Telephone	Standard Desk Telephone	Within 4 Hours	6
VITAL RECORDS	Name	Category	RTO	
	DEMO Standard Payroll Processes		Within 24 Hours	

2) DEMO Registration		PROCESS RTO: Within 24 Hours		
SOFTWARE	Name	Description	RTO	Total Required
	NCAA Website (access)	Access to the NCAA Website for Financial Aid and Eligibility information	Within 24 Hours	2
	Pathlore (access)	Web access to the Pathlore training registration and tracking system	Within 24 Hours	2
	SEVIS (access)	Web-access to the Student and Exchange Visitor Information System (SEVIS)	Within 24 Hours	2
EQUIPMENT	Name	Description	RTO	Total Required

Resource Requirements (by Process RTO)

	Copier - Medium Capacity	Copier - Medium Capacity	Within 1 Week	<input type="text" value="1"/>
	Copier / Printer / Fax 3-in-1 Combo	Combination Copier / Printer / Fax in a single machine (Xerox printer)	Within 4 Hours	<input type="text" value="1"/>
	Standard Desk Telephone	Standard Desk Telephone	Within 4 Hours	<input type="text" value="8"/>
	Two-Line Desk Telephone	Telephone with two lines	Within 4 Hours	<input type="text" value="8"/>
VITAL RECORDS	Name	Category	RTO	
	Classroom Allocation Report		Within 4 Hours	

3) DEMO Processing Graduate / Professional Application Acceptances			PROCESS RTO: Within 1 Week	
APPLICATION DEPENDENCY	Name	Description	Owner	When do you need this Application?
	DEMO PeopleSoft HR System	DEMO Enterprise-wide PeopleSoft HR System	OIT Data Center	Not Provided
SOFTWARE	Name	Description	RTO	Total Required
	NCAA Website (access)	Access to the NCAA Website for Financial Aid and Eligibility information	Within 1 Week	<input type="text" value="1"/>
	SFA Web Server (access)	Web-access to the web server that supports the Student Financial Aid department	Within 1 Week	<input type="text" value="1"/>
	Student Aid Management System (SAM) (access)	Web-access to the Student Aid Management (SAM) system	Within 1 Week	<input type="text" value="1"/>
EQUIPMENT	Name	Description	RTO	Total Required
	Calculator - Basic	Calculator - Basic	Within 48 Hours	<input type="text" value="1"/>
	Copier - Medium Capacity	Copier - Medium Capacity	Within 1 Week	<input type="text" value="1"/>
	Standard Desk Telephone	Standard Desk Telephone	Within 48 Hours	<input type="text" value="2"/>
VITAL RECORDS	Name	Category	RTO	
	Hard Copy Applications		Within 48 Hours	

Software Requirements (by Process)

Report Description:
 This report lists all software assigned to processes in this plan and the amount of software client access licenses required over time.

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Process: Not Provided **Process RTO Not Provided**

Accounts Receivable Collection System (ARCS)

Description: NEEDED
 Software RTO Not Provided
 Software RPO Not Provided

Total:	Immediate:	Within 8 hours:	Within 48 hours:	Within 1 week:	
	Within 4 hours:	Within 24 hours:	Within 72 hours:	Within 2 weeks:	After 2 weeks:

Custom Database (MS Access)

Description: Custom / in-house / home-grown database created in MS Access
 Software RTO Not Provided
 Software RPO Not Provided

Total:	Immediate:	Within 8 hours:	Within 48 hours:	Within 1 week:	
	Within 4 hours:	Within 24 hours:	Within 72 hours:	Within 2 weeks:	After 2 weeks:

NCAA Website (access)

Description: Access to the NCAA Website for Financial Aid and Eligibility information
 Software RTO Not Provided
 Software RPO Not Provided

Total:	Immediate:	Within 8 hours:	Within 48 hours:	Within 1 week:	
	Within 4 hours:	Within 24 hours:	Within 72 hours:	Within 2 weeks:	After 2 weeks:

Pathlore (access)

Description: Web access to the Pathlore training registration and tracking system
 Software RTO Not Provided
 Software RPO Not Provided

Total:	Immediate:	Within 8 hours:	Within 48 hours:	Within 1 week:	
	Within 4 hours:	Within 24 hours:	Within 72 hours:	Within 2 weeks:	After 2 weeks:

PeopleSoft Financials (access)

Description: Access via web browser to the PeopleSoft Financials system
 Software RTO Not Provided
 Software RPO Not Provided

Total:	Immediate:	Within 8 hours:	Within 48 hours:	Within 1 week:	
	Within 4 hours:	Within 24 hours:	Within 72 hours:	Within 2 weeks:	After 2 weeks:

Software Requirements (by Process)

	Within 4 hours:	Within 24 hours:	Within 72 hours:	Within 2 weeks:	After 2 weeks:
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PeopleSoft Financials SCM v. 8.x

Description: PeopleSoft Financials SCM version 8.x
 Software RTO Not Provided
 Software RPO Not Provided

Total:	Immediate:	Within 8 hours:	Within 48 hours:	Within 1 week:	
	Within 4 hours:	Within 24 hours:	Within 72 hours:	Within 2 weeks:	After 2 weeks:

PeopleSoft HR Web Page (access)

Description: Web access to the PeopleSoft HR system web page
 Software RTO Not Provided
 Software RPO Not Provided

Total:	Immediate:	Within 8 hours:	Within 48 hours:	Within 1 week:	
	Within 4 hours:	Within 24 hours:	Within 72 hours:	Within 2 weeks:	After 2 weeks:

SEVIS (access)

Description: Web-access to the Student and Exchange Visitor Information System (SEVIS)
 Software RTO Not Provided
 Software RPO Not Provided

Total:	Immediate:	Within 8 hours:	Within 48 hours:	Within 1 week:	
	Within 4 hours:	Within 24 hours:	Within 72 hours:	Within 2 weeks:	After 2 weeks:

SFA Web Server (access)

Description: Web-access to the web server that supports the Student Financial Aid department
 Software RTO Not Provided
 Software RPO Not Provided

Total:	Immediate:	Within 8 hours:	Within 48 hours:	Within 1 week:	
	Within 4 hours:	Within 24 hours:	Within 72 hours:	Within 2 weeks:	After 2 weeks:

Student Aid Management System (SAM) (access)

Description: Web-access to the Student Aid Management (SAM) system
 Software RTO Not Provided
 Software RPO Not Provided

Total:	Immediate:	Within 8 hours:	Within 48 hours:	Within 1 week:	
	Within 4 hours:	Within 24 hours:	Within 72 hours:	Within 2 weeks:	After 2 weeks:

Process: DEMO Payroll

Process RTO: Within 4 Hours

PeopleSoft Financials SCM v. 8.x

Software Requirements (by Process)

Description: PeopleSoft Financials SCM version 8.x
Plan Specific Description: Will need this ASAP for the heavy users
 Software RTO: Within 4 Hours
 Software RPO Not Provided

Total: 2	Immediate: Within 4 hours: 2	Within 8 hours:	Within 48 hours:	Within 1 week:	Within 2 weeks:	After 2 weeks:
	Within 24 hours:	Within 72 hours:				

Custom Database (MS Access)
 Description: Custom / in-house / home-grown database created in MS Access
Plan Specific Description: Need to have Jane Doe's custom PO DB available
 Software RTO: Within 24 Hours

Total: 1	Immediate: Within 4 hours:	Within 8 hours:	Within 48 hours:	Within 1 week:	Within 2 weeks:	After 2 weeks:
	Within 24 hours: 1	Within 72 hours:				

PeopleSoft Financials (access)
 Description: Access via web browser to the PeopleSoft Financials system
Plan Specific Description: Don't need right away, but good to have access for reference for questions
 Software RTO: Within 48 Hours
 Software RPO Not Provided

Total: 2	Immediate: Within 4 hours:	Within 8 hours:	Within 48 hours: 1	Within 1 week: 2	Within 2 weeks:	After 2 weeks:
	Within 24 hours:	Within 72 hours:				

PeopleSoft HR Web Page (access)
 Description: Web access to the PeopleSoft HR system web page
Plan Specific Description: Will need this for the rest of the staff after 24 - 48 hours
 Software RTO: Within 1 Week
 Software RPO Not Provided

Total: 6	Immediate: Within 4 hours:	Within 8 hours:	Within 48 hours:	Within 1 week: 3	Within 2 weeks:	After 2 weeks: 6
	Within 24 hours:	Within 72 hours:				

Process: DEMO Registration **Process RTO: Within 24 Hours**

NCAA Website (access)
 Description: Access to the NCAA Website for Financial Aid and Eligibility information
Plan Specific Description: Possible we would need this to help determine eligibility prior to registration
 Software RTO: Within 24 Hours
 Software RPO Not Provided

Total:	Immediate:	Within 8 hours:	Within 48 hours:	Within 1 week:	Within 2 weeks:	After 2 weeks:
	Within 4 hours:	Within 24 hours:	Within 72 hours:			

Software Requirements (by Process)

Total: 2	Immediate: Within 4 hours:	Within 8 hours: Within 24 hours:	1	Within 48 hours: Within 72 hours:	Within 1 week: Within 2 weeks:	2	After 2 weeks:
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Pathlore (access)

Description: Web access to the Pathlore training registration and tracking system
Software RTO: Within 24 Hours

Total: 2	Immediate: Within 4 hours:	Within 8 hours: Within 24 hours:	1	Within 48 hours: Within 72 hours:	Within 1 week: Within 2 weeks:	2	After 2 weeks:
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SEVIS (access)

Description: Web-access to the Student and Exchange Visitor Information System (SEVIS)
Software RTO: Within 24 Hours
Software RPO Not Provided

Total: 2	Immediate: Within 4 hours:	Within 8 hours: Within 24 hours:	1	Within 48 hours: Within 72 hours:	Within 1 week: Within 2 weeks:	2	After 2 weeks:
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Process: DEMO Processing Graduate / Professional Application Acceptances

Process RTO: Within 1 Week

NCAA Website (access)

Description: Access to the NCAA Website for Financial Aid and Eligibility information
Software RTO: Within 1 Week
Software RPO Not Provided

Total: 1	Immediate: Within 4 hours:	Within 8 hours: Within 24 hours:		Within 48 hours: Within 72 hours:	Within 1 week: Within 2 weeks:	1	After 2 weeks:
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SFA Web Server (access)

Description: Web-access to the web server that supports the Student Financial Aid department
Software RTO: Within 1 Week
Software RPO Not Provided

Total: 1	Immediate: Within 4 hours:	Within 8 hours: Within 24 hours:		Within 48 hours: Within 72 hours:	Within 1 week: Within 2 weeks:	1	After 2 weeks:
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Student Aid Management System (SAM) (access)

Description: Web-access to the Student Aid Management (SAM) system
Software RTO: Within 1 Week
Software RPO Not Provided

Total: 1	Immediate: Within 4 hours:	Within 8 hours: Within 24 hours:		Within 48 hours: Within 72 hours:	Within 1 week: Within 2 weeks:	1	After 2 weeks:
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Equipment Requirements (by Process)

Report Description:
 This report lists all equipment assigned to processes in this plan and the amount of equipment required over time.

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Process: DEMO Payroll **Process RTO: Within 4 Hours**

EQUIPMENT: Cellular Phone (RTO = Immediately)
 Description: Cellular Phone
Plan Specific Description: Need one or two of these for immediate comm. needs
 Primary Location:

Total:	Immediate:	2	Within 8 hours:	Within 48 hours:	Within 1 week:	After 2 weeks:
2	Within 4 hours:		Within 24 hours:	Within 72 hours:	Within 2 weeks:	

EQUIPMENT: Calculator - Basic (RTO = Within 4 Hours)
 Description: Calculator - Basic
 Primary Location:

Total:	Immediate:	1	Within 8 hours:	Within 48 hours:	Within 1 week:	After 2 weeks:
2	Within 4 hours:		Within 24 hours:	Within 72 hours:	Within 2 weeks:	
			2			

EQUIPMENT: Standard Desk Telephone (RTO = Within 4 Hours)
 Description: Standard Desk Telephone
Plan Specific Description: Need two for key staff ASAP; 6 by end of week to help support
 Primary Location:

Total:	Immediate:	2	Within 8 hours:	Within 48 hours:	Within 1 week:	After 2 weeks:
6	Within 4 hours:		Within 24 hours:	Within 72 hours:	Within 2 weeks:	
					6	

EQUIPMENT: Copier - Medium Capacity (RTO = Within 48 Hours)
 Description: Copier - Medium Capacity
 Primary Location:

Total:	Immediate:	1	Within 8 hours:	Within 48 hours:	Within 1 week:	After 2 weeks:
1	Within 4 hours:		Within 24 hours:	Within 72 hours:	Within 2 weeks:	
				1		

Process: DEMO Registration **Process RTO: Within 24 Hours**

Equipment Requirements (by Process)

EQUIPMENT: Standard Desk Telephone (RTO = Within 4 Hours)

Description: Standard Desk Telephone
 Primary Location:

Total: 8	Immediate: Within 4 hours: 2	Within 8 hours: Within 24 hours: 4	Within 48 hours: Within 72 hours: 6	Within 1 week: Within 2 weeks: 8	After 2 weeks:
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EQUIPMENT: Two-Line Desk Telephone (RTO = Within 4 Hours)

Description: Telephone with two lines
Plan Specific Description: Need two-line types for main customer intake
 Primary Location:

Total: 8	Immediate: Within 4 hours: 2	Within 8 hours: Within 24 hours: 8	Within 48 hours: Within 72 hours:	Within 1 week: Within 2 weeks:	After 2 weeks:
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EQUIPMENT: Copier / Printer / Fax 3-in-1 Combo (RTO = Within 4 Hours)

Description: Combination Copier / Printer / Fax in a single machine (Xerox printer)
Plan Specific Description: We could get by with this combo unit right away; then will need more
 Primary Location:

Total: 1	Immediate: Within 4 hours: 1	Within 8 hours: Within 24 hours:	Within 48 hours: Within 72 hours:	Within 1 week: Within 2 weeks:	After 2 weeks:
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EQUIPMENT: Copier - Medium Capacity (RTO = Within 1 Week)

Description: Copier - Medium Capacity
 Primary Location:

Total: 1	Immediate: Within 4 hours:	Within 8 hours: Within 24 hours:	Within 48 hours: Within 72 hours:	Within 1 week: Within 2 weeks: 1	After 2 weeks:
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Process: DEMO Processing Graduate / Professional Application Acceptances **Process RTO: Within 1 Week**

EQUIPMENT: Calculator - Basic (RTO = Within 48 Hours)

Description: Calculator - Basic
Plan Specific Description: May need more if revert to manual calculations
 Primary Location:

Total: 1	Immediate: Within 4 hours:	Within 8 hours: Within 24 hours:	Within 48 hours: Within 72 hours: 1	Within 1 week: Within 2 weeks:	After 2 weeks:
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Equipment Requirements (by Process)

EQUIPMENT: Standard Desk Telephone (RTO = Within 48 Hours)

Description: Standard Desk Telephone
 Primary Location:

Total: 2	Immediate: Within 4 hours:	Within 8 hours: Within 24 hours:	Within 48 hours: Within 72 hours:	1	Within 1 week: Within 2 weeks:	2	After 2 weeks:
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EQUIPMENT: Copier - Medium Capacity (RTO = Within 1 Week)

Description: Copier - Medium Capacity
 Primary Location:

Total: 1	Immediate: Within 4 hours:	Within 8 hours: Within 24 hours:	Within 48 hours: Within 72 hours:		Within 1 week: Within 2 weeks:	1	After 2 weeks:
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Vital Record Requirements (by Process)

Report Description:

This report lists the vital records requirements in this plan

Process Name: DEMO Payroll

RECORD NAME: DEMO Standard Payroll Processes

Description: Reference "binder" of all standard processes to support payroll

Recovery Time Objective

4 = Within 24 hours

Current Location: Note: does exist as hard copy binder in several cubicles

OFFSITE LOCATION: Risk - No offsite location provided

Network Location: N://Groups/Shared/Payroll/Procedures

Person / Department Responsible: John Doe

Additional Details: Server backed up weekly

Must be stored in Battle Box:

Salvage Critical:

Process Name: DEMO Processing Graduate / Professional Application Acceptances

RECORD NAME: Hard Copy Applications

Description: Hard copies of applications that students have submitted

Recovery Time Objective

5 = Within 48 hours

Current Location: These are kept at the various cubes of those processing current requests

OFFSITE LOCATION: Risk - No offsite location provided

Person / Department Responsible: Registration

Additional Details: As soon as it is safe to recover, all such documents need to be obtained ASAP

Must be stored in Battle Box:

Salvage Critical: X

Process Name: DEMO Registration

RECORD NAME: Classroom Allocation Report

Description: Most recent .pdf from the classroom scheduling system

Recovery Time Objective

2 = Within 4 hours

Current Location: Stored in reception area on CD

OFFSITE LOCATION: Risk - No offsite location provided

Alternate Source: Should be able to obtain another copy if need direct from Physical Facilities

Person / Department Responsible: Physical Facilities

Must be stored in Battle Box: X

Salvage Critical:

Telecom Requirements (by Plan)

Report Description:

Telecommunication requirements assigned to plan.

L10 Non-Confidential BCP Plan Example

Main Help Desk number; customers will call this number during crisis - (Unique Phone Number)

Telephone number (or circuit):

Dedicated

1

Vendor Org

VDEMO000000005, DEMO SPRINT PCS, NORTH CENTRAL REGION COLS OFFICE

Workstation Requirements (by Plan)

Report Description:

Minimum required workstations needed to restore or recover operations.

L10 Non-Confidential BCP Plan Example

Standard Laptop

(Pentium 2GHz, 1GB RAM, 60GB HD, DVD+/-RW, 10/100 Ethernet, 14.1" Wide Screen, with MS Office)

Plan Specific Details:

Payroll needs one on standby

Total: 1	Immediate: Within 4 hours:	1	Within 8 hours:	Within 48 hours:	Within 1 week:	Within 2 weeks:	After 2 weeks:
			Within 24 hours:	Within 72 hours:			

Standard PC

(Intel Duo 2.33GHz, 2GB RAM, 160GB HD, DVD+/-RW, 19" LCD, with MS Office)

Plan Specific Details:

Payroll = 2; Reg = 4; Processing = 2

Total: 8	Immediate: Within 4 hours:	4	Within 8 hours:	Within 48 hours:	6	Within 1 week:	8	After 2 weeks:
			Within 24 hours:	Within 72 hours:				
			5					