# Departmental Business Continuity Plan (SAMPLE)

**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:

# Table of Contents

## *REVIEWS AND APPROVALS*

<u>**Planner**</u>

<u>**Unit Head Name**</u>
<u>**Title**</u>
<u>**Status**</u>
<u>**Date**</u>

<u>**VP, Chair or Other**</u>
<u>**Title**</u>
<u>**Status**</u>
<u>**Date**</u>

<u>**Emergency Manager**</u>
<u>**Title**</u>
<u>**Status**</u>
<u>**Date**</u>

<u>**Executive**</u>
<u>**Title**</u>
<u>**Status**</u>
<u>**Date**</u>

## 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.

### Scope

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 EMET has faculty and staff offices 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:**      29

### Purpose

The Business Continuity Plan is a tool to assist in preparing for "disasters" that could leave resources such as personnel, records, information, housing and physical facilities unavailable for both short term or extended periods.

Use this document to learn about the issues involved in planning for continuity of the organization and its functions, as a checklist of preparation tasks, for training personnel, and for recovering from a disaster.

**See section H and I, Recovery Procedures, for specific communications plans, recovery plans and procedures and should contain all of the information needed during a recovery.**

### Audience and Distribution

This plan is primarily addressed to the Departmental Continuity Planner (DCP) for the organization, Department Continuity Planning Team (if developed) and local organization management. They have the responsibility of preparing for, responding to, and recovering from any event that affects our ability to perform our mission.

**See Section L. Plan Maintenance for a list of holders of this plan.**

## B. BUSINESS CONTINUITY PLAN OVERVIEW

Planning for the continuity and recovery of the organization and implementing the plan in the event of a disaster are complex tasks requiring coordination among two BC groups involved in emergency response and recovery: the Business Continuity Planning Team (BCPT) and the Emergency Management Executive Team (EMET).

The University Emergency Operations Center (EOC), operating under EMET, is the primary link to the resources available to us through BC support services. EMET provides us, and other Departmental Continuity Planning Teams, with support and assistance responding to and recovering from a disaster or other critical event.

The EOC provides university level command and support services that we may require during our recovery processes. See the Emergency Response web page at http://www.bc.edu/emergency for information about the team and recovery planning at BC.

The Business Continuity Planning Team, whose membership includes all Departmental Continuity Planners, provides Plan developers with direction, support and mutual assistance in preparing, implementing and maintaining our continuity plans.

# 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: | | | | | | |

**BUSINESS CONTINUITY PLAN (CONFIDENTIAL)--Not for External Distribution**

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 elsewhere. It is recommended that a copy of any forms that are maintained on the web be copied to a DVD/CD or USB drive for emergency use in case the internet or web services were lost.

## Worksheet #3: Vital Records, Forms and Documents

| Vital Record | Description | Storage Location | Format | Update Freq. | Backup Method | Point of Contact |
|---|---|---|---|---|---|---|
| Academic records | Grades and assignments | blackboard vista | Electronic | Daily | paper records | Dr. Jellyfish |
| **Comments:** | | | | | | |
| aquatic animal medical forms | intake forms for new and rescued animals, charts, physical updates | vet's office in lab | Electronic | Weekly | paper records | Dr. Urchin |
| **Comments:** | | | | | | |
| Research | | file cabinets and MyFiles | Both Paper and Electronic | Weekly | Paper documents being transferred to electronic documents; all new research is electronic | Dr. Bass |
| **Comments:** | | | | | | |
| Student Contact List | contact information for students | file cabinets and MyFiles | Both Paper and Electronic | Weekly | Data center | Dr. Shark |
| **Comments:** | | | | | | |

## F. CRITICAL RESOURCES AND PERSONNEL

The following section lists both the people and items needed for normal (N) operations and minimal (M) requirements for restoring critical operations and related services in a disaster situation.

### Worksheet #5: Office Support Equipment

| Type | Normal | Minimal | Comments |
|---|---|---|---|
| WORKSTATIONS | 30 | 5 | |
| PHONES | 40 | 3 | |
| LAPTOPS | 30 | 10 | |
| DESKTOP COMPUTERS | 10 | 1 | |
| FAX MACHINES | 1 | 0 | |
| PRINTERS | 5 | 1 | |
| COPIERS | 1 | 1 | |
| SCANNERS | 4 | 1 | |
| SHREDDERS | 3 | 1 | |
| POSTAGE MACHINES | 0 | 0 | |
| LOCAL SERVERS | 3 | 3 | |

### Worksheet #6: Special Equipment and Supplies

| Item | Description | Location | Vendor | QTY Normal | QTY Minimal |
|---|---|---|---|---|---|
| aquariums | unique tanks for rescued animals, friendly animals, and aggressive animals | lab | | 26 | 20 |
| **Comments:** certain fish must be kept seperate from the others so many aquariums are necessary | | | | | |
| boats | used to collect samples and study fish in natural habitats | BC Boat house, Consitution Harbor | | 4 | 2 |
| **Comments:** | | | | | |
| nets and other fishing equipment | to safely capture animals to study | BC Boat house, Consitution Harbor | | | |
| **Comments:** | | | | | |

### Worksheet #11: Essential Personnel and Cross-Training

| Function | Performs this Function | Can be Cross Trained | Comments |
|---|---|---|---|
| payroll | 1. Dean<br>2. Associate Dean | 1. Professor | |

## Worksheet #11: Essential Personnel and Cross-Training

| Function | Performs this Function | Can be Cross Trained | Comments |
|---|---|---|---|
| Maintaining animal living environment | 1. Lab Manager<br>2. Dean | 1. Ass. Dean | |
| Research | 1. Dean<br>2. Associate Dean<br>3. Professor<br>4. Work Study | | |
| Conducting classes | 1. Professor<br>2. Dean<br>3. Ass. Dean | 1. Teaching Assistant<br>2. Graduate Student<br>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 Command System (ICS), defines the following sections that provide the following functions for the department. Each of these Sections is staffed by the personnel who are normally responsible for that corresponding component or activity and should be familiar with their operations.

**Departmental Continuity Planner**
The Departmental Continuity Planner serves as the DCP, reporting to departmental management. As a component of the overall Boston College recovery planning effort, the DCP works with the Boston College Emergency Management Executive Team (EMET) in a disaster situation. In planning and preparing for recovery from a disaster, the DCP is responsible for plan development and maintenance, testing and participating in the Continuity Planning Team. The DCP is responsible for the activities in all listed sections, unless specific section chiefs are assigned and may also be acting Section Chief of the Planning Section in many departments.

At the local organizational level, these Sections are under the direction of the Departmental Continuity Planner.

**Operations Section:**
The Operations Section Chief is responsible for coordinating the continuity and recovery of functions of the department along with facilities, personnel, local and remote data processing, and voice and data communications functionality of the organization. Damage/impact assessment and implementation of the plan is carried out by the Operations Section Chief**.**

**Logistics Section:**
The Logistics Section Chief is responsible for providing the necessary resources (supplies, services, equipment, facilities, personnel) to support recovery operations after an emergency. This includes items such as relocation sites, recovery of records, assigning personnel, salvage and restoration of facilities, providing supplies and other supporting services. Planning for vital records backup and storage, and identification of key support vendors is a preparedness duty.

**Planning Section:**
The Planning Section Chief is responsible for the collection, evaluation, dissemination, and monitoring of incident information and anticipate needs that may arise in order to address those needs before they become a problem. Secondly, the Planning Section Chief develops any necessary Incident Action Plans, situation reports, maintaining all documentation and records for the incident and coordination of the department's activities during recovery. This section also maintains information on the current and forecast situation and on the status of resources assigned to the incident.

**Finance Administration Section:**
The Finance Administration Section Chief is responsible for providing financial and related support for recovery by allocating, authorizing and tracking funds, and keeping records of procurement and other expenses throughout the process for recouping losses. This can be facilitated by using pre-arranged emergency account numbers for tracking expenses and having access to cash and other funds to dispense during the emergency.

## H. RECOVERY PROCEDURES

The following section provides the action plan for resumption of critical processing during or following a disaster. The appropriate Section Chiefs are responsible for keeping this information up-to-date. If a department utilizes an Annex to address a specific function outside the overall operations of the department, equivalent tables must be prepared for each Annex.

**Orders of Succession**
In the event of an incident that limits the ability of key management in our department to respond, the following worksheet is the line of succession that will be in effect. If during the course of recovery from the incident a person higher up in the list becomes available, that person will assume responsibility. Note: The Line of Succession does not necessarily relate to the order and responsibility for managing the recovery effort. This plan and department management will outline and direct our recovery efforts.

### Worksheet #4:  Orders of Succession

| Name | Title | Alternate Name | Alternate Title | Comments |
|------|-------|----------------|-----------------|----------|
|      | Director |             |                 |          |
|      |       |                |                 |          |

**Relocation Strategy and Department Operations Center (DOC)**

If the event causes loss of facilities for a short, or extended period of time, we need to understand what had to move, when that needs to be done and what functionality of the operations must be carried out.

This section defines a Department Operations Center (DOC) for key staff to implement the plan and discuss emergency issue; a few short term staff emergency meeting sites in the event of a building evacuation; and potential alternate locations to work from if the building were unusable for an extended period of time. This is important for improving communications and assisting in locating individuals.

The Department Operations Center is the place for departmental management and other critical personnel to meet to discuss and subsequently manage the situation. Two sites are suggested, one being a room in the building to use if the building is still functional. The second is a site outside the building if evacuation is necessary. Access to communications (voice and data) is suggested. Establish a liaison with the Incident Commander on the scene or with the University EOC if it is established for the situation.

The following section lists emergency and alternate operating facilities and specific communication needs in the event of an emergency.

### Worksheet #7: Emergency and Alternate Operating Facilities

| Type | Place | People | Comments |
|------|-------|--------|----------|
| EMERGENCY MEETING SITE | St. Ignatius Statue | 10 | |
| ALTERNATE EMERGENCY MEETING SITE | Academic Quad | 10 | |
| DEPARTMENTAL OPERATIONS SITE (inside your building) | Laboratory | 10 | |

## *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 authorities, if required, and work with the insurance representative for the College, Facilities and repair personnel from any appropriate vendors. | | |
| 30 | Contact Facilities Work Order Center to create a work order in request of alternate space for your department. | | |
| 31 | Notify other departments and customers that operations have shifted to alternate work location. | | |
| 32 | Stage personnel for duty and support of department operations. | | |
| 33 | Contact IT Help Desk to make computer connectivity and phone line transfers to designated alternate location if needed. | | |
| 34 | Organize staff and account for non-essential personnel.  Develop shift rotations if needed. | | |

## *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. | | |
| 53 | Make sure if alternate site is used that directions are available. | | |
| 54 | Coordinate all news media with Public Affairs Office. | | |
| 55 | Notify Departments and third party providers of the disaster related event and any changes in processes. | | |
| 56 | Contact Vendors that support critical processes to request assistance or notify them of a delay. | | |

## *Emergency Checklist*

| Item | Task Description | Assigned To | Date Completed |
|------|------------------|-------------|----------------|
| 57 | Contact mail delivery services to notify them of any change in location. | | |
| 58 | Contact students to inform them of any process or location changes. | | |
| 59 | Review the BC Home Page, BC Info and BC Prepared websites or the 888-BOS-COLL emergency information line for updates. | | |
| 60 | Ensure all employees have Employee ID cards and are prepared to show them. | | |
| 61 | Safeguard sensitive vital records. | | |
| 62 | Set up counseling for employees if needed. | | |
| 63 | Obtain the contact number and status of employees for family matters that may call in. | | |
| 64 | Coordinate the return of processing to the usual functional area, or to a new site, if necessary. | | |
| 65 | Survey condition of office building and determine feasibility of salvaging, restoring or returning to original offices when emergency subsides or is terminated. | | |
| 66 | Inventory and salvage useable equipment, materials, records and supplies from damaged or destroyed facility. | | |
| 67 | Determine loss of the department's inventory for insurance report and document all actions. | | |
| 68 | Checks and balances to verify what data was lost (hardcopy and electronic). | | |
| 69 | Develop long term recovery plans. | | |
| 70 | Site specific services have been recovered. | | |
| 71 | Test systems to ensure they are working properly. | | |
| 72 | Track status and restoration efforts of all essential functions. | | |
| 73 | Conduct transition of all functions, personnel and equipment from alternate location back to designated facility. | | |
| 74 | Staff relocate to original worksite or a new permanent site. | | |
| 75 | Non-critical staff have been called back to work. | | |
| 76 | Business units begin returning to normal operations. | | |
| 77 | Manual procedures have been incorporated back to normal processing. | | |
| 78 | Communication with customers and departments. | | |

## *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. | | |
| 81 | After the recovery effort, meet with the Department Continuity Team members. Analyze the recovery procedures, and make any necessary additions or modifications to this plan. | | |

# *J. NOTIFICATION AND COMMUNICATION*

**In the event of a disaster, notify all persons listed on Worksheet #9**.

The following worksheets list Notification and Communication Strategies, Management & Continuity Team Contacts, Departmental Staff Contacts, and Critical Vendor Contacts. The Departmental Continuity Planner is responsible for keeping these notification worksheets up-to-date though it can be delegated to a person working with the information in the department.

**Departmental Information Distribution**
Boston College has specially trained personnel who are accustomed to dealing with the press and TV media. Our department will establish a liaison with the Public Affairs Office as required. Unless authorized, all requests for information from the media or other external sources should be forwarded to the BC Public Affairs office. However, this does not preclude our dealing with our normal constituency, be they staff, students or parents. The goal is to have accurate, consistent and coordinated information flow throughout the emergency period.

To achieve this, we must maintain up-to-date contact lists with all of our staff and in academic or research areas also with students, instructors and researchers. These worksheets should include several methods of contact, including land-line and cellular phones, BC and external (AOL, gmail, etc.) e-mail addresses and home contacts.

**Strategic Communications**
Determining the content and context of messages to the BC community, parents and the public can often be facilitated by preparing generic messages in advance. The Public Affairs Office has developed such messages for use in the campus wide communications capability designed to maximize notification to staff and students in an emergency. For example, a fire that is limited to one building would require notification that the building is closed, where to assemble and relocate and, in response to questions from parents, family members and the media, what is and will be done. One goal is to minimize rumors by getting an official message out as soon as possible.

Our department will be providing input to that communications process, but the actual dissemination to the general public will be done by the Public Affairs Office or other persons authorized to speak to the public, students, and staff by the University.

## Worksheet #8: Modes of Notification and Communication

| System | Priority Use | How to Use | Support Items | Access List | Testing Frequency |
|---|---|---|---|---|---|
| Contact Lists & Phone Tree(s) | 1 | each person calls their assigned person(s) until all staff are notified | Phone | Department Staff Only | Quarterly |
| Comments: | | | | | |
| E-Mail Group & List | 1 | Basic email with information regarding what the issue is and who needs to report where and when | Internet Access | Department Staff Only | Monthly |
| Comments: | | | | | |
| Fax Blast | 6 | | -- | -- | -- |
| Comments: | | | | | |
| Phone Audio Conference Bridge | 1 | Dial the appropriate access number and enter numeric passcode followed by a '#' | Phone | Department Staff Only | Annually |
| Comments: | | | | | |

## MANAGEMENT AND DCPT CONTACTS

This subsection lists organizational management, Department Continuity Team members and BC administration who must be notified in the event of a disaster affecting our operations.

## Worksheet #9: Management and Continuity Team Contacts

| Position | Name | Other | Office Phone | Home Phone | Cell Phone | BC Email | Personal Email |
|---|---|---|---|---|---|---|---|
| Departmental Continuity Planner | | | 222-222-2222 | 999-999-9999 | 123-456-7890 | JOHN.TOMMANEY@BC.EDU | marlinfish@bcdeepseatest.org |
| Comments: | | | | | | | |

**BUSINESS CONTINUITY PLAN (CONFIDENTIAL)--Not for External Distribution**

## 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 |
|------|----------|-----------------|--------------|------------|------------|----------|----------------|

Ensure that the Continuity Plan is updated at least annually or more often if major changes occur in the organization. **Use the attached Continuity Planning Checklist to ensure this plan covers and includes all relevant information.**

Ensure that the update document is distributed to Department Continuity Team members, organization management, the Emergency Management Office, the Audit Department and placed in the on-line Business Continuity Planning Library in MyFiles. A copy of the Departmental Plan should also be sent to an off-site storage location. The Continuity Plan is distributed as shown in the table below. Two copies are sent to each member of a recovery team so that the receipient can store one copy in the office at BC and one at home for safekeeping.

| *Plan Holders* | | |
|---|---|---|
| **Plan Holder** | **Description/Location** | **# of Copies** |
| Business Continuity Planner | Dr. Stingray - Plan Development | 1 |
| Emergency Management | Director of EM - Currently reviewing plan | 1 |
| Operations Section Chief | | |
| Logistics Section Chief | | |
| Planning Section Chief | | |
| Finance Section Chief | | |
| Organization Management | | |
| Team Members | | |
| Others | | |

## 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 execute portions of this Plan. The DCP trains any new personnel who join the recovery team.

## Promote the Plan

Promoting this plan means keeping it viable and visible to all members of the Continuity Planning Team and to the organization's staff and management. To promote this plan, the DCP will develop an orientation program for personnel on the Continuity Planning Team outlining the actions planned for response to and recovery from a disaster. Providing semi-annual or quarterly briefings on planning status at departmental staff meetings is also recommended. All staff should have some basic familiarity with this plan such as notification and communication strategy, meeting locations, critical functions, etc.

**Remember, all staff should take preparedness to heart and take steps before an emergency to be ready in case of an emergency. This should include personal and family preparedness at home including a family disaster and communication plan and a disaster supply kit. Further information can be found at www.bc.edu/emergency or by contacting the Office of Emergency Management at 617-552-4316.**

## *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** |
| | | |