

**California State University
East Bay**

Emergency Preparedness and Business Continuity Plan

BUSINESS CONTINUITY PLAN

VOLUME II

May, 2006

- Draft -

Mission: *in an emergency, CSUEB personnel and equipment are used in order of priority to:*

1. *Save lives,*
2. *Protect the environment*
3. *Preserve property, and*
4. *Restore campus operations*

INTRODUCTION

To the extent possible, the University has an obligation to protect and provide for our students, faculty, staff and visitors in the event of a major interruption of our mission and operation. These obligations extend to a responsibility for each Department to be able to meet its individual obligations. This includes the ability to provide the services expected of them and to carry out functions critical to the mission of the University should an event occur that interrupts the normal course of operations. Failure to have an adequate continuity plan could lead to financial disaster, interruptions of academic classes, failure of research projects, and delays in completing other mission critical activities.

The Business Continuity Planning (BCP) process is designed to help organizations develop strategies that ensure mission critical functions and services can be remain operational in the wake of adverse events such as natural disasters, technology failures, human errors, or terrorism. The objectives of a business continuity plan are to minimize loss to the organization, continue to serve customers, and maintain administrative and functional operations.

The CSUEB BCP is executed *after* health, life, and safety issues are addressed. At a minimum, the BCP assumes the following have been restored:

- Police, Fire and Health services
- Electricity, water, reasonable climate control, and adequate lighting
- Access to and egress from campus, classrooms, and administrative facilities
- Safe handling and proper disposal of toxic substances, biologically hazardous materials, and radioactive materials

The CSUEB Emergency Operations Response Plan was developed to address the health, life and safety issues described above. The campus will refer to the Emergency Operations Response Plan *before* executing the BCP.

In general, Business Continuity Plans include several common elements:

- **Business Impact Analysis (BIA)**– identifies critical business process.
- **Risk Assessment** – identifies specific threats, assesses vulnerability to those threats, and assigns degree of risk associated with each threat. (*NOTE – This section will be completed in a future version of the BCP plan*)

- **Risk Management/Continuity Planning** – utilizes the Risk Assessment to determine which risks should be managed; and provides a written plan on actions necessary to get the business up and running in the event of a disruption associated with those risks.
(NOTE – This section will be completed in a future version of the BCP plan)
- **Testing and Updating** – establishes mechanisms to exercise the plan and keep it current.
(NOTE – This section will be completed in a future version of the BCP plan).

The first step in business continuity planning is determining critical mission processes and the interdependencies between those processes that must continue to exist for the University to function. This process is often referred to as the “Business Impact Analysis”.

CSUEB BUSINESS IMPACT ANALYSIS

The CSUEB business continuity plan was developed with input from every business, instructional and technical unit on campus. Every campus unit was asked to complete a BIA survey which described, in various levels of detail, critical business functions and services that are either provided by the department or needed by unit to perform its operation.

By definition, critical processes typically fall into one of three general categories:

Safety and Security – Activities needed to sustain a safe and secure environment for students, faculty, staff, patients, the visiting public, and surrounding community. While the disaster recovery plan (DRP) addresses restoring safety and security, the BCP may be concerned with sustaining those functions for an extended period.

Learning, Education, and Research – Activities that carry out or directly support the academic mission of the University. For example, student support services (admissions, registration, etc.), lecture and study, research, post graduate programs, graduations.

Business Support Services – Activities that allow the University to maintain necessary business operations, safeguard assets, and ensure the financial viability of the University. Examples include payroll, revenue collection, accounts payable and financial reporting.

The CSUEB BIA surveys were designed based on a questionnaire developed and used by University of California at Berkeley (UCB) in their business continuity planning process. CSUEB created three different variations of the UCB survey to gather data from departments:

- Survey 1 (short survey) – Distributed to academic departments and small administrative units.
- Survey 2 (long survey) – Distributed to administrative units
- Survey 3 (technology) – Distributed to technology units on campus.

Results from the campus BIA surveys can be found in the appendix section of this document. Use the chart below to locate the appropriate appendix.

Business Unit	Appendix
Provost & Vice President of Academic Affairs	
Academic Affairs	A
Academic Programs and Graduate Studies	A
College of Arts, Letters & Social Science	A
College of Business & Economics	A
College of Education & Allied Studies	A
College of Science Chemistry Department	A
College of Science College Office	A
College of Science Engineering Department	A
College of Science Geological Sciences Department	A
College of Science Math & Computer Science Department	A
College of Science MBRS-Score & MBRS-Rise Programs	A
College of Science Physics Department	A
College of Science Psychology Department	A
College of Science Statistics Department	A
College of Science Computer Lab	A
Contra Costa Campus	A
Division of Continuing and International Education	A
Library	A
Office of Faculty Development and Faculty Center for Excellence in Teaching	A
Office of Research and Sponsored Programs	A
Vice President Administration & Business Affairs	
Budget Office	B
Human Resource Office	B
Facilities Planning & Operations	C
Alternative Transportation	C
Design and Construction	C
Emergency Operations Center	C
Environmental Health and Safety	C
Facilities Management	C
Facilities Planning	C
Transportation	C
Fiscal Services	D
Accounts Payable	D
General Accounting	D
Payroll	D
PeopleSoft	D
Purchasing	D
Risk Management	D
Shipping and Receiving	D
Shipping and Receiving Mail	D

Shipping and Receiving Shipping	D
Student Financial Services Operations	D
Student Financial Services Systems	D
Vice President Student Affairs	
Administrative Office	E
Career Development Center	E
Counseling and Psychological Services (CaPS)	E
EXCEL	E
Housing Office	E
Student Academic Services	E
Student Advisement Center	E
Student Center for Academic Achievement	E
Student Disability Resource Center	E
Student Health Services	F
Student Life and Leadership	E
University Advisement Center	E
University Police	G
Vending	E
Vice President University Advancement	
Advancement	H
Alumni	H
Development	H
Office of Public Affairs	H
AVP Academic Program and Graduate Studies	
Academic Program and Graduate Studies	I
Institutional Research and Analysis	I
AVP Enrollment Services	
Administration	J
Admissions	J
Degree Audit	J
Financial Aid	J
Records	J
Scheduling	J
Auxiliaries	
Foundation and Bookstore	K
Technology Departments	
Administration and Business Affairs	B, L
College of Arts, Letters & Social Science	A, L
College of Education and Allied Sciences	A, L
College of Science Lab	A, L
Contra Costa Campus	A, L
Enrollment Services	J, L
Enrollment Services IIC	J, L
Information & Computing Services	L

ATSC	L
Library	A, L
Provost Office	A, L
Student Affairs	E, L
Student Health Services	F, L

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