DataU

Business Continuity Plan

San Jose, California

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Scope

This plan contains the business continuity strategies and procedures for DataU, a private university in San Jose, California. The plan identifies functions that are critical to DataU's operations as well as methods for ensuring minimal interruption to normal operating procedure in the event of a disaster.

Key Business Areas

DataU's key business areas encompass six major organizational divisions that report directly to the University President.

The "Marketing, Communications, and External Relations" division is responsible for managing the university's image, communicating with stakeholders, and maintaining positive relations with the wider educational community. This division plays a crucial part in the public-facing aspects of the university.

The "Student Affairs" division encompasses financial aid, admissions, student health services, and student housing. It focuses on ensuring the well-being and success of students.

The "Athletics" division oversees the university's athletic programs and sports teams. It plays a vital role in promoting school spirit and improving the university's reputation.

The "Academic Affairs" division oversees all aspects of academic administration. It is central to providing and maintaining the high quality of education offered at DataU.

The "Finance and Budget" division is responsible for accounting, payroll, and budgeting. It ensures the university's financial stability and sustainability and is essential for effectively managing resources and funds.

The “Administrative Services” division encompasses human resources, campus security, information technology, information security, and facilities management for DataU. It provides support services for the university, and ensures that all of its infrastructure, technology, and personnel are operating smoothly and efficiently.

Each of these divisions are pivotal to the smooth operation and function of the university, and therefore must be maintained with the utmost importance. Implementing effective strategies to support these key areas is essential for DataU to achieve its mission of providing a high-quality educational experience for its students.

Business Impact Analysis

Critical Function	RPO	RTO	MTD	Financial Impact	Alternative Processes
Conducting classes	Within 8 hours	1 day	1 day	High. Can lead to loss in tuition revenue and impact students' progression.	Utilize online platforms for remote instruction, provide recorded lectures during downtime.
Provide housing facilities and maintenance for students	As it was at the start of the business day	2 days	2 days	High. Can lead to displaced students and loss of revenue.	Prioritize maintenance based on severity, work with local hotels for temporary housing solutions during crisis.
Provide medical and health services for students	Within 8 hours	1 day	1 day	Moderate to high. Can lead to students not having access to their only affordable form of healthcare or potential disease outbreak if containment measures are not available.	Offer remote medical consultations with a partner institution, provide health education and resources online as a bare minimum.
Ensure financial aid programs and support for students	Within 8 hours	1 day	1 day	High. Can lead to financial difficulties for students and inability to continue attendance.	Extend deadlines, provide online resources and virtual counseling for financial aid
Ensure constant operation and access to technology services for the university	No data lost	1 day	1 day	High. Downtime can lead to loss of productivity for students and staff.	Redundancy in critical services

Ensure the safety and security of all students, faculty, and staff	No data lost	1 day	1 day	High. Disruption can lead to safety concerns and/or legal liability.	Increase security surveillance in critical areas, emergency notification systems
Ensure timely maintenance and upkeep of university facilities	As it was at the start of business day	2 days	2 days	Moderate. Delays in maintenance can lead to safety hazards, legal liabilities, or loss of reputation.	Prioritize maintenance based on severity, implement predictive maintenance strategies
Provide support for the university's athletics programs	Within 8 hours	1 day	1 day	High. Can greatly inhibit the capabilities of student-athletes and lead to loss of revenue from events.	Have backup plans in place for virtual operations of the athletics program
Ensure the constant operation of data center functions	Within 8 hours	1 day	1 day	High. Downtime and loss of data can impact numerous critical university operations.	Utilize cloud-based backup and recovery solutions, utilize off-site data centers for redundancy
Provide external communications from the university	Within 8 hours	1 day	1 day	Moderate. Lack of clarity and communication can lead to loss of reputation and funding.	Utilize social media and other online platforms as alternative methods of communicating with the public.

Dependencies

Many of these critical business functions have dependencies on other business areas and functions. The first of these being the university's technology infrastructure. All other critical business functions rely on IT services in one way or another, therefore, any disruption can have its affects spread across the entire university. The next dependency is for critical student services, including financial aid, health services, and housing facilities. Disruptions in these areas can affect students' wellbeing and productivity. The final dependency is the university's data center operations. DataU's onsite data center is critical for various business operations, and therefore, downtime can lead to lost productivity, lost revenue, and damaged reputation of the university.

Plan to Maintain Operations

In the event of a major disaster or other disruption to any of the critical business functions, there must be plans in place to maintain normal operations. In the event of a severe weather event, a major data center failure, or a cybersecurity breach, the following contingency plans are in place:

Severe Weather Event

A severe weather event, such as a hurricane, earthquake, or tornado, could result in physical damages to the university and normal business operations. Listed below are the impacts that a severe weather event would have on each critical business function along with a plan to maintain normal operations during these times.

Critical Business Function	Impact on Function	Plan to Maintain Normal Operations
Conducting Classes	Classrooms may be inaccessible, resulting in a need for online learning resources.	Scale up the use of online learning platforms along with an asynchronous option, if

		possible, for maximum flexibility.
Providing housing facilities and maintenance	Damage to housing could result in temporary relocation of students.	Partnering with a local hotel for temporary housing as a contingency
Provide medical and health services for all students	Increased demand for medical services as a result of weather damages.	Provide emergency mobile healthcare services if severity requires it. Offer phone counseling services
Ensure financial aid programs and support for students	Downtime of critical IT services could result in delays in financial aid processing and distribution.	Extend deadlines and offer virtual counseling for financial aid inquiries and assistance.
Ensure constant operation and access to technology services for the university	Power outages or physical damage could affect access to online learning and other university systems.	Implement redundancy in the technology services for continued access to critical services.
Ensure the safety and security of all students, faculty, and staff	There would be an increased need for emergency response and security patrol units.	Increase the security patrols and utilize emergency services, if necessary.
Ensure timely maintenance and upkeep of university facilities	Damage to facilities could result in some areas needing immediate attention for repairs.	Prioritize critical maintenance tasks and utilize predictive maintenance technologies to minimize overall damages.
Provide support for the university's athletics programs.	Damages to athletic facilities could result in indefinite delays.	Implement virtual strategy and planning meetings to discuss proper steps forward given each sports' specific circumstances.
Ensure the constant operation of data center functions	There is potential for data loss or services being inaccessible due to physical damages.	Utilize cloud backups and alternate data sites to minimize downtime of critical services.
Provide external communications from the university	There is a need for regular updates and communication with all stakeholders, including students, staff, parents, and others.	Provide regular updates and engagement via social media and other online platforms.

Major Data Center Failure

In the event of a major data center, critical IT services would be greatly impacted. Listed below are the impacts that a major data center failure would have on each critical business function along with a plan to maintain normal operation during this disaster.

Critical Business Function	Impact on Function	Plan to Maintain Normal Operations
Conducting Classes	Disruption to the data center would result in loss of access to the main learning management system and coursework delivery system.	Utilize backups and alternate data sites to host the learning management system.
Providing housing facilities and maintenance	Potential for smartcard system to render buildings inaccessible, resulting in a need for physical access to student housing and other university facilities.	Provide physical keys to authorized personnel for emergency access. Implement physical security controls to accommodate.
Provide medical and health services for all students	Potential for inability to access student medical records and necessary scheduling systems.	Maintain paper-based appointment logs and medical records, within all data privacy and retention requirements. Utilize phone consultations for urgent needs.
Ensure financial aid programs and support for students	Potential for a disruption in financial aid processing and distribution.	Maintain paper-based records of financial aid documents and disbursements. Provide phone and in-person support for additional assistance as necessary.
Ensure constant operation and access to technology services for the university	Loss of critical IT infrastructure and data.	Utilize backups and other data recovery procedures. Utilize alternate data sites to host critical IT infrastructure in times of crisis.
Ensure the safety and security of all students, faculty, and staff	Potential for disruptions in security monitoring and emergency alert systems.	Increase physical security as required. Communicate emergency procedures via social media and other platforms if emergency response systems are not functional.

Ensure timely maintenance and upkeep of university facilities	Inability to access maintenance requests and preventative maintenance schedules.	Maintain paper-based copies of maintenance schedules.
Provide support for the university's athletics programs.	Potential for disruption of university athletic technology infrastructure, including ticket sales and event management.	Communicate schedule changes and delays through social media and other platforms, if necessary. Continue to offer and ramp up support for the current paper-based ticket infrastructure.
Ensure the constant operation of data center functions	Potential for complete loss of data center services.	Utilize alternate data sites and data redundancy systems. Utilize full-differential backup routine for all data center services.
Provide external communications from the university	Potential for disruption in university's communication systems to their stakeholders and the public.	Communicate through social media and alternative communication channels to provide regular updates and progress in restoring normal functionality.

Cybersecurity Attack

In the event of a cybersecurity attack against DataU, there is potential for confidential systems and data to be breached.

Critical Business Function	Impact on Function	Plan to Maintain Normal Operations
Conducting Classes	Potential for student data and course materials to be compromised.	Implement multi-factor authentication for accessing learning management systems. Conduct security awareness for students and faculty.
Providing housing facilities and maintenance	Potential for personal data to be compromised, including student address data.	Ensure database systems are properly encrypted. Limit access to data based on need.
Provide medical and health services for all students	Potential for breached medical records, potential for breaches of HIPAA compliance laws.	Ensure medical databases are properly secured and monitored. Utilize secure

		communication channels for patient information.
Ensure financial aid programs and support for students	Exposure of confidential financial aid information and the potential for fraud	Implement real-time monitoring of financial aid transactions. Conduct regular security training for staff handing sensitive financial data.
Ensure constant operation and access to technology services for the university	Potential for compromised university systems and network.	Implement endpoint protection on all devices. Conduct regular penetration testing and vulnerability analysis on university technology services.
Ensure the safety and security of all students, faculty, and staff	Potential breach of security protocols and other sensitive information that could compromise the safety of students, faculty, and staff.	Ensure security safeguards and countermeasures are in place to protect the university. Conduct regular security audits.
Ensure timely maintenance and upkeep of university facilities	Potential for confidential documents and future projects to be compromised.	Implement access controls for facility management systems.
Provide support for the university's athletics programs.	Potential for a breach of PII about student-athletes.	Encrypt sensitive athlete information, such as blood type.
Ensure the constant operation of data center functions	Potential for data loss and malicious cyberattacks.	Implement strict access controls and audit trails for anybody accessing the data center. Regularly perform full-differential backups.
Provide external communications from the university	Damage to university reputation and loss of trust from the public.	Monitor news feeds and social media for mentions of misinformation and to judge public opinion.