Departmental Business Continuity Plan

Revision No:
Revision Date:

For questions or details on this plan, please contact the Departmental Continuity Planner:

In case of an actual emergency turn to Section H to implement this plan.

This plan and associated documents can be found in the MyFiles folders at:

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REVIEWS AND APPROVALS

Planner

Unit Head Name
Title
Status
Date

A. PREFACE

This plan was developed to facilitate the department to resume critical functionality following a major disruption of operations and recover full capabilities within prescribed time frames. The document was prepared under the direction of the Departmental Continuity Planner.

<u>Scope</u>

The Deep Sea Studies Department is responsible for the research of the plant and animal life that live in the deep ocean water. The Deep Sea Studies Department has offices in several buildings on campus. Besides the need for classrooms during the school year, the department has faculty and staff officies in 21 Campanella and a small library in Fulton. Additionally, the department runs a small laboratory, a rescue center for sick and injured animals, and multiple aquariums which are home to hundreds of different salt water species. There are 15 full time staff members, 10 faculty in the Deep Sea Studies Department, and during the school year, an additional 4 student employees.

Number of People:

C. RECOVERY STRATEGY

When developing a plan for minimizing disruptions to our organization, preparing for contingencies and expediting recovery, we need to develop a comprehensive strategy for the process.

Recovery Strategy

When developing a plan for minimizing disruptions to our organization, preparing for contingencies and expediting recovery, we need to develop a comprehensive strategy for the process. Backup generators and extra food and water filters are kept on campus in the event of an emergency to keep the animals fed and their tanks clean and warm. A staff member is always on call to respond if any of the warning systems on the tanks go off. Multiple staff are trained on how to clean the tanks and feed the animals. In the event of an emergency the staff member on call will a ctivate the phone tree and email the Deep Sea Studies group to alert them of the emergency and provide information on necessary next steps.

Special or Unique Considerations

the Deep Sea Studies Department has may unique conditions. The department works with many live animals which require clean, salt water and daily feedings. The rescue center also requires the water be kept at certain temperature ranges. Special equipment such as filters, aquariums, temperature gauges, and warning systems must be considered. The department also has over 35 years of research stored in the library. Open research projects with critical data and samples critical to research are also in the lab in Higgins.

D. CRITICAL FUNCTIONS AND RECOVERY TIME OBJECTIVES

Critical Functions and Recovery Time Objectives (RTO), or the time by which an organization must be able to resume critical operations, is a major factor in planning recovery. The longer you can go without requiring lost services, facilities or infrastructure the easier it is to recover. Plans are based on the actual needs to the department and that of the University in general and when critical operations must be resumed. At this time in the recovery process normal functionality, response and capabilities are not available or expected.

In the event of a disaster, the Continuity Planning Team is responsible for continuing and/or recovering the following critical functions:

Worksheet #1: Critical Functions and RTO

Function	Semester	RTO	Impact	Priority	Dependencies	Alternatives
Conducting classes	fall and spring	< 1 Week	could jeopardize students ability to graduate on time	1	available classrooms, power, ability of faculty/staff to work, working computers, lab, and other equipment.	hold classes off campus, arrange transportation for students and faculty to alternate location, use local aquariums facilities and labs.
Comments:						
Maintaining animal living environment	year round	24 Hours	could jeopardize life and health of animals and could result in loss of critical research.	1	Power, key personnel, and working aquarium and water treatment equipment	move the animals to alternate facility
Comments: agreements have been made with local aquarium in the event animals have to be moved. The aquarium will provide tanks, food, and vehicles and crates to transport animals						
payroll	year round	< 1 Week	could jeopardize workforce	1	available funds and data to support payroll	collect manual time cards
Comments:						
Research	year round	< 1 Week	could jeopardize students research projects, grant funding, and future of deep sea study department	1	working computers, lab, access to critical data, key personnel	conduct research at off campus facilities.
Comments:						

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To facilitate recovery, this Business Continuity Plan defines procedures for restoring both the organizational resources (personnel, space, equipment, etc.) and information technology supporting our operations.

Worksheet #2: Software Applications Supporting Critical Functions

Application	Function	Location	Description	Backup Method	BC Support & Phone #	External Support & Phone #
App	Conducting classes	--				Bob
Comments:						
Deep Sea Research Programs	Research	Vendor Facility				Deep Sea Specialists 999-999-9999
Comments:						
Kronos	payroll	BC Data Center	time card records to pay employees	hard copy records	TOMMANEY,JOHN 617-123-4567	
Comments:						
Temperature check	Maintaining animal living environment	Other	monitors temperatures of aquariums, adjusts settings settings when too hot or too cold, records temperatures every 15 minutes and stores the changes, sends alerts to staff on call when temperatures hot a critical level	24 hour staff manually monitoring	TOMMANEY,JOHN 617-123-4567	Deep Sea Specialists 999-999-9999
Comments: BC Data center						
UIS	Conducting classes	BC Data Center	course registration, scheduling		TOMMANEY,JOHN 617-123-4567	local aquarium 999-999-9999
Comments:						

E. VITAL RECORDS, FORMS AND DOCUMENTS

The following worksheet lists the vital records, forms and documents that are required by the organization for their operation, including where they are, how they are backed up and how to access. This could include personnel, financial, legal and other business records as well as research data, which may not be available

F. CRITICAL RESOURCES AND PERSONNEL

The following section lists both the people and items needed for normal (N) operations and minimal (M) M)

Worksheet #11:   Essential Personnel and Cross-Training

Function	Performs this Function	Can be Cross Trained	Comments
Maintaining animal living environment	1. Lab Manager 2. Dean	1. Ass. Dean	
Research	1. Dean 2. Associate Dean 3. Professor 4. Work Study		
Conducting classes	1. Professor 2. Dean 3. Ass. Dean	1. Teaching Assistant 2. Graduate Student 3. Workstudy student	

G. DEPARTMENTAL CONTINUITY PLANNING (DCPT)

The Business Continuity Plan documents the responses and recovery actions to be taken in the event a disaster affects our organization or the resources that we rely upon for support. The Continuity Planning Team, which is structured in compliance with the National Incident Management System (NIMS) and incorporates the Incident

Worksheet #7: Emergency and Alternate Operating Facilities

Type	Place	People	Comments
ALTERNATE DEPARTMENT OPERATIONS SITE (outside your building)	Campanella	29	
ALTERNATE WORK LOCATION #1 (top choice)	Local Aquarium	10	
ALTERNATE WORK LOCATION #2 (next best)	RI Aquarium	10	
ALTERNATE WORK LOCATION #3 (minimal)	Fulton	19	

Comments: Staff and animals need an aquarium and faculty and office staff can work from offices on campus

I. DEPARTMENTAL CONTINUITY EMERGENCY CHECKLIST

The following are specific tasks related to the Continuity Team during an emergency. These are in addition to the usual responsibilities of the individual. The Department Continuity Planner is responsible to ensure the listed actions are assigned and completed. Call the University Emergency Operations Center (EOC) or Office of Emergency Management if assistance is needed .

Emergency Checklist

Item	Task Description	Assigned To	Date Completed
1	Receive notification of emergency.		
2	If necessary, contact BC Police for emergency assistance (Fire, Police, EMS)		
3	If evacuation is required, direct staff to Emergency Meeting Site and conduct headcount of personnel.		
4	Notify Department Management, Continuity Team and Emergency Management of emergency situation.		
5	Notify campus police (911) and/or Facilities Work Order Center for immediate assistance if needed; Police, Environmental Health and Safety and Facilities will respond to life safety, health and facility/utility related events.		
6	Direct and assist emergency personnel as required. Identify a person who will know the building to work emergency services, EHS and Facilities.		
7	Retrieve Department Business Continuity Plan by using MyFiles, hardcopy, flash drive, etc.		
8	Activate the Department Business Continuity Plan.		
9	Determine if a Department Operations Center (DOC) or conference call activation is required. If so, notify, department management and Continuity Team to report to the pre-defined location. Notify Emergency Management of its location and contact information.		
10	Notify Departmental Contingency Planner when team is assembled.		
11	Assess the estimated length of time of the outage, and report the assessment to Department Management, Continuity Team and Incident Commander at the University EOC if necessary.		
12	Review the scope of the problem, noting areas affected, probable duration, location to resume operations, number of users involved, plan for recovery, staff requirements, and staff availability.		
13	Ensure that safety measures are put into effect.		
14	Provide Situation Reports and updates to Emergency Management / University EOC and senior management.		
15	Prepare Incident Action Plans to facilitate Operations and shift turnovers.		

Emergency Checklist

Item	Task Description	Assigned To	Date Completed
16	Coordinate and communicate with the various continuity team members and the University EOC if additional resources are required. Establish a liaison with the Incident Commander if appropriate.		
17	Initiate staff notification using Contact Lists or other systems. Use Call Trees to contact critical employees.		
18	Initiate external communications for applicable external contacts such as students, customers, vendors, or other third party providers.		
19	Take appropriate preventive measures, such as covering items to protect equipment that will not be relocated and secure critical files and data.		
20	Activate Emergency Account number(s) if needed and Notify Department Management and Continuity Team to charge all activities to this account number.		
21	Essential personnel begin movement to alternate location.		
22	Notify remaining staff and appropriate departments for movement to alternate location.		
23	Consider canceling or postponing events, meetings, and/or other activities.		
24	Critical staff have their BC identification card.		
25	Review policies for sending employees home.		
26	Monitor the Continuity Team efforts.		
27	Review and assess the damage to the facility. List all departmental equipment and resources affected and the extent of the damage.		
28	Assemble vital files, records, databases, critical equipment and supplies required for re-establishing and performing essential functions at alternate work location.		
29	Obtain permission to enter the site from BCPD, Facilities, EH&S or other proper		

Emergency Checklist

Item	Task Description	Assigned To	Date Completed
35	Determine which essential functions have been affected and prioritize for restoration.		
36	Review policies for sending employees home and/or working from home implement if needed.		
37	Track status and restoration efforts of all essential functions and provide updated status report to Continuity Team, Department management and University EOC/Emergency Management.		
38	Test telephone, fax, e-mail, radio and other communications.		
39	Establish communications with essential support and office elements.		
40	Ensure all critical equipment, critical software and vital files, records and databases are available at alternate facility location.		
41	Coordinate procurement of additional equipment and supplies, as required.		
42	Set up interim workspace at alternate site.		
43	Address compliance issues if applicable.		
44	Grantors have been notified of your status if applicable.		
45	Make customers aware of degraded services.		
46	Contact IT Help Desk to check on system status.		
47	Order replacement hardware for critical processes (computers, printers, servers).		
48	Test user logins to web based applications to assure they work properly. Contact the IT Help Desk at if problems occur.		
49	Update voicemail with disaster related messages.		
50	Work with University EOC to make hotel and dining accommodations for critical staff if needed.		
51	Evaluate transportation needs.		
52	Use work around procedures for handling cash transactions if applicable.		

Emergency Checklist

Item	Task Description	Assigned To	Date Completed
79	Evaluate staffing schedules for workloads that may need to be caught up.		
80	Conduct after action review meeting with key staff.		

Worksheet #8: Modes of Notification and Communication

System

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DEPARTMENT STAFF CONTACTS

Aside from the members of the Department Continuity Team already identified, the following worksheet lists contact information for all permanent and part-time staff in the department who would need to be notified in the event of an emergency. "Critical Status" identifies staff who may have critical responsibilities during the response and recovery process and who may be called upon 24/7 if necessary.

Worksheet #10: Department Staff Contacts

Name	Position	Critical Status	Office Phone	Home Phone	Cell Phone	BC Email	Personal Email

Test the Plan

Annually, the DCP will conduct a thorough test of this Plan, using only data from off-site storage that includes recovery documentation, procedures, programs, and files and other support services. Deficiencies in these recovery tests will be noted, and corrected immediately after the test is concluded. A report on test results will be sent to the EM Office annually.

Mitigation Steps

Identify deficiencies in the plan, vulnerabilities and solutions to correct or better prepare these issues. Review with Continuity Planning Team members and change or update the plan to correct these identified items.

Mitigation & Improvements

Item	Critical Function	Solution	Responsible	Cost	Cost Type	Status	Comments
Animal Transportation	Maintaining animal living environment	Annual Cost		Director of Deep Sea Studies	list ahs been created of possible vendors inthe area		

Train Personnel

Periodically, the DCP reviews and revises the training materials used to educate personnel required to prepare, maintain, or ex

ACRONYMS AND DEFINITIONS

BCP
Business Continuity Plan - Plan that addresses department's ability to respond to and recovery from emergencies and disasters.

BCPT
Business Continuity Planning Team - University wide planning team for business continuity made up of DCPs and EMET members.

DCP
Department Continuity Plan or Departmental Continuity Planner - Person who has overall responsibility for coordinating, developing and maintaining the plan.

DCPT
Department Continuity Planning Team - Key staff from department charged with assembling and executing the Business Continuity Plan.

DLC
Department, Lab or Center - Generic term used to describe various units of the University.

DOC
Department Operations Center - Department level emergency meeting site for key decision makers and DCPT members.

EHS
Environmental, Health and Safety - University department responsible for coordinating overall environment, health and safety at Boston College.

EM
Emergency Management - University department responsible for coordinating overall emergency preparedness and response at Boston College.

EMET
Emergency Management Executive Team - University wide senior planning and response team to address University level issues and support DCPTs.

EMS
Emergency Medical Services

EOC
Emergency Operations Center - University level coordination site for EMET and Senior Administration for decision making, resource allocation and situational awareness.

IT
Information Technology

RTO
Recovery Time Objective - Term used to define period of time when critical functions must be restored and operating.

TTX
Table Top Exercise - A drill held with key staff and personnel to review and test emergency plans and procedures in a low stress environment.

CHECKLIST

Reviewed By:
Review Date:

CHECKLIST		
Type	Status	Comments