

Business Continuity

Once the first responders to a UCCS disaster have saved lives and secured structures and equipment, each department at UCCS will then be expected to resume business operations. To ensure an expedient and efficient recovery following a disaster, this phase of emergency preparedness is critical to keep the university functioning.

This packet has been designed to get you to think about important aspects of your business recovery. We have included forms that will guide you as you brainstorm about possible scenarios and solutions. Every UCCS department will be required to complete this packet. Some forms have already been completed for you by subject matter experts in the Information Technology, Public Safety, and Resource Management departments.

What you need to do

All ten forms need to be completed, except those which have already been completed for your convenience. Because the campus is on an annual time frame for completing business continuity planning, please do your part to meet your deadline.

Completing business continuity planning is a primary step in campus emergency preparedness. As we move forward we will continue to build upon this foundation and add more to the business continuity process. We will look at continuity planning issues that may arise during this process and continue to adapt and make changes. We look forward to thinking with you about protecting the people, infrastructure, and work processes on our campus.

Instructions for completing forms

SECTION 1 - Risk Assessment: One of the first steps in the planning process is to identify the areas of risk to the organization. Once that is completed, it is also important to evaluate existing physical and environmental security and controls and assess their adequacy relative to potential threats. While exact disasters are difficult to determine, it is beneficial to perform a comprehensive risk assessment of threats that could realistically impact the organization.

Exhibit 1.1 - Vulnerability Assessment Worksheet: This form has been completed for you. Our vulnerability for disaster incidents is based on both state and local hazards information. Please review this form and pay attention to the incidents listed, risk rating, and potential consequences. Think about how these might affect your work.

Module 1.2 - Critical Records: Completing this form will assist you to evaluate various organizational risk considerations and potential risk mitigation recommendations related to critical records. Respond to the questions and indicate whether your compliance is complete, partial, or non-compliant. Indicate whether the question is not applicable to your critical records.

Module 1.3 - Building Security, Key & Lock Control: This form will help you evaluate various risk considerations and mitigation recommendations regarding key and lock control and building security. Respond to these questions and indicate whether or not you have complete, partial, or non-compliance. Use this information to identify potential improvements and risk mitigation recommendations.

Exhibit 1.4 - Insurance Protection: This form assists you to learn various organizational risk considerations and risk mitigation recommendations regarding insurance protection. It has been completed for you by Frank Hammitt, Risk Manager. Please review this form and pay attention to the insurance protections noted.

Module 1.5 - Vital Records Listing: Completing this form will get you to consider important information contained in vital records you use in your department. Describe the vital records, volume, how often the records are used, whether or not they are magnetic, film/fiche or paper, how long the records need to be retained, whether or not the records are stored on- or off-site, and note who is assigned to be accountable for the storage and retention of the record.

SECTION 2 - Business Impact Analysis: This section helps you to identify the critical business processes within your department and determine the impact of not performing the business process beyond the maximum acceptable outage. Business recovery should concern the entire organization, not just the computer system. You should identify your department's critical requirements; including all information, processes, activities, and equipment needed to continue operations should your department be destroyed.

Module 2.1 - Critical Systems and Applications: This form will help you identify your critical business processes and their associated systems. Begin by describing the specific business processes, then indicate whether the systems you use to complete your business processes require IT, your department, or outsourcing. Name the software application used to complete the business process.

Module 2.2 - Alternate Processing Methods: Please complete this form to document all critical systems and applications. Again, list your same business processes, how often you complete each process (cycle), name the alternate processing method, whether or not this method is manual, the daily volume of goods or services required to sustain operations for each business process, and the length of time (in hours) that manual or alternate procedures could be used to effectively sustain operations.

Module 2.3 - Business Process Criticality Ratings: This form will assist you to identify alternative processing methods for each business process. Again, list your same business processes. Rate the impact of an outage of your business processes according to each area listed: economic, services, legal/regulatory, or operations. Rate each outage impact area as severe, moderate, minimal or not applicable. Assess the overall criticality of the business process as minor, moderate, or severe.

SECTION 3 - Recovery Strategies: Each critical business process needs to be located in an alternate facility after a disaster event that severely impacts the existing building. Several alternate facilities may be required to replace the existing space while recovery and restoration activities are being performed. Consider vacant office space in another building on- or off-campus and make arrangements now to be sure space will be available following a disaster. As you think about alternate work space, consider your need for security, computer access, communications, furniture, equipment, and supplies.

Module 3.1 - Temporary Facility Alternatives: Completion of this form will help you list the location you will use in the event of a disaster which renders your existing workplace unusable. List the location of your facility / department's alternative work space, the amount of space required by the department, and a contact person and phone number (day and night) for the alternative space. This should be already discussed with the person you have listed.

Module 3.2 - Alternatives Cost Comparison Worksheet: Completion of this form will help you compare the costs of various recovery alternatives. List a description of the item under cost; consider costs for items such as hardware, software, communications, declaration fees, technical support, testing support and fees, and other costs. List the amount of one-time costs or per usage charges based on your alternative processing method(s).

That's it! Once all your forms are complete, date and sign them. Send one electronic and one hard copy to Margo Baker in the Department of Public Safety.

Need help?

If you need help please contact Margo Baker, 262-3838, or mbaker@uccs.edu in the Department of Public Safety (DPS1).

Thank you for all your hard work. Your safety matters to us!